Uplyft.
strong young futures



Children and Young People Giving Feedback

We always love hearing positive feedback about what we do, but sometimes it can be hard for you to tell us what's not going so well for you.

We need you to tell us if you feel unsafe, are worried or unhappy.

Telling us when things aren't going well with something we are doing is called making a complaint. It's Ok to make a complaint.

Complaints can be about anything – our service, the way our staff behave toward you or toward other children or young people, the way other children or young people behave or the way we have dealt with problems.

You should tell us if you:

- Don't feel safe
- People won't listen to you
- Are worried or unhappy about the way you're being treated
- Don't agree with something and it's making you feel stressed
- Feel someone made a mistake and it hasn't been fixed.

How to tell us if things aren't going well:

- Talk to a Uplyft worker, face to face or by phone
- Fill out a FEEDBACK card and give it to a worker or put it in a feedback box
- Make a complaint online at uplyft.org.au

- Use the QR Code to take you to a form

Getting help to tell us how you feel:

If you don't feel comfortable talking to a worker or are worried or upset about making a complaint, you can get help:

- Ask someone you trust to help you – a parent, friend, carer, teacher or another worker
- Talk to your support person about your feelings and what you think would help fix the problem.

What will Uplyft do?

- Provide a quiet, safe space for you to talk
- Make sure there are no distractions
- Encourage you to tell us in your own words what has happened and why you are worried or unhappy
- Listen to you and take your concerns seriously
- May ask questions and we will answer your questions as best we can
- Ask who you would like to be involved in any further discussions
- Tell you what will happen next and include you in any decision affecting you
- Aim to sort the problems as soon as possible
- Keep you up to date with what is happening and tell you if we can't sort the problem quickly and why
- Ask you if you have an idea about how to fix the problem
- Check to see if you are Ok with what has been done
- Let you know you can come back to us if the problem comes back or if you have any other worries.

Where else you can get support:

Online and phone counselling for children and young people

Kids Helpline
Call: 1800 551 800
kidshelpline.com.au

Mental Health Support

Headspace
headspace.org.au

eheadspace
headspace.org.au/online-and-phone-support

Information and Support

Commissioner for Children and Young People Tas
childcomm.tas.gov.au

Commissioner for Children and Young People WA
ccyp.wa.gov.au
How to make a complaint | Info for children & young people

National Office for Child Safety
childsafety.gov.au
Helping children and young people to Speak up and make a complaint

To make a complaint about Uplyft:

WA Ombudsman
08 9220 7555 or 1800 117 000
mail@ombudsman.wa.gov.au
ombudsman.wa.gov.au

Tas Ombudsman
1800 001 170
ombudsman@ombudsman.tas.gov.au
ombudsman.tas.gov.au