ACTTogether
Every child matters

Tell us what you think

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Information for children and young people

TELL US WHAT YOU THINK

ACTTogether
Every child matters

In agreement with the 'Charter of Rights for Kids in Care' ACT Together wants to make sure that you feel safe and that you can tell someone if you are unhappy or worried about something.

We invite you to give feedback to us. Feedback might be a complaint, a compliment or even a comment about something we have said or done.

MAKING A COMPLAINT TO ACT TOGETHER

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You can make a complaint to ACT Together about:

- something you are unhappy or worried about
- a decision you think is wrong
- how you have been treated
- workers and carers who look after you or work with you.

GIVING A COMPLIMENT TO ACT TOGETHER

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Have we done something well?

We like it when people tell us what we are doing right too.

You can use this form if you want to tell us something good that has happened.

How you can send us feedback

You might want to start by telling someone like your family, carer or case worker. If you want to contact ACT Together to make a complaint or compliment, you can talk to someone at ACT Together (this might be your case worker or carer support worker but can be someone else if you want). You can have someone with you to support you while you talk to an ACT Together worker.

You can also:

✉ e-mail us	🖥 Go online	📱 Phone us	Send your form to:
feedback@ acttogether.org.au	www.acttogether. org.au/contact-us/	(02) 6110 2200	ACT Together 26 Thynne Street, BRUCE ACT 2617

SCAN THE CODE TO CONTACT US

ACT TOGETHER SERVICES: FEEDBACK FORM

Date	
Name	
Address	
Email	
Phone	
If you would prefer to remain anonymous please tick this box	(please note that this may prevent us from providing you with a response to your feedback.)
Please select the type of feedback:	Compliment Comment Complaint
Would you like us to give you an answer about your feedback?	No Email Phone Letter

We will record your feedback and if you would like an answer, we will give you an answer within a few weeks. If it is going to take longer we will tell you why.

If you're not happy with what has been done with your feedback, you can ask for someone else at ACT Together to look at your complaint. You can also ask for help from the people listed over the page.

Tells us about your complaint or what we did well...

What would make you happy? or what would you like to see happen?

Your feedback is important!

✓ CREATE Foundation
✓ Human Rights Commission
✓ Official Visitor
✓ Kids Helpline

THERE ARE OTHER PEOPLE YOU CAN TALK TO

CREATE FOUNDATION

CREATE is an organisation especially for children and young people in care. You can talk to someone at CREATE about any problems. They can let you know what your rights are and help you get in touch with someone who can help.

You can contact them by e-mail or phone:

- Call **6232 2409**
- e-mail **act@create.org.au**

HUMAN RIGHTS COMMISSION

The Children and Young People Commissioner and the Public Advocate work at the Human Rights Commission. They are separate from Child and Youth Protection Services and ACT Together. They are there to help to make sure children and young people are being looked after well. You can talk to them about what's bothering you and they can work out ways of fixing the issue or making sure it doesn't happen again.

You can contact them by e-mail or phone:

- Call **6205 2222**
- e-mail **actkids@act.gov.au**

OFFICIAL VISITOR

If you are in residential care you can ask to have an Official Visitor come to see you. Their job is to visit young people who are in residential care, in a youth justice centre or another place getting help with their mental health, to make sure they are being looked after properly. If you have a complaint you can let an Official Visitor know and they can help you resolve it.

You can contact an official visitor by phone:

- Call **1800 150 036**

KIDS HELPLINE

If you're not sure how to raise what's bothering you or just want to talk to someone outside of your current situation, Kids Helpline can help. They provide free, 24/7, confidential and private counselling for children and young people aged five to 25 years old. You can talk to them about anything – anytime and for any reason.

You can contact them via their website, phone or e-mail:

- Call **1800 55 1800**
- e-mail **counsellor@kidshelpline.com.au**