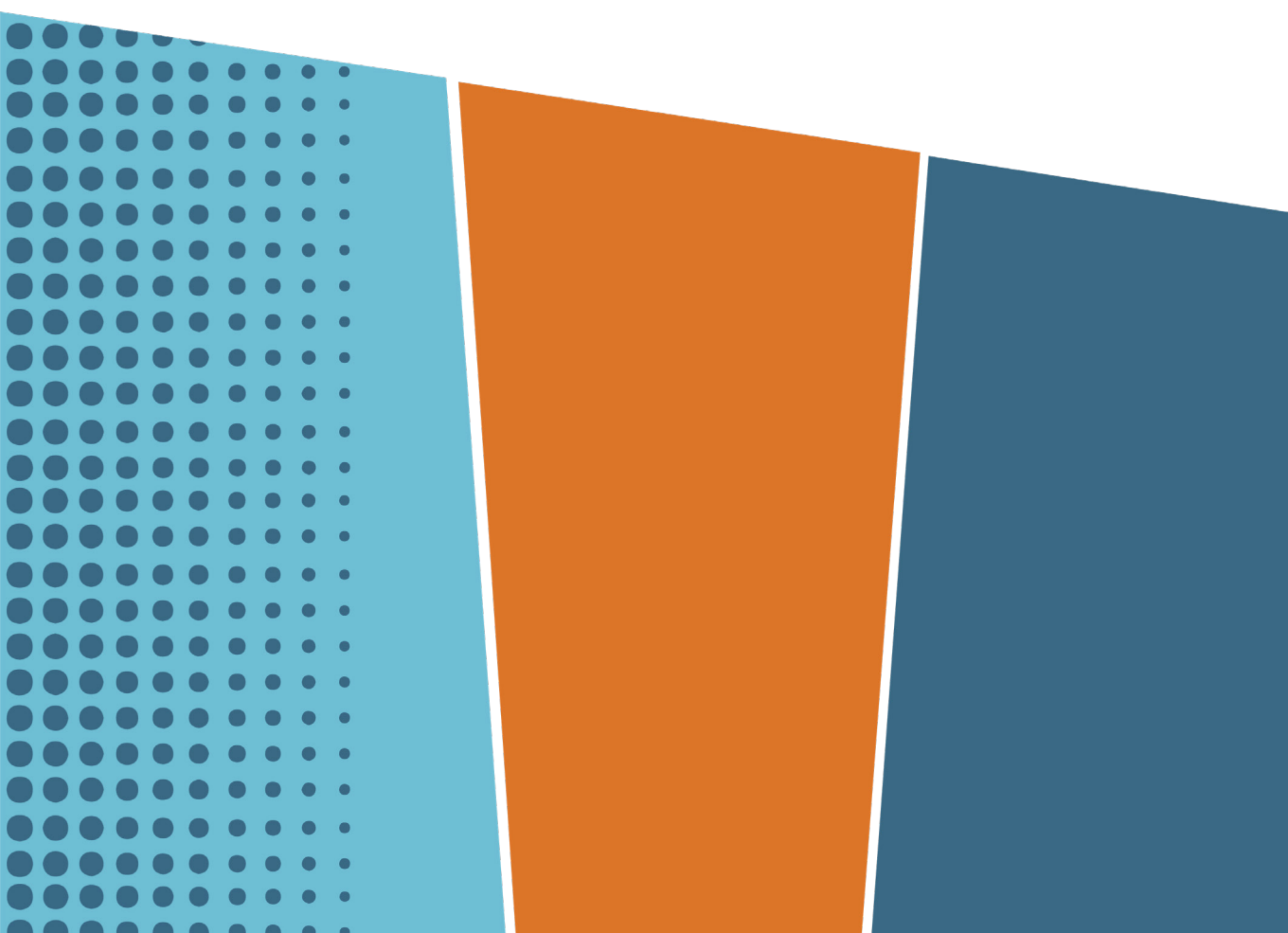


# Guide to Tasmanian oversight bodies

How to be heard when you have concerns about the safety or wellbeing of a child or young person

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# Guide to Tasmanian oversight bodies

How to be heard when you have concerns about the safety or wellbeing of a child or young person

This guide summarises the five key Tasmanian oversight bodies with a role in keeping children and young people safe. This means it only includes the most important information. It uses images to help explain some ideas.

If you want to know more or have any questions, you can contact the oversight bodies directly using the contact details below:

- The Commissioner for Children and Young People (CCYP)
  - calling (03) 6166 1366
  - sending an email to [childcomm@childcomm.tas.gov.au](mailto:childcomm@childcomm.tas.gov.au)
  - sending a letter to GPO Box 708, Hobart, TAS, 7001.
- Office of the Independent Regulator (OIR)
  - using the webform on the website [www.oir.tas.gov.au](http://www.oir.tas.gov.au)
  - sending an email to [contact@oir.tas.gov.au](mailto:contact@oir.tas.gov.au).
  - calling 1800 754 728
  - sending a letter to GPO Box 131, Hobart TAS 7001.
- Registration to Work with Vulnerable People (RWVP)
  - sending an email to [risk.assessment@justice.tas.gov.au](mailto:risk.assessment@justice.tas.gov.au).
- Integrity Commission
  - filling out the form on the Integrity Commission website [www.integrity.tas.gov.au/reporting/making-a-complaint](http://www.integrity.tas.gov.au/reporting/making-a-complaint)
  - sending an email to [contact@integrity.tas.gov.au](mailto:contact@integrity.tas.gov.au).
- The Ombudsman
  - filling out the form on the website [www.ombudsman.tas.gov.au](http://www.ombudsman.tas.gov.au)
  - sending an email to [ombudsman@ombudsman.tas.gov.au](mailto:ombudsman@ombudsman.tas.gov.au)
  - calling 1800 001 170.



## Key terms we're going to use and what they mean



**Advocate** – means to stand up for someone's rights.



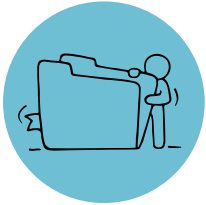
**Anonymous** – means you don't need to give your name.



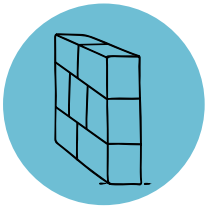
**Concern** – this means something a person is worried about and has reported or made a complaint about.



**Conduct** – means behaviour or actions.



**Confidential** – means information will be kept private, unless someone's safety is at risk, the law requires it to be shared or someone gives permission for their information to be shared.



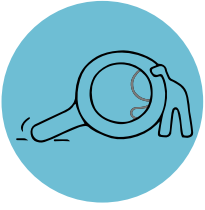
**Independent** – when it is used to describe oversight bodies in this guide, it means separate from government.



**Infringement notice** – means a fine that can be dealt with without having to go to court.



**Organisations** – in this guide, it means any institution, businesses or community group that works with children and young people or has been given rules to follow in regard to children and young people's safety and wellbeing.



**Oversight** – in this context, it means making sure laws are followed and organisations and the government are doing the right thing.



**Oversight bodies** – this means the people we mention in this resource who have the job to provide oversight.



**Personal Information Protection Act 2004 (Tas)** – a law that protects the privacy of your personal information.



**Public interest disclosure** – means a report of serious or significant improper conduct in the public sector.



**Public officers** – means people who hold any office, employment or position in a public sector organisation, like Members of Parliament or police officers.



**Right to Information Act 2009 (Tas)** – is a law that allows people access to certain government information if they apply to do so.



**Worker** – this can be a paid employee, volunteer or contractor of an organisation.



## When this guide can help you

This guide is about making sure you are listened to and helped if you have a concern, no matter who you tell that concern to. Some examples of when this guide is relevant are listed below.



When you have reported a concern to an organisation and haven't been listened to.



When you would rather go to an independent oversight body first, instead of the organisation your concern is about.



When you need someone to speak up for the rights of a child or young person in detention.



When you have a concern about the conduct of a worker in an organisation.



When a decision was made by the Tasmanian state or local government that you believe is unlawful, unreasonable or unfair.



When a Tasmanian state or local government worker has used excessive force, misused resources or misused their position or power.



When you you have a concern about the conduct of a worker in an organisation who holds a registration to work with vulnerable people.



## If you need more information

This resource is a summary of who can help you when you have a concern. This means it only includes the most important information.

If you want to know more or have any questions, you can contact the oversight bodies directly using the contact details in this document.

If you contact an oversight body and they aren't the best place to help you, they can help you find where to go.

## Go at your own pace when reading this guide

In this guide, we talk about some things that might be distressing. If you read things that upset you, you should tell someone you trust.



For free 24/7, confidential and private counselling services for children and young people aged 5 to 25 years, call the Kids Helpline on 1800 55 1800.



If you need to talk to someone urgently, please contact Lifeline on 13 11 14.



You can also contact Beyond Blue on 1300 224 636, or access other free support services.



You might also have another support service you already feel comfortable talking to.



## Who to talk to if you're worried about a child or young person right now

Where there is an immediate concern for the safety of a child or young person, call 000 (Triple Zero). Triple Zero (000) is Australia's main emergency service number.

You should call it when you need urgent help, for example when:

- someone is seriously injured or needs urgent medical help
- your life or property is being threatened
- you have just witnessed a serious accident or crime.

## Who to talk to if you suspect a child or young person has been, or is at risk of being abused or neglected

If you suspect a child or young person has been, or is at risk of being abused or neglected, contact the Strong Families Safe Kids Advice and Referral Line on 1800 000 123.

This is the first point of contact for community members with concerns for the safety and wellbeing of a child or young person in Tasmania.

## Who to talk to if you need to report a crime

For non-emergencies or to report a crime, contact Tasmania Police on 131 444.

The Police Assistance Line is a national number for people to contact police for non-emergencies. For example, you believe a crime has happened a long time ago and does not put anyone at immediate risk of harm.

You can also call Crime Stoppers on 1800 333 000 or visit [crimestopperstas.com.au](http://crimestopperstas.com.au) to report information about a crime anonymously.



## Key things for you to know

**There are five main oversight bodies for child safety and wellbeing in Tasmania.**

They are the:

- Commissioner for Children and Young People
- Office of the Independent Regulator
- Registration to Work with Vulnerable People
- Integrity Commission
- Ombudsman.

**They each have a unique role to play.**

The oversight bodies all have different responsibilities and powers. This guide can help you decide which one is best suited to your concern by describing what these responsibilities and powers are.

**We know that raising concerns can be hard.**

We know raising a concern can be a draining and difficult experience, and having to repeatedly raise the same concern to different people can be harmful.

That is why it is important for this guide to give you a clear picture of what these oversight bodies can – and cannot – do if you raise a concern with them.

It's okay if you read this guide and still aren't sure.

**The oversight bodies will work together so your concern gets a response.**

All five oversight bodies are committed to working together to ensure people's concerns go to the best place and do not 'fall through the cracks'.

This commitment puts into practice something called the 'no wrong door' approach. It's called that because it involves the oversight bodies working together to make sure your concern gets to the best place, no matter which 'front door' you go through.

**Contact whichever you think is best for your concern, even if you're not 100 per cent sure.**

Don't let confusion stop you from raising your concern. If you're confused, contact the one that feels best and be clear about what you want to get out of raising your concern. For example, you might just want to chat to someone and get some advice.





A summary of the five oversight bodies is below. You will find more detail in the rest of the guide.

Name of oversight body	What they do and don't do
<p>The Commissioner for Children and Young People</p>	<p>Does:</p> <ul style="list-style-type: none"> <li>• Speak up for all children and young people generally.</li> <li>• Act as advocate for children or young people in detention.</li> <li>• Provide information and referrals for children and young people and their families.</li> </ul> <p>Does not:</p> <ul style="list-style-type: none"> <li>• Investigate or review specific decisions about individuals or specific circumstances.</li> </ul>
<p>The Office of the Independent Regulator</p>	<p>Does:</p> <ul style="list-style-type: none"> <li>• Drive change by working with organisations so they are safe for children and young people.</li> <li>• Oversee compliance with the Child and Youth Safe Organisations Framework.</li> <li>• Require specific organisations that engage with children and young people to report and do investigations when they become aware of conduct related to child abuse involving an adult worker.</li> </ul> <p>Does not:</p> <ul style="list-style-type: none"> <li>• Investigate all reportable conduct itself.</li> <li>• Force an organisation to take specific action.</li> </ul>
<p>Registration to Work with Vulnerable People</p>	<p>Does:</p> <ul style="list-style-type: none"> <li>• Receive, review and process applications for people applying for a registration to work with vulnerable people (including children and young people)</li> <li>• Conduct a 'risk assessment' to determine whether a person who is applying for or who holds a registration poses an unacceptable risk of harm to vulnerable people.</li> <li>• Receive information from reporting bodies (including Tasmania Police and Child Safety Services) relevant to the conduct of people who are applying for or already hold registration.</li> <li>• Request or require information from people (including organisations) relevant to the conduct of people who are applying for or already hold registration.</li> <li>• Make decisions to register or refuse a person's application for registration or suspend or cancel a person's existing registration.</li> <li>• Educate the public on the requirements for registration.</li> </ul>



Name of oversight body	What they do and don't do
<p>Registration to Work with Vulnerable People</p>	<p>Does:</p> <ul style="list-style-type: none"> <li>• Conduct audits on employers and registered people.</li> <li>• Issue infringement notices to employers and people who do not comply with registration requirements.</li> </ul> <p>Does not:</p> <ul style="list-style-type: none"> <li>• Investigate the safety and wellbeing of vulnerable people (including children and young people).</li> </ul>
<p>The Integrity Commission</p>	<p>Does:</p> <ul style="list-style-type: none"> <li>• Assess and investigate complaints or concerns about individual public officers.</li> <li>• Make factual findings.</li> <li>• Request documents.</li> <li>• Enter premises, including searching for and seizing information.</li> <li>• Issue reports and recommend changes.</li> <li>• Educate public officers and the public.</li> <li>• Assist public organisations in dealing with misconduct.</li> </ul> <p>Does not:</p> <ul style="list-style-type: none"> <li>• Apply sanctions (punishments) or issue fines or decide whether someone is guilty of a criminal offence.</li> </ul>
<p>The Ombudsman</p>	<p>Does:</p> <ul style="list-style-type: none"> <li>• Take complaints if you believe a Tasmanian public authority has acted unlawfully, unreasonably or unfairly.</li> <li>• Attempt to fix the problem and help to make things clearer.</li> <li>• Undertake a formal investigation and publish investigation reports.</li> </ul> <p>Does not:</p> <ul style="list-style-type: none"> <li>• Take action on complaints about any organisation.</li> <li>• Issue infringement notices.</li> </ul>



# The Commissioner for Children and Young People

The Commissioner for Children and Young People (CCYP) advocates for all Tasmanian children and young people, including those in detention. They may investigate an issue affecting the rights and wellbeing of children generally.

The CCYP can	The CCYP can't
<ul style="list-style-type: none"><li>• Speak up for all children and young people generally including:<ul style="list-style-type: none"><li>• Advising on policy development into matters relating to children and young people.</li><li>• Making sure Tasmania meets national and international obligations relating to children and young people.</li></ul></li><li>• Act as advocate for children and young people in detention.</li><li>• Monitor, investigate and make recommendations regarding the rights and wellbeing of children and young people generally.</li></ul>	<ul style="list-style-type: none"><li>• Investigate or review specific decisions about individual cases or specific circumstances unless formally requested to do so by the Minister for Children and Youth.</li><li>• Advocate for individuals other than children and young people in detention under an Act called the <i>Youth Justice Act 1997 (Tas)</i>.</li></ul>



## When is the CCYP **best suited** for you?

- When you have a suggestion, complaint or concern about the rights and wellbeing of Tasmanian children and young people in general. This could be when laws are proposed which you think may have an impact on children and young people.
- When you have a complaint or concern regarding the rights and wellbeing of a Tasmanian child or young person in detention. This might be when you have made a complaint about a child or young person being harmed by people overseeing their detention, but you are not satisfied your concern has been listened to.



## When is the CCYP **not best suited** for you?

- When you have a complaint or concern about the rights and wellbeing of a specific child or young person who is in an organisation other than detention (the Office of the Independent Regulator may be better suited for this type of concern).



## How to raise a concern with the CCYP

### Step 1: contact the CCYP

You can remain anonymous. However, these details can assist the CCYP to take action:

- your full name
- your contact details (e.g. phone number and email address)
- the name of the child or young person your enquiry relates to (or group of children and young people)
- a description of the complaint or concern.

You can contact the CCYP by:

- calling (03) 6166 1366
- sending an email to [childcomm@childcomm.tas.gov.au](mailto:childcomm@childcomm.tas.gov.au)
- sending a letter to GPO Box 708, Hobart, TAS, 7001.

### Step 2: the CCYP will get back to you

The CCYP will give you information and general guidance. With your permission, or if required for the safety of a child or another person, the CCYP will refer your concern to another agency or organisation who can help. If the concern relates to a child or young person in detention, the CCYP can act as advocate for the child or young person.

### Step 3: you will receive a further update

The CCYP will provide details of:

- what has been done with the information you gave them
- what the CCYP can do
- what (if any) next steps should be taken.

## What happens if the CCYP can't help?

If the CCYP isn't the best place to help you, they can help you contact someone else who can. They can tell you who to send your concern to, or they can send it to the right person on your behalf, if that is what you want.



## What to do if you are not happy about how the CCYP handled your issue, complaint or concern

You can contact the CCYP about your issue and the CCYP will give you a response.

If you are still not happy with the outcome, or you do not feel comfortable raising it with the CCYP, you can contact the Ombudsman by:

- using the webform on the website [www.ombudsman.tas.gov.au](http://www.ombudsman.tas.gov.au)
- sending an email to [ombudsman@ombudsman.tas.gov.au](mailto:ombudsman@ombudsman.tas.gov.au)
- calling 1800 001 170
- sending a letter to GPO Box 960, Hobart TAS 7001
- visiting the Ombudsman's office at NAB House, Level 6, 86 Collins Street, Hobart Tasmania.

## How will my personal information be shared or used?

When you give information about yourself or someone else to the CCYP, you can tell the CCYP what you would like to happen with that information. The CCYP won't tell anyone what you told them, unless you say it is ok, or if the law says they can or must tell someone else.

For example, if you tell the CCYP you are in danger they might have to call the police to make sure you are safe.

If you are worried about telling the CCYP something, they will always explain to you what can happen with the information you give them.

The laws that control how your information may be shared and used include the *Commissioner for Children and Young People Act 2016* and the *Personal Information Protection Act 2004*.



# Office of the Independent Regulator

The OIR drives change by working with organisations, so they are safe for children and young people. The OIR focuses on educating organisations and overseeing compliance with the Child and Youth Safe Organisations Framework, which includes the Reportable Conduct Scheme, and the Child and Youth Safe Standards and the Universal Principle for Aboriginal Cultural Safety.

The OIR can	The OIR can't
<ul style="list-style-type: none"> <li>Oversee how organisations report and do investigations in line with the Reportable Conduct Scheme.</li> <li>Oversee how organisations comply with the Child and Youth Safe Standards and the Universal Principle for Aboriginal Cultural Safety.</li> <li>Investigate concerns about reportable conduct in some specific situations, where it is in the public interest to do so.</li> </ul>	<ul style="list-style-type: none"> <li>Provide specific legal advice to organisations.</li> <li>Investigate <b>all</b> concerns about reportable conduct. Instead, it can oversee investigations by organisations required to comply with the Reportable Conduct Scheme.</li> </ul>



## When is the OIR **best suited** for you?

- When you are concerned about a child or young person being harmed by an adult worker of an organisation. This includes organisations that are responsible for children and young people, like schools, out-of-home care providers, hospitals, and many others, and the organisation itself hasn't responded to you, or you don't want to raise it with them directly.



## When is the OIR **not best suited** for you?

- When you have a general complaint about the welfare of children and young people in the community.



## How to raise a concern with the OIR

### Step 1: contact the OIR

You can remain anonymous. However, these details can assist the OIR to take action:

- your full name
- your contact details (e.g., phone number and email address)
- your age (specifically, if you are under 18)
- the name of the worker or volunteer causing concern (if known)
- the name of the worker or volunteer's organisation
- details about the concerning behaviour
- if you have provided the information to the organisation.

You can contact the OIR by:

- using the webform on the website [www.oir.tas.gov.au](http://www.oir.tas.gov.au)
- sending an email to [contact@oir.tas.gov.au](mailto:contact@oir.tas.gov.au)
- calling 1800 754 728
- sending a letter to GPO Box 131, Hobart TAS 7001.

### Step 2: The OIR may contact the organisation

If the OIR has enough information about the concern, the worker or volunteer, the organisation and the child or young person, they will contact the head of that organisation. The head of the organisation is the leader of the organisation. The concern may be investigated by the head of the organisation. If you are worried an organisation hasn't listened to you about your concern, the OIR may request an explanation from the organisation.

### Step 3: The OIR will give you an update

If you have told a concern to the OIR, the OIR may give you further information about the progress of an investigation, the outcome and any action taken by the head of the organisation. However, the OIR is not required to give you this information. If the police are also investigating the concern, the OIR will not be able to share information with you.

## What happens if the OIR can't help?

If the OIR isn't the best place to help you, they can help you contact someone else who can. They can tell you who to send your concern to, or they can send it to the right person on your behalf, if that is what you want.



## What to do if you are not happy about how the OIR handled your issue, complaint or concern

The OIR is an independent statutory authority which means it is separate from government. Even though the OIR is independent, you can contact the Department of Justice if you aren't happy with the way the OIR handled your issue, by going to the Department's website [www.justice.tas.gov.au/about-us/complaints-and-feedback](http://www.justice.tas.gov.au/about-us/complaints-and-feedback).

If you are still not happy with the outcome, or you do not feel comfortable raising it with the Department of Justice, you can contact the Ombudsman by:

- using the webform on the website [www.ombudsman.tas.gov.au](http://www.ombudsman.tas.gov.au)
- sending an email to [ombudsman@ombudsman.tas.gov.au](mailto:ombudsman@ombudsman.tas.gov.au)
- calling 1800 001 170
- sending a letter to GPO Box 960, Hobart TAS 7001
- visiting the Ombudsman's office at NAB House, Level 6, 86 Collins Street, Hobart Tasmania.

## How will my personal information be shared or used?

When you give information about yourself or someone else to the OIR, you get to decide what happens to it. This means the OIR won't tell anyone what you told them, unless you say it is ok, or if the law says they have to tell someone else.

For example, if you tell the OIR you are in danger they might have to call the police to make sure you are safe.

If you are worried about telling the OIR something, they will always explain to you what will happen with the information you give them.

The laws that control how your information is used are the *Personal Information Protection Act 2004* and the *Right to Information Act 2009*.





## Registration to Work with Vulnerable People (RWVP)

RWVP requires people over 16 years old to obtain a registration to work or volunteer with vulnerable people (including children and young people). This is to make sure people who work or volunteer with vulnerable people are appropriately screened and monitored.

RWVP can	RWVP can't
<ul style="list-style-type: none"><li>• Receive, review and process applications for people applying for a registration to work with vulnerable people, (including children and young people).</li><li>• Conduct a 'risk assessment' to determine whether a person who is applying for or who holds a registration poses an unacceptable risk of harm to vulnerable people.</li><li>• Receive information from reporting bodies (including Tasmania Police and Child Safety Services) relevant to the conduct of people who are applying for or already hold registration.</li><li>• Make decisions to register or refuse a person's application for registration or suspend or cancel a person's existing registration.</li><li>• Educate the public on the requirements for registration.</li><li>• Conduct audits on employers and registered people.</li><li>• Issue infringement notices to employers and people who do not comply with registration requirements.</li></ul>	<ul style="list-style-type: none"><li>• Investigate the safety and wellbeing of vulnerable people (including children and young people).</li></ul>



When is RWVP best suited for you?

- When you believe someone registered to work with vulnerable people may have been dishonest on their application and provided information that was wrong.
- When you believe someone is working or volunteering with vulnerable people without a current registration or an organisation is employing workers or volunteers without requiring a registration.
- When you believe someone has committed an offence which means they should not hold a registration to work with vulnerable people.



When is RWVP not best suited for you?

- When you have a complaint or concern about the rights and wellbeing of children or young people generally.
- When you have a complaint or concern about an individual child.
- When you want to report an offence for criminal investigation.

## How to raise a concern with RWVP

### Step 1: contact RWVP

You can remain anonymous. However, these details can assist RWVP to take action:

- the full name of the person in question
- their date of birth (if known)
- their employment or volunteer details
- a description of the behaviour or incidents.

You can contact RWVP by:

- sending an email to [rwvp@justice.tas.gov.au](mailto:rwvp@justice.tas.gov.au).

### Step 2: RWVP may conduct a 'risk assessment'

RWVP may conduct a 'risk assessment' to determine whether a person applying for, or who already holds registration poses an unacceptable risk of harm to vulnerable people. Depending on the outcome, the individual's application or registration may be refused, suspended, cancelled or continued, with or without conditions.

### Step 3: RWVP will give you an update

RWVP must notify individuals and employers if there are any changes to an application or registration status. RWVP is authorised to notify other relevant authorities regarding information that is related to the registration of a person. RWVP is not authorised to share information for other purposes, including to people reporting concerns. RWVP can not share with an employer why a person's application or registration was suspended, refused or cancelled.

## What happens if RWVP can't help?

If your complaint is not relevant to RWVP, they can help you find a more appropriate agency.



## What to do if you are not happy about how RWVP handled your issue, complaint or concern

You can contact the Department of Justice about your issue by going to [www.justice.tas.gov.au/about-us/complaints-and-feedback](http://www.justice.tas.gov.au/about-us/complaints-and-feedback)

If you are still not happy with the outcome, or you do not feel comfortable raising it with the Department of Justice, you can contact the Ombudsman by:

- using the webform on the website [www.ombudsman.tas.gov.au](http://www.ombudsman.tas.gov.au)
- sending an email to [ombudsman@ombudsman.tas.gov.au](mailto:ombudsman@ombudsman.tas.gov.au)
- calling 1800 001 170
- sending a letter to: GPO Box 960, Hobart TAS 7001
- visiting the Ombudsman's office at NAB House, Level 6, 86 Collins Street, Hobart Tasmania.

## How your personal information will be shared or used

When you give information about yourself or someone else to RWVP, you get to decide what happens to it. This means RWVP won't tell anyone what you told them, unless you say it is ok, or if the law says they have to tell someone else.

For example, if you tell RWVP you are in danger they might have to call the police to make sure you are safe.

If you are worried about telling RWVP something, they will always explain to you what will happen with the information you give them.

The laws that control how your information is used are the *Personal Information Protection Act 2004* and the *Right to Information Act 2009*.



# Integrity Commission

The Integrity Commission aims to promote and improve the standards of conduct in organisations by educating people about how to act ethically and deal with misconduct. It mainly deals with allegations of serious misconduct by senior officers. **Misconduct** includes behaviour that could affect children and young people.

The Integrity Commission can	The Integrity Commission can't
<ul style="list-style-type: none"> <li>• Assess and investigate complaints about individual public officers.</li> <li>• Make factual findings.</li> <li>• Request documents.</li> <li>• Issue reports and recommend changes.</li> <li>• Educate public officers and the public.</li> <li>• Assist public organisations in dealing with misconduct.</li> </ul>	<ul style="list-style-type: none"> <li>• Apply sanctions or issue fines.</li> <li>• Decide whether someone is guilty of a criminal offence.</li> </ul>

## When is the Integrity Commission best suited for you?

- When you have a complaint or concern about misconduct by a public officer. Examples of misconduct include excessive use of force, misuse of resources, conflicts of interest, and misuse of authority or power. If you are not sure whether your complaint is about misconduct, you can ask Public officers are people who hold any office, employment or position in a public sector organisation, such as:
  - nurses and doctors in public hospitals
  - teachers in public schools
  - correctional officers
  - police officers
  - University of Tasmania staff
  - Members of Parliament and councillors.
- When you believe a police or prison officer has used excessive force.
- When you believe a public officer has accepted a bribe, not declared a conflict of interest or viewed or released information for personal reasons.
- When you have a public interest disclosure about improper conduct that is serious or significant, for example a disclosure about the misuse of power or funds, breaches of professional conduct, or illegal or corrupt conduct.





When is the Integrity Commission not best suited for you?

- When you have a complaint or concern about someone who is not a public officer.
- When you have a complaint or concern about an organisation generally.
- When you want to report a crime.

## How to contact the Integrity Commission about an issue, complaint or concern

### Step 1: contact the Integrity Commission

You can contact the Integrity Commission by:

- filling out the form on the Integrity Commission website [www.integrity.tas.gov.au/reporting/making-a-complaint](http://www.integrity.tas.gov.au/reporting/making-a-complaint)
- sending an email to [contact@integrity.tas.gov.au](mailto:contact@integrity.tas.gov.au).

You can remain anonymous. However, these details can assist the Integrity Commission to take action:

- names of the people involved (including witnesses)
- what happened, when and where
- documentary evidence (for example, emails, letters, documents)
- whether you have reported the matter to another organisation (like the police)

You may choose to make a complaint anonymously, or you can ask for your details not to be shared with any other organisation. Providing your contact details will make sure the Integrity Commission can contact you to get more information if they need it and tell you about the outcome of your complaint.

### Step 2: The Integrity Commission may contact you for further information

If you have given your contact details, the Integrity Commission will tell you they received your complaint and may contact you for further information.

### Step 3: The Integrity Commission will give you an update

After assessing your complaint, they may decide to investigate, dismiss or refer it. If you provide your contact details, they will tell you what action they have decided to take.

'Refer' means they send it to another organisation that is more appropriate to deal with it. When the Integrity Commission refers a complaint, they can monitor how it is dealt with.



## What happens if the Integrity Commission can't help?

If the Integrity Commission isn't the best place to help you, they can help you contact someone else who can. They can tell you who to send your concern to, or they can send it to the right person on your behalf, if that is what you want.

## What to do if you are not happy with how the Integrity Commission handled your issue, complaint or concern

If you think the Integrity Commission has made the wrong decision, you can request a review by sending an email to [contact@integrity.tas.gov.au](mailto:contact@integrity.tas.gov.au). Reviews can only be undertaken if there has been a mistake, or if more evidence or information is provided.

If you are still not happy with the outcome, or you do not feel comfortable raising it with them, you can contact the Ombudsman by:

- using the webform on their website [www.ombudsman.tas.gov.au](http://www.ombudsman.tas.gov.au)
- sending an email to [ombudsman@ombudsman.tas.gov.au](mailto:ombudsman@ombudsman.tas.gov.au)
- calling 1800 001 170
- sending a letter to GPO Box 960, Hobart TAS 7001
- visiting the Ombudsman's office at NAB House, Level 6, 86 Collins Street, Hobart Tasmania.

You can also contact the Tasmanian Audit Office. The Joint Standing Committee on Integrity in the Parliament of Tasmania can also take complaints about the Integrity Commission.

## How your personal information will be shared or used

When you give information about yourself or someone else to the Integrity Commission, we will keep it confidential, except in some circumstances. For example, if you tell the Integrity Commission you are in danger, we might have to call to the police to make sure you are safe.

All our staff are bound by strict confidentiality rules and undergo background checks. If we refer your complaint to another body, we may give them your details. If you don't want this to happen, you can choose to keep your details private when you make your complaint. Information provided in your complaint is not subject to the *Right to Information Act 2009 (Tas)* and the Commission as an oversight body, is excluded from the *Personal Information Protection Act 2004 (Tas)*.



# The Ombudsman

The Ombudsman's role is to investigate the administrative actions of public authorities to make sure that their actions are lawful, reasonable, and fair. They work to resolve complaints and address systemic problems to improve the quality and standard of Tasmanian public administration.

The Ombudsman can	The Ombudsman can't
<ul style="list-style-type: none"><li>• Take complaints if you believe a public authority has acted unlawfully, unreasonably or unfairly.</li><li>• Attempt to fix the problem and help to make things clearer.</li><li>• Do a formal investigation.</li><li>• Publish investigation reports.</li><li>• Assist in understanding public disclosures.</li></ul>	<ul style="list-style-type: none"><li>• Take action on complaints about any organisation.</li><li>• Issue infringement notices.</li></ul>

## When is the Ombudsman best suited for you?

- When you have a concern or complaint about how one of the other oversight bodies has handled your complaint or concern.
- When you are unhappy about action taken by a public authority. This includes:
  - Tasmanian Government Departments
  - Local Government Councils
  - TasWater
  - Government Business Enterprises
  - State-owned companies
  - Other authorities including (The University of Tasmania, the holder of a Tasmanian statutory office, any body created under a Tasmanian Act for a public purpose, any body whose members (or most of whose members) are appointed by the Governor of Tasmania or a Tasmanian Minister).



## When is the Ombudsman not best suited for you?

- When you have concerns about the safety or welfare of an individual child or young person.





## How you can contact the Ombudsman regarding any issue, complaint or concern

### Step 1: contact the Ombudsman

You can remain anonymous. However, these details can assist the Ombudsman to take action:

- your name
- contact details
- details of who the complaint is about
- whether you have raised the concern with that agency
- what happened and what the desired outcome is.

You can contact the Ombudsman by:

- filling out the form on the website [www.ombudsman.tas.gov.au](http://www.ombudsman.tas.gov.au)
- sending an email to Email: [ombudsman@ombudsman.tas.gov.au](mailto:ombudsman@ombudsman.tas.gov.au)
- calling 1800 001 170.

### Step 2: The Ombudsman will attempt to resolve your complaint

If your complaint is assessed, it might be resolved informally, formally investigated (in a small number of cases), or dismissed, depending on the situation.

### Step 3: The Ombudsman will give you an update

You will be updated on the progress of your complaint via email, telephone or by formal letter.

## What happens if the Ombudsman can't help?

If the Ombudsman isn't the best place to help you, they can help you contact someone else who can. They can tell you who to send your concern to, or they can send it to the right person on your behalf, if that is what you want.





## What to do if you are not happy about how the Ombudsman handled your issue, complaint or concern

If you are unhappy with the way your complaint has been handled, you can ask for an internal review by a more senior officer. If you are still unhappy you can make an external complaint to the Joint Standing Committee on Integrity by:

- calling (03) 6212 2220
- sending a fax to (03) 6212 2369
- sending an email to [integrity@parliament.tas.gov.au](mailto:integrity@parliament.tas.gov.au)
- sending a letter to Committee Chair, Joint Standing Committee on Integrity Parliament House, Hobart, 7000.

## How your personal information will be shared or used

When you give information about yourself or someone else to the Ombudsman, you get to decide what happens to it. This means the Ombudsman won't tell anyone what you told them, unless you say it is ok, or if the law says they have to tell someone else.

For example, if you tell the Ombudsman you are in danger they might have to call the police to make sure you are safe.

If you are worried about telling the Ombudsman something, they will always explain to you what will happen with the information you give them.

The laws that control how your information is used are the *Personal Information Protection Act 2004* and the *Right to Information Act 2009*.



## Who monitors the oversight bodies?

If you have a complaint or concern about an oversight body, you should contact the relevant body in the first instance. If you are not satisfied you have been listened to, the table below shows who you can go to.

The left-hand column lists the oversight body. The middle column says who you should contact first. The right-hand column lists who you should go to if you're not happy with the oversight body's response to you.

Oversight body you have a complaint or concern about	Step one: tell them about your concern or complaint	Step two: contact the relevant oversight body
The Commissioner for Children and Young People	<p><b>Phone:</b> (03) 6166 1366</p> <p><b>Email:</b> childcomm@childcomm.tas.gov.au</p> <p><b>Post:</b> GPO Box 708, Hobart, TAS, 7001</p>	<p><b>Ombudsman</b></p> <p><b>Webform:</b> www.ombudsman.tas.gov.au</p> <p><b>Email:</b> ombudsman@ombudsman.tas.gov.au</p> <p><b>Phone:</b> 1800 001 170</p> <p><b>Post:</b> GPO Box 960, Hobart TAS 7001</p> <p><b>Visit:</b> NAB House, Level 6, 86 Collins Street, Hobart Tasmania</p>
The Office of the Independent Regulator	<p><b>Webform:</b> www.oir.tas.gov.au</p> <p><b>Email:</b> contact@oir.tas.gov.au</p> <p><b>Phone:</b> 1800 754 728</p> <p><b>Post:</b> GPO Box 131, Hobart TAS 7001</p>	<p><b>Ombudsman</b></p> <p><b>Webform:</b> www.ombudsman.tas.gov.au</p> <p><b>Email:</b> ombudsman@ombudsman.tas.gov.au</p> <p><b>Phone:</b> 1800 001 170</p> <p><b>Post:</b> GPO Box 960, Hobart TAS 7001</p> <p><b>Visit:</b> NAB House, Level 6, 86 Collins Street, Hobart Tasmania</p>



Oversight body you have a complaint or concern about	Step one: tell them about your concern or complaint	Step two: contact the relevant oversight body
Registration to Work with Vulnerable People	<p><b>Phone:</b> 1300 654 499</p> <p><b>Email:</b> <a href="mailto:rwvp@justice.tas.gov.au">rwvp@justice.tas.gov.au</a></p> <p><b>Post:</b> Registration to Work with Vulnerable People PO Box 56, Rosny Park TAS 7018</p>	<p><b>Ombudsman</b></p> <p><b>Webform:</b> <a href="http://www.ombudsman.tas.gov.au">www.ombudsman.tas.gov.au</a></p> <p><b>Email:</b> <a href="mailto:ombudsman@ombudsman.tas.gov.au">ombudsman@ombudsman.tas.gov.au</a></p> <p><b>Phone:</b> 1800 001 170</p> <p><b>Post:</b> GPO Box 960, Hobart TAS 7001</p> <p><b>Visit:</b> NAB House, Level 6, 86 Collins Street, Hobart Tasmania</p>
Integrity Commission	<p><b>Webform:</b> <a href="http://www.integrity.tas.gov.au">www.integrity.tas.gov.au</a></p> <p><b>Email:</b> <a href="mailto:contact@integrity.tas.gov.au">contact@integrity.tas.gov.au</a></p> <p><b>Phone:</b> 1300 720 289</p>	<p><b>Ombudsman</b></p> <p><b>Webform:</b> <a href="http://www.ombudsman.tas.gov.au">www.ombudsman.tas.gov.au</a></p> <p><b>Email:</b> <a href="mailto:ombudsman@ombudsman.tas.gov.au">ombudsman@ombudsman.tas.gov.au</a></p> <p><b>Phone:</b> 1800 001 170</p> <p><b>Post:</b> GPO Box 960, Hobart TAS 7001</p> <p><b>Visit:</b> NAB House, Level 6, 86 Collins Street, Hobart Tasmania</p> <p>You can also contact:</p> <ul style="list-style-type: none"> <li>• Tasmanian Audit Office</li> <li>• Parliamentary Joint Standing Committee on Integrity</li> </ul>
The Ombudsman	<p><b>Webform:</b> <a href="http://www.ombudsman.tas.gov.au">www.ombudsman.tas.gov.au</a></p> <p><b>Email:</b> <a href="mailto:ombudsman@ombudsman.tas.gov.au">ombudsman@ombudsman.tas.gov.au</a></p> <p><b>Phone:</b> 1800 001 170</p> <p><b>Post:</b> GPO Box 960, Hobart TAS 7001</p> <p><b>Visit:</b> NAB House, Level 6, 86 Collins Street, Hobart Tasmania</p>	<p><b>Parliamentary Joint Standing Committee on Integrity</b></p> <p><b>Phone:</b> (03) 6212 2220</p> <p>Fax: (03) 6212 2369</p> <p><b>Email:</b> <a href="mailto:integrity@parliament.tas.gov.au">integrity@parliament.tas.gov.au</a></p> <p><b>Post:</b> Committee Chair, Joint Standing Committee on Integrity Parliament House, Hobart, 7000</p>