

Fact Sheet – Feedback

Our department is committed to managing concerns and complaints in a way that is accountable, transparent, timely and fair. We are committed to a culturally responsive complaint process that is flexible and adaptable to build trust, strengthen relationships and improve outcomes for families and children.

If you raise concerns about a decision or action of the department, yet you are not apparently directly affected by the decision or action you are complaining about, your concerns will be managed as Feedback.

Who is considered to be apparently directly affected?

Direct interest in administrative action includes persons whose rights or interests are, or could be, impacted in some way.

Apparently:

- as far as one knows or can see
- according to what seems to be true or what is likely, based on what is known.

Directly affected:

- greater than the concerns of a bystander who has no interest in the outcome
- where a person's rights or interest would be affected if the administrative action stood or continued.

What happens if I am assessed as not directly affected?

If an assessment indicates, you are not apparently directly affected.

- We will advise you that based on the information provided you are not apparently directly affected by the concerns you have raised, and you do not meet the criteria for the matter to be dealt with through the departments complaints management system.
- If you believe you are directly affected, you may wish to provide additional

information to demonstrate your direct interest in the matter.

- If you are raising concerns on behalf of a person who is directly affected, we encourage you to talk to them to raise the concerns themselves or demonstrate that you are an advocate or support person for the directly affected person to enable a complaints process to occur.

Will you action my concerns if I am not directly affected?

Yes, your concerns will be actioned, we will:

- assess your concerns and refer them to the appropriate service area for their consideration and action as required
- record your contact in the department's record keeping system.

Will I receive an outcome to my concerns?

You will not receive an outcome to the concerns you have raised, as you are not considered directly affected.

The department is obliged to adhere to privacy and confidentiality legislation that restricts information that can be disclosed.

Where can I find more information?

For any further information contact the Complaints Unit.

Phone: 1800 080 464

Email: feedback@cyjma.qld.gov.au

Online: [Online Form](#)

Post: Complaints Unit, Department of Child Safety, Seniors and Disability Services, Locked Bag 3405, Brisbane Q 4001

For more information and to access our Complaints Management Policy and Procedure visit [Complaints and complaints - Department of Child Safety, Seniors and Disability Services \(dcssds.qld.gov.au\)](http://dcssds.qld.gov.au)



Need help in your language?

Call 1800 512 451 and ask for an interpreter.

