

Public Enquiries Policy

Purpose

This policy outlines the obligations of the Commissioner for Children and Young People (the Commissioner) when dealing with enquiries from the public.

Who this policy applies to

This policy applies to the Commissioner, their staff (CCYP staff), contractors, volunteers and any other authorised persons engaged by the Commissioner.

Policy statement

Members of the public regularly contact the office of the Commissioner with enquiries, including concerns, complaints or comments. Often, these enquiries are received from people who are worried about the safety or wellbeing of a child or children, or adults who experienced abuse as a child. Sometimes these enquiries are made by children and young people themselves, including those in youth detention or out-of-home care. It is important that all public enquiries are managed and responded to appropriately and with sensitivity.

The Commissioner is unable to review or investigate a decision made in respect of an individual child or specific circumstances unless requested to do so by the Minister for Children and Youth. Further, the Commissioner is unable to advocate for individual children or young people except where they are detained under the *Youth Justice Act 1997*.

The Commissioner can, however, assist enquirers with referrals to other authorities, programs and services. The [Guide to Tasmanian Oversight Bodies](#) on the CCYP website may be referred to when determining to which oversight body a complaint should be referred. It summarises the five key Tasmanian oversight bodies with a role in keeping children and young people safe and is available to the public on the CCYP website. The Commissioner may also share information with other authorities, programs or services where appropriate and permitted by law.

In addition to responding to individual enquiries, the Commissioner may also investigate or otherwise deal with any systemic matter affecting the rights and wellbeing of children generally when it is raised through a matter relating to a specific child.

Legislation

- *Commissioner for Children and Young People Act 2016* (Tas)
- *Anti-discrimination Act 1998* (Tas)
- *Child and Youth Safe Organisations Act 2023* (Tas)
- *Criminal Code Act 1924* (Tas)
- *Disability Rights, Inclusion and Safeguarding Act 2024* (Tas)
- *Integrity Commission Act 2009* (Tas)



- *Ombudsman Act 1978* (Tas)
- *Personal Information Protection Act 2004* (Tas)
- *Registration to Work with Vulnerable People Act 2013* (Tas)
- *State Service Act 2000* (Tas)
- *Youth Justice Act 1997* (Tas)

Related policies and procedures

CCYP

- Complaints Management Policy and Complaints Management Guide
- Public Enquiries Procedure
- Personal Information Protection Statement
- Reporting and Responding to Child Safety Concerns, Disclosures and Incidents Procedure

Supporting information and tools

- [Guide to Tasmanian Oversight Bodies](#)
- Ombudsman Tasmania – [Smart Complaining](#)
- Equal Opportunity Tasmania – [Complaints about discrimination](#)
- National Office for Child Safety – [Complaint Handling Guide: Upholding the Rights of Children and Young People | National Office for Child Safety](#)

Authorisation

Authorised by: Ros Cornish, Interim Commissioner for Children and Young People
Last significant review: July 2026
Review due: June 2027