



# National Redress Scheme in Queensland

## Feedback and Complaints: Counselling and Psychological Care

### We would like to hear from you

As the Queensland Government agency responsible for supporting access to counselling and psychological care for people who have accepted an offer of redress from the National Redress Scheme, we want to hear from you. We are interested in learning from you about improvements we can make to Queensland's arrangements for counselling and psychological care, including the use of the Trauma Support Directory, to find a practitioner and accessing assistance from the Redress Counselling Program Team.

We welcome feedback on what you found helpful and wish to compliment, as well as what you may have found unhelpful.

### How can I provide feedback?

You can contact the Counselling Program Team by phone (07) 3097 5706 or email [redresscounselling@cyjma.qld.gov.au](mailto:redresscounselling@cyjma.qld.gov.au).

### How do I make a complaint?

If you have a complaint or are unsatisfied with the counselling and psychological care arrangements and services we do want to hear from you. You can contact the Redress Counselling Program Team by phone (07) 3097 5706 or email [redresscounselling@cyjma.qld.gov.au](mailto:redresscounselling@cyjma.qld.gov.au).

We also encourage you to raise and talk through your concerns with the person you have been working with. If you are concerned about an individual

practitioner's practice you may contact their professional association, as well as our Redress Counselling Program Team.

### 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](mailto: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](mailto: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](mailto: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](mailto: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@cyima.qld.gov.au](mailto:rti@cyima.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](mailto: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.