

Children &  
Young People's  
guide:



**How to give  
feedback  
& make  
complaints.**

**Uniting**

# How to give feedback.

The staff at Uniting should be asking for your feedback and using it to make the programs better.

There are a lot of ways you can share your feedback, you can;

**Tell a staff member about your feedback.**

**Ask your local program on ways you can give feedback, this could be;**

- a feedback board
- feedback box
- or something else

**Attend a program meeting and share your feedback in a safe space.**

**Fill out a survey or 'Talk to Us!' form either on paper or online.**



# How to make a complaint.

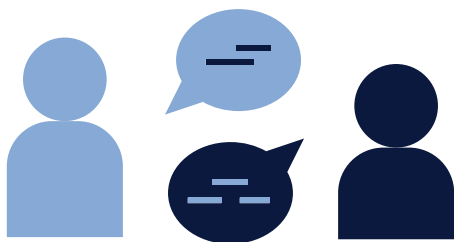
We all have a right to be **safe** and have a positive experience when we attend programs at Uniting, and it's important to tell someone if you have a complaint.

Uniting have said they will always follow these 5 steps when you make a complaint.

## Step 1:

### Tell Uniting about your complaint:

- tell an adult you trust
- fill out a 'Talk to Us!' form
- tell the Uniting Child Safety Officer



## Step 2:

**Uniting will listen to your complaint and write it down.**



### Step 3:

#### Uniting will tell you they got your complaint within 3 school days:

- if it's an emergency Uniting will do their best to contact you within 24 hours
- you can also call the Kids Helpline or 000 if you need urgent help



### Step 4:

#### Uniting will figure out how to help and get back to you within 10 school days with an answer.

They will contact you in person, by phone call letter or email or by text message.



### Step 5:

#### If you're not happy with the answer you can tell them:

- and someone else from Uniting will help you, or
- you can ask them for more information on who to contact outside of Uniting for help, like the Commissioner for Children and Young People



## Where to get help



### Uniting Child Safety Officers:

📞 Phone: (03) 9192 8100

### Kids Help Line

📞 Phone: 1800 551 800

✉ Email: [admin@kidshelpline.com.au](mailto:admin@kidshelpline.com.au)

🌐 [kidshelpline.com.au](http://kidshelpline.com.au)

[kidshelpline.com.au/get-help/webchat-counseling](http://kidshelpline.com.au/get-help/webchat-counseling)

### Commissioner for Children and Young People

#### Tasmania:

📞 Phone: 1800 000 123

✉ Email: [childcomm@childcomm.tas.gov.au](mailto:childcomm@childcomm.tas.gov.au)

🌐 [childcomm.tas.gov.au](http://childcomm.tas.gov.au)

#### Victoria

📞 Phone: 1300 782 978

✉ Email: [contact@ccyp.vic.gov.au](mailto:contact@ccyp.vic.gov.au)

🌐 [ccyp.vic.gov.au](http://ccyp.vic.gov.au)

### eSafety Commissioner

🌐 [esafety.gov.au](http://esafety.gov.au)

### Australian Human Rights Commission

📞 Phone: 1300 369 711

🌐 [humanrights.gov.au](http://humanrights.gov.au)

### 13Yarn

📞 Phone: 13 92 76

✉ Email: [enquiries@13yarn.org.au](mailto:enquiries@13yarn.org.au)

🌐 [13yarn.org.au](http://13yarn.org.au)



## More information.

To find out more about how to give feedback & make complaints, or to access the online version of Uniting's 'Talk to Us!' form scan the QR code:



## About Uniting

Uniting has stood with local communities in Victoria and Tasmania for more than 100 years, delivering services to people of all ages.

We work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

## Where to get help

Our programs vary region to region. Call your local Uniting location to find out what is available to you.

Interpreters available on request.

[unitingvictas.org.au](http://unitingvictas.org.au)