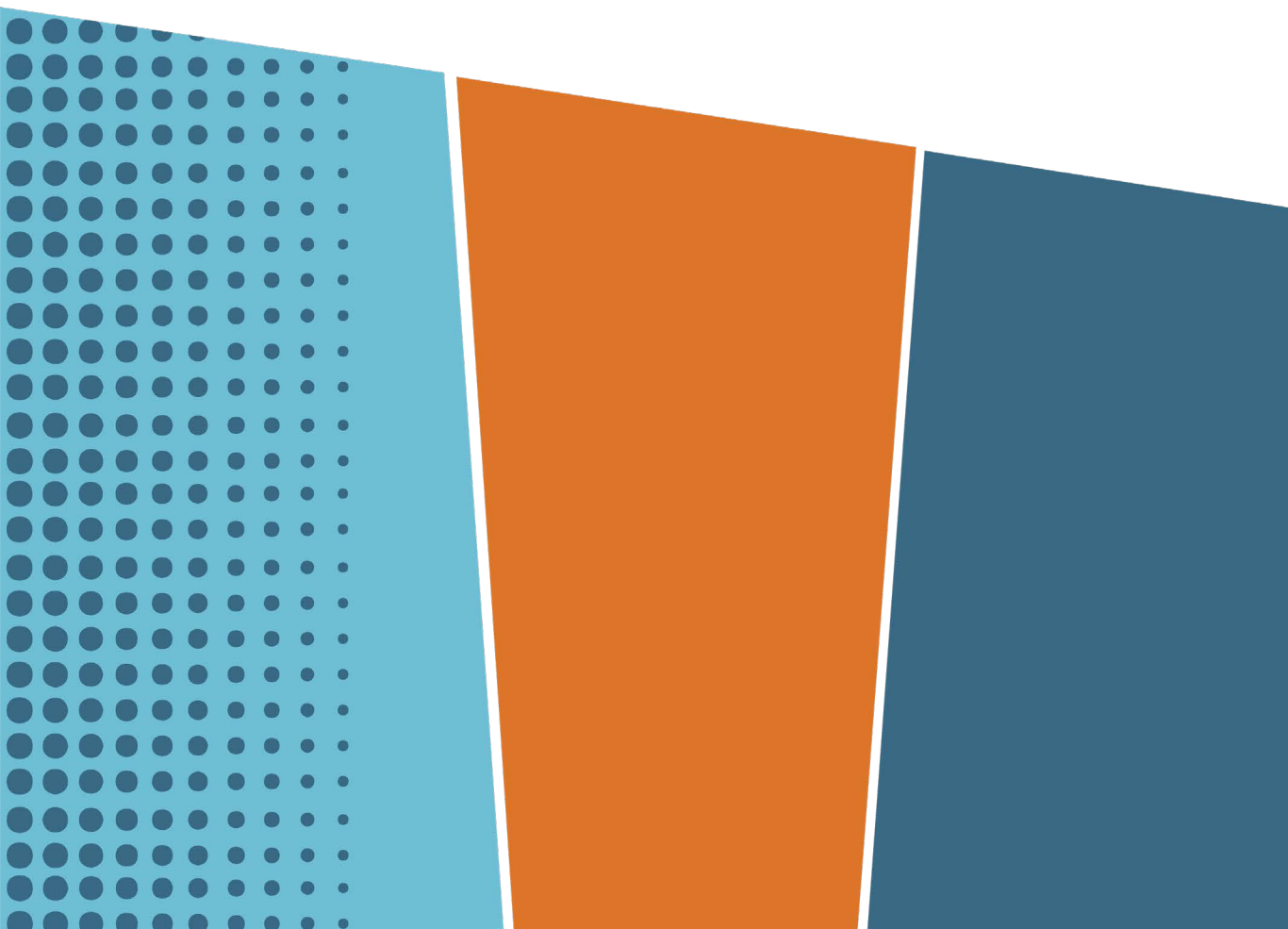


How to be heard when you have concerns about the safety or wellbeing of a child or young person

An accessible explainer of Tasmanian oversight bodies

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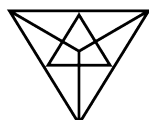
Office of the
Independent
Regulator



Registration
to Work with
Vulnerable People



CCYP
Commissioner for Children
and Young People Tasmania



INTEGRITY
COMMISSION
TASMANIA



Ombudsman
Tasmania



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

An accessible explainer of Tasmanian oversight bodies

This plain language resource is a simplified version of the *Guide to Tasmanian oversight bodies* (the guide). The guide summarises the five key Tasmanian oversight bodies with a role in keeping children and young people safe. The information in this resource is similar, but it does not have all of the information that is in the guide. It uses images to help explain some ideas. You can ask for help to read this resource.

If you want to know more or have any questions, you can contact the oversight bodies directly using the contact details at the end of this resource.

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

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

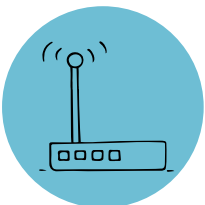


If you have an immediate concern for the safety of a child or young person, call 000 (Triple Zero). Triple Zero (000) is Australia's main emergency service number. You should call 000 when you need urgent help, for example when:

- 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.



If you think 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. The Advice and Referral Line is the first point of contact for community members who have concerns for the safety and wellbeing of a child or young person in Tasmania.



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 the Crime Stoppers website](https://www.crimestoppers.com.au) to report information about a crime anonymously.



How to use this resource



There are five oversight bodies in Tasmania with a role in keeping children and young people safe. When you see 'we' or 'our' it means the five oversight bodies. Oversight means making sure laws are followed and organisations and the government are doing the right thing. We are the:

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



We made this resource in a way that is accessible. This means we use pictures to help explain things.



This resource includes one page summaries about what each of us do. This means it only includes the most important ideas. It's ok if you read this resource and you are still not sure who to talk to. You can contact any of us. We will make sure you get a response.



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



For counselling services for children and young people aged 5 to 25 years, call the Kids Helpline on 1800 55 1800. This helpline is 24/7, free and confidential. Confidential means information will be kept private, unless someone's safety is at risk or the law requires it to be shared.



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.



Summary of the Commissioner for Children and Young People



The Commissioner for Children and Young People (CCYP) is an advocate for all Tasmanian children and young people, including young people in youth justice detention. Advocate means to stand up for someone's rights.



The CCYP advises on policy development that affects children and young people. Policy development includes when laws are made. The CCYP also makes sure Tasmania follows national and international rules about children and young people.



You should contact the CCYP if you have a suggestion, complaint or concern about laws or policies which you think may affect children and young people in Tasmania.



You should contact the CCYP when you are worried about 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 in detention, but you have not been listened to.



You can contact the CCYP by:

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



You can ask the CCYP what they will do with your concern. You can also ask them what happens if they cannot help. You can ask them what they will do with your personal information. Personal information means things like your name and address.



Summary of the Office of the Independent Regulator



The Office of the Independent Regulator (OIR) teaches organisations about the Child and Youth Safe Organisations Framework (the Framework). The Framework is a law to keep children safe in organisations. In this resource, organisations are people who care for children and young people. This includes schools, out-of-home care providers, hospitals, and many others.



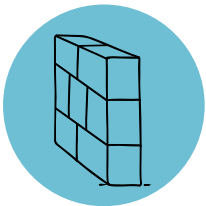
The Framework includes a Reportable Conduct Scheme. The Scheme is about the people who work with these organisations, and how they treat children and young people.



The Framework also includes Child and Youth Safe Standards and the Universal Principle for Aboriginal Cultural Safety. This helps organisations look after children and young people in a better way. It also means organisations involve children and young people in its work.



You should contact the OIR if you are worried about a child or young person being harmed by an adult worker of an organisation. The OIR works with many organisations. The OIR will help you find the best person to talk to if your concern is about an organisation they do not work with.



You should contact the OIR if you have contacted the organisation but they didn't respond to you, or if you don't want to raise it with them directly.



You can contact the OIR by:

- using the [webform on the OIR website](#)
- sending an email to contact@oir.tas.gov.au
- calling 1800 754 728
- sending a letter to GPO Box 825, Hobart TAS 7001.



You can ask the OIR what they will do with your concern. You can also ask them what happens if they cannot help. You can ask them what they will do with your personal information.



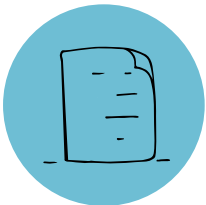
Summary of Registration to Work with Vulnerable People



People who are over 16 years old and want to work or volunteer with vulnerable people must get a registration. Vulnerable people include children and young people. Registration means filling out a form and paying a fee so RWVP can do a 'risk assessment'. A 'risk assessment' is a check to see if someone is safe to work with vulnerable people. This registration is called the Registration to Work with Vulnerable People (RWVP).



When RWVP get an application they check to see if someone has done something in the past which makes them a risk to vulnerable people.



RWVP can cancel a registration if a reporting body tells them someone is a risk to vulnerable people. Reporting bodies include Tasmania Police and Child Safety Services.



You should contact RWVP if you think someone who is registered might have been dishonest on their application and given information that was wrong. You should contact RWVP if you think someone is working or volunteering with vulnerable people without a registration or if an organisation is employing workers or volunteers without asking them to get a registration.



You should contact RWVP if you think someone has done something which means they should not be registered to work with vulnerable people.



You can contact RWVP by:

- sending an email to rwvp@justice.tas.gov.au
- filling out the form on the [RWVP website](#).



You can ask RWVP what they will do with your concern. You can also ask them what happens if they cannot help. You can ask them what they will do with your personal information.



Summary of the Integrity Commission



The Integrity Commission investigates whether people have followed the rules at their work. Not following the rules may be misconduct they can investigate. Misconduct includes behaviours that could affect children and young people.



The Integrity Commission can look into complaints of misconduct by public officers. Public officers include:

- nurses and doctors in public hospitals
- teachers in public schools
- correctional officers
- police officers
- University of Tasmania staff
- Members of Parliament and councillors.



You should contact the Integrity Commission when you think there has been misconduct by a public officer. Some examples include:

- a police officer has used more force than they should have
- a public officer has accessed information they shouldn't have, or they have accepted money to do something wrong
- something else which is serious or significant like using money in a way that's against the law.



You can ask if you are not sure your complaint is about misconduct.



You can contact the Integrity Commission by:

- filling out the [form on the Integrity Commission website](#)
- sending an email to contact@integrity.tas.gov.au.



You can ask the Integrity Commission what they will do with your concern. You can also ask them what happens if they cannot help. You can ask them what they will do with your personal information.



Summary of the Ombudsman



The Ombudsman makes sure public authorities are fair and follow the law. Public authorities include the other oversight bodies in this resource as well as:

- Tasmanian Government Departments
- Local Government Councils
- TasWater
- businesses owned by the government
- others including the University of Tasmania.



You can ask if you are not sure whether your complaint is about a public authority.



You should contact the Ombudsman if you believe a public authority has broken the law or been unfair.



You can contact the Ombudsman by:

- filling out the [form on the Ombudsman website](#)
- sending an email to ombudsman@ombudsman.tas.gov.au
- calling 1800 001 170.



You can ask the Ombudsman what they will do with your concern. You can also ask them what happens if they cannot help. You can ask them what they will do with your personal information.



What to do if you are not happy with how we tried to help

You can follow the steps below if you are not happy with how we have tried to help.

Step one:

You can tell us directly first. We will try to fix the problem. Our contact details are listed below:

- The Commissioner for Children and Young People (CCYP)
 - phone: (03) 6166 1366
 - email: childcomm@childcomm.tas.gov.au
 - post: GPO Box 708, Hobart, TAS, 7001.
- Office of the Independent Regulator (OIR)
 - [webform on the OIR website](#)
 - email: contact@oir.tas.gov.au
 - phone: 1800 754 728
 - post: GPO Box 825, Hobart TAS 7001.
- Registration to Work with Vulnerable People (RWVP)
 - [webform on the RWVP website](#)
 - email: rwvp@justice.tas.gov.au.
- Integrity Commission
 - [webform on the Integrity Commission website](#)
 - email: contact@integrity.tas.gov.au.
- The Ombudsman
 - [webform on the Ombudsman website](#)
 - email: ombudsman@ombudsman.tas.gov.au
 - phone: 1800 001 170
 - post: GPO Box 960, Hobart TAS 7001
 - visit: NAB House, Level 6, 86 Collins Street, Hobart Tasmania.

Step two:

You can talk to the Ombudsman if you are still not happy. The Ombudsman oversees complaints about the CCYP, OIR, RWVP and the Integrity Commission.

If your complaint is about the Ombudsman, you can contact the Parliamentary Joint Standing Committee on Integrity:

- email: integrity@parliament.tas.gov.au
- phone: (03) 6212 2220
- fax: (03) 6212 2369
- post: Committee Chair, Joint Standing Committee on Integrity, Parliament House, Hobart, 7000.