Complaints & Appeals Process





Does the young person feel safe to communicate the Complaint/Appeal directly with the Provider?



Young person chooses to communicate complaint/appeal with either the Provider Transition Coach, Coordinator or the General Complaints Process



Young person chooses to communicate Complaint Appeal directly with the Advocate







Provider shares information with the young persons consent

Advocate for Children/ Young people in Care



Complaint/ Appeal not resolved



Advocate reviews Complaint/Appeal, together with the young person, & makes recommendations to Home Stretch provider, young person and Department of Communities

Complaint/

Appeal





Call: 1800 460 696 Call or txt: 0429 086 508

Email: advocate@communities.wa.gov.au

Formal appeals and complaints must be responded to within 4 weeks. Young people must be informed of progress or delays



Complaint/

Appeal not

Complaint to Ombudsman

DoC

DoC Complaints

Management

1800 333 325

Complaints and Appeals Process



Don't feel heard, seen or understood?

We got you!
Let's yarn with
the
Coordinator

Another option!
Provider
Complaints
Appeals process

Share your Complaint to the Ombudsman or the Minister

Don't give up! Meet the Advocate

Complaints
Management
Department of
Communities
1800 333 325

Recommendations didn't help? Let's keep going

It's natural to feel hesitant about speaking out, especially when you're young.

We want to assure you that your thoughts and feelings are valid.

It's your right to have any issues or concerns dealt with by independent people.

Your voice has the power to make things better for you and others too.

Formal appeals and complaints must be responded to within 4 weeks.

Young people must be informed of progress or delays.

Check out the Home Stretch WA Complaints & Appeals Process flow chart for more information www.homestretchwa.org.au

The Advocate

Call: 1800 460 696

Call or text: 0429 086 508

Email: advocate@communities.wa.gov.au

The Ombudsman

Call: 1800 117 000

Email: <u>mail@ombudsman.wa.gov.au</u>
Website: www.ombudsman.wa.gov.au