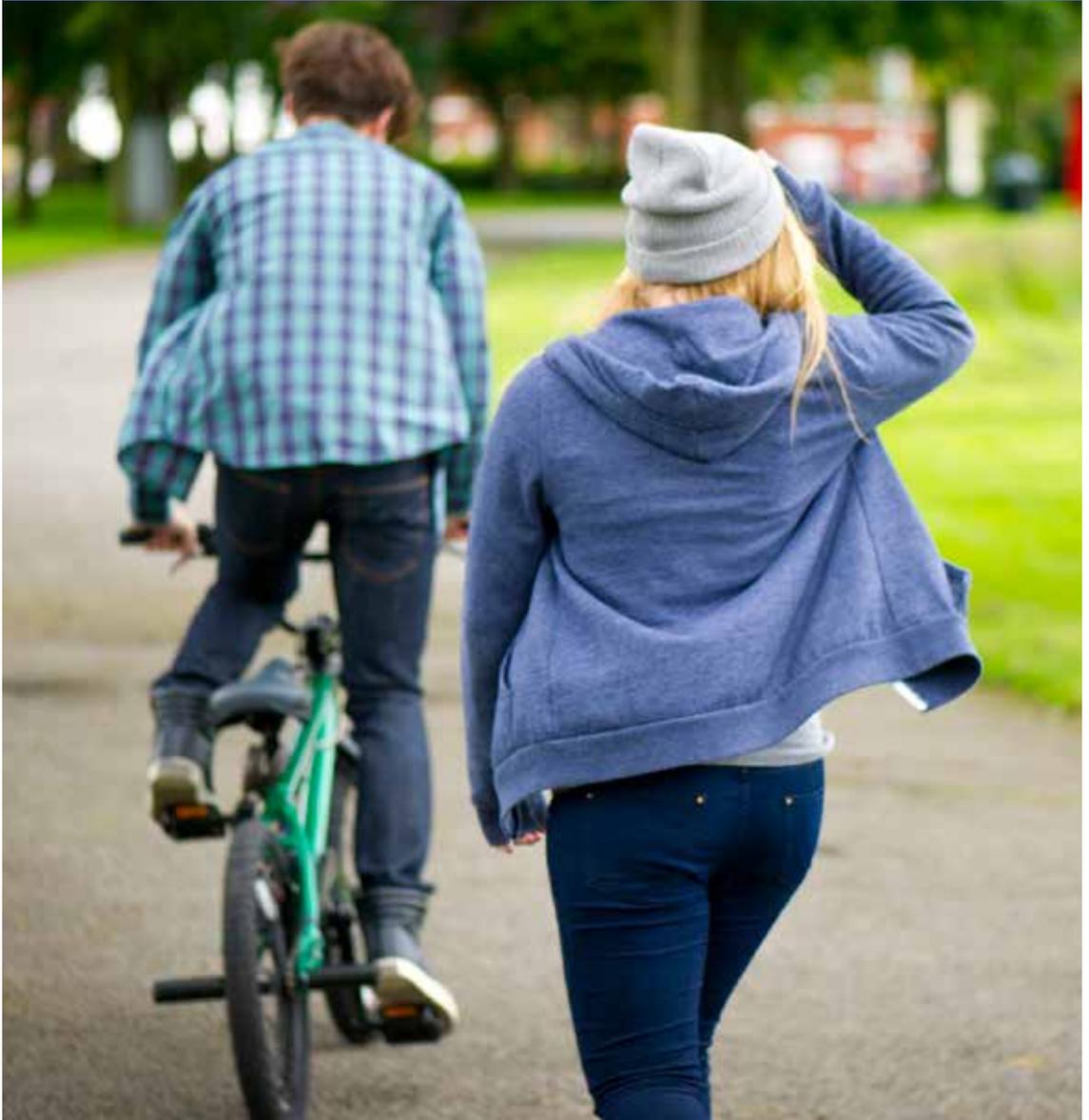


**MacKillop  
Family Services**

To promote justice and to foster hope

# Feedback and Complaints

for children and young people



## Your voice within MacKillop

MacKillop Family Services wants to hear your feedback about our services and how they could run better.

If you are unhappy and would like to make a complaint, we want to hear that too, and you can do it at any time.

If your complaint is about someone, but you don't feel able to talk directly to that person, or if you feel unhappy with a response to a complaint, then you have the right to approach any other staff member with your concerns.

That staff member will listen to your complaint and help you to work out the best way to have it addressed. You will not be treated unfairly as a result of making a complaint.

You are welcome to have a support person with you at any time during the process.

The manager of the program that is helping you is willing to listen to your concerns, and may be able to offer you other ways to ensure your voice is heard.

## What happens when you give feedback?

Your feedback will be shared with the manager of your program, who will respond to you directly.

They will discuss with you any suggestions you have made to see whether they can be implemented.

## What happens when you make a complaint?

MacKillop will keep a record of the complaint in our complaint recording system. Then we will tell you what we plan to do as a result of your complaint and try to resolve the problem as quickly as possible.

If you are not satisfied with our response and want to take it further, you can contact an external complaints body, such as the Ombusman. A list of these organisations can be found on the back of this brochure.

# Making a complaint

Try this first:

**I have a  
complaint that I  
want to make.**

**!**  
**I can always  
get advice  
from the  
Complaints  
Officer.**

**STEP 1:**  
**I'll tell a staff  
member. It can be  
any staff member  
- one that I trust.**

**STEP 2:**  
**If that doesn't  
help, I can speak  
to the manager.**

**STEP 3:**  
**And if that  
doesn't help,  
I can speak to a  
senior manager.**

**!**  
**I can always  
contact  
someone  
outside  
MacKillop if  
I need.  
(See back cover  
for details)**

You can submit your feedback or complaint through the MacKillop website at: [mackillop.org.au/FeedbackComplaints](http://mackillop.org.au/FeedbackComplaints)

## Our principles

### 1. We want to hear from you

Speak to someone about your concerns or ideas by making a phone call, writing an email or sending a letter – whatever works for you.

You can also fill in the feedback or complaint form attached to this brochure and hand it to any staff member.

### 2. We take you seriously

There is a complaint recording system so your feedback or complaint will not get lost! You can also speak about it to anyone: your worker, their manager, the Complaints Officer or any other MacKillop staff member.

### 3. How we will respond

Quickly! You should hear what is happening about any feedback or complaint within two working days.

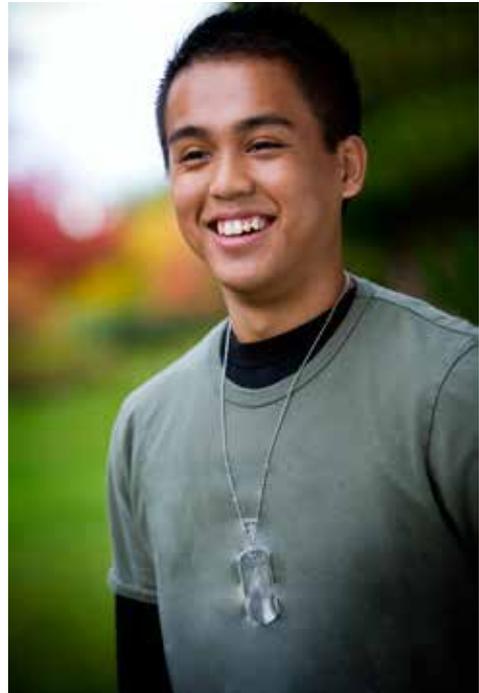
### 4. Support for you

You can get a friend, parent, teacher or anyone else to help you. You can also help someone else.

Contact the Ombudsman for further help too.

### 5. We respect your rights

You can check out the *Charter for Children in Out-of-Home Care* on the web, or you can ask any of your workers for a copy, as well as an explanation of what it means.





To give MacKillop feedback or make a complaint, fill in this form and hand it to any staff member. You can also contact MacKillop's Complaints Officer directly on (03) 9699 9177 or via the web at [mackillop.org.au/FeedbackComplaints](http://mackillop.org.au/FeedbackComplaints).

My feedback or complaint is:

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Please suggest how your feedback or complaint should be addressed:

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Optional information (you don't have to fill this in to have your feedback or complaint acted upon):

Name: \_\_\_\_\_

Address: \_\_\_\_\_

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Phone: \_\_\_\_\_

Date: \_\_\_\_\_

The program/house that you are in: \_\_\_\_\_

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# Contact MacKillop Family Services

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## Victoria

**ADDRESS** 237 Cecil Street,  
South Melbourne VIC 3205  
**PHONE** (03) 9699 9177

## New South Wales

**ADDRESS** 12-14 Second  
Avenue, Blacktown  
NSW 2148  
**PHONE** (02) 8881 4800

## Western Australia

**ADDRESS** 9 Sayer Street,  
Midland WA 6056  
**PHONE** (08) 9250 1114

## Who to contact outside MacKillop

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If you have tried to have your say within MacKillop, but still feel that you want to talk to someone outside MacKillop about your concerns, you can contact one of the numbers below.

### The Ombudsman (Victoria)

**PHONE** (03) 9613 6222 or 1800 806 314  
**WEB** [ombudsman.vic.gov.au](http://ombudsman.vic.gov.au)

### The Ombudsman (New South Wales)

**PHONE** (02) 9286 1000 or 1800 451 524  
**WEB** [ombo.nsw.gov.au](http://ombo.nsw.gov.au)

### The Disability Services Commissioner (Victoria)

**PHONE** 1800 677 342 or TTY 1300 726 563  
**WEB** [odsc.vic.gov.au](http://odsc.vic.gov.au)

### Advocate for Children in Care (Western Australia)

Judy Garsed, Advocate for Children in Care  
**PHONE** 1800 460 696 (free call), 0429 086 508 (mobile) or (08) 9222 2518  
**EMAIL** [judith.garsed@dcp.wa.gov.au](mailto:judith.garsed@dcp.wa.gov.au)