



National Redress Scheme in Queensland

Feedback and Complaints: National Redress Scheme in Queensland

We would like to hear from you

As a responsible institution participating in the National Redress Scheme, we wish to provide you with the best possible service.

The National Redress Scheme is administered by the Commonwealth Government, however we are interested in hearing and learning from you about your experience with the redress process and how we can improve our service.

How can I provide feedback?

You can contact the Queensland Redress Scheme Coordination/Secretariat Unit by emailing

redress.coordination@csyw.qld.gov.au.

We welcome your feedback about improvements we can make to those parts of the Scheme the Queensland Government is responsible for, such as Counselling and psychological care services, Direct Personal Response, or any aspects of your interaction with us during your redress process.

We are interested to hear from you about what you found helpful and wish to compliment, as well as what you may have found unhelpful.

How do I make a complaint?

If you have a complaint or are unsatisfied with our service, we do want to hear from you. We encourage you to start by raising your concerns by emailing

redress.coordination@csyw.qld.gov.au.

What happens next?

We will listen to you and every effort will be made to resolve your complaint in a way that is satisfactory to you. You can expect the response to be prompt, fair and professional.

Some complaints are easily managed, others may require further investigation. We may need to request additional information from you to help us better understand the issue or concern. We will keep you informed throughout the process and you can check on its progress at any time.

We will let you know the outcome and any actions we have taken or will take. We are committed to learning from you and improving our service.

Can I take my complaint further?

If you are dissatisfied with how we have handled your complaint, or the outcome, you can request that the Director of the Redress Coordination/Secretariat Unit reviews the complaint and the outcome.

If following this review you are still dissatisfied, you can contact the department's Complaints Unit by emailing feedback@csyw.qld.gov.au or phone (07) 3097 5201.

Finally, if you are still dissatisfied, you can request an external review by the Queensland Ombudsman.

How do I contact the Queensland Ombudsman?

Email -

ombudsman@ombudsman.qld.gov.au

Phone - (07) 3005 7000 or 1800 068 908

Online -

<https://www.ombudsman.qld.gov.au/>

Mail – Queensland Ombudsman, GPO
Box 3314, Brisbane, Qld, 4001.

What if my complaint is about something else?

National Redress Scheme complaints:

If your complaint is about the National Redress Scheme you will need to contact the Commonwealth Department of Social Services by emailing complaints@dss.gov.au.

Privacy:

If you have questions or feedback about the department's privacy and security practices please contact Privacy Complaints via email privacy@csyw.qld.gov.au or phone (07) 3097 5609.

Right to Information, redress and screening:

If you have feedback regarding Right to Information, subpoenas or an administrative release, please contact the department.

Email - rti@csyw.qld.gov.au

Phone - (07) 3097 5603

Free call -1800 809 078

How can I access more information?

For more information about how the Department of Child Safety, Youth and Women manages complaints you can contact the Complaints Unit by:

Email - feedback@csyw.qld.gov.au

Phone - (07) 3097 5201.

Online -

<https://www.csyw.qld.gov.au/contact-us/compliments-complaints>

Mail - Complaints Unit

Department of Child Safety, Youth and Women, Locked Bag 3405, Brisbane, Qld, 4001.

What additional support is available?

If you require support to hear or communicate in order to provide feedback or make a complaint, you can access the National Relay Service on 1800 555 660.

If you need an interpreter, you can use the Translating and Interpreting Service on 131 450.