



How to make a report or complaint about your experiences in care

Information for young people 18 years and older

Advocacy and complaints organisations

You can make a report to the **DCJ Child Protection Helpline, DCJ Complaints, the Ombudsman, or Office of the Children's Guardian** at any time. You can make a report by yourself, or the DCJ Care Leavers team or aftercare caseworkers can support you if you agree for your name to be given to DCJ (not the POCLS team or Ipsos interviewers as we are researchers and not experts in this area).

- **To make a complaint about your experiences in OOHC**
 - **To DCJ** via the Community Services Enquiry, Feedback and Complaints Unit 1800 000 164 (9am to 4.30pm Monday to Friday). Email: complaints@dcj.nsw.gov.au. Post: Reply Paid 63437, Complaints Unit, Locked Bag 4028, Ashfield NSW 2131.
 - **To the NSW Ombudsman**, 1800 451 524 www.ombo.nsw.gov.au
 - **To the Office of the Children's Guardian** www.ocg.nsw.gov.au
- **To report abuse by a carer** please contact the **DCJ Child Protection Helpline** by phone 11 21 13.
- **To pursue legal avenues** (Victim Services, Legal Aid, Law Access, Your Voice) you can access support by making a complaint in the future or seeing whether you have a claim against a claim against DCJ. Contact **Law Access** by phone 1300 888 529. Alternatively, **Legal Aid** 02 9068 1789 or email YourVoiceAdvocacyService@legalaid.nsw.gov.au.
- **For counselling, financial support and a recognition payment** to victims of crime please contact **Victims Access Line** by phone: 1800 633 063 or email: www.victimsservices.justice.nsw.gov.au
- **For domestic violence** - if you are aware of an immediate risk to safety, please contact the police by phone: 1800 Respect – 1800 737 732 or text 0458 737 732 www.1800respect.org.au
- **For support for care leavers** you can make an enquiry to the **DCJ Care Leavers Team** to make sure you are getting the allowances you are entitled to, and have an aftercare plan: **DCJ Care Leavers Line** by phone: 1800 994 686 or email: careleavers@dcj.nsw.gov.au

If you need any help, please reach out to the **DCJ Care Leavers Line** by phone 1800 994 686 or email careleavers@dcj.nsw.gov.au.

Also see the **POCLS Useful Contacts and Information List** given to you at the interview www.dcj.nsw.gov.au/documents/about-us/facsiar/pocls/information-for-participants/useful-contacts-aftercare.pdf

Police

If you have experienced sexual abuse and/or serious physical abuse in the past from a carer or DCJ staff member, you can make a report to the police. The report is best made by you, however the **DCJ Care Leavers** team or aftercare caseworkers can support you. (not the POCLS team or Ipsos interviewers as we are researchers and not experts in this area).

If you do not want to speak directly to the police about sexual abuse you can complete the online **Sexual Assault Reporting Option (SARO)**. This reporting option is not the same as making a formal report to police and it will not initiate a criminal investigation. The primary purposes of a SARO is to make a record of what occurred, in addition to allowing the NSW Police Force to gather information on sexual offences and offending. You can remain anonymous.