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## ENQUIRIES/CONCERNS

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The Commissioner for Children does not have the power to provide legal advice or investigate allegations of child abuse or individual complaints about services, agencies or organisations, unless specifically requested to do so by the Minister for Health and Human Services.

However, there are a range of existing advice and complaints processes available to persons worried about the safety of a child, in need of legal advice or wishing to make a complaint about a government service.

### **Concerned that you, or a child you know, may be experiencing abuse or neglect?**

Child Protection Advice and Referral Service (CPAARS) is part of the child protection service provided by the Department of Health and Human Services. Please call them if you have a concern about child abuse or neglect.

**CPAARS**

**Phone: 1300 737 639.**

Kids Help Line is a national telephone and online counselling service for young people aged 5 to 18 years. It is free, anonymous and confidential. It operates 24 hours a day, 7 days a week.

**Kids Help Line**

**Free Call: 1800 551 800**

### **Concerned that you, or a child you know, is affected by domestic violence?**

The Family Violence Response and Referral Line provides a free telephone counselling service for people concerned about domestic violence that may be affecting you or someone you know. This is a free call from anywhere in Tasmania and is available 24 hours a day, 7 days a week.

**Family Violence Response and Referral Line**

**Free Call: 1800 633 937**

If there is any immediate danger, the Family Violence Response and Referral Line can also notify the police. Otherwise, you can report an emergency directly on the **Police 000 line**.

### **Need advice or counselling about sexual abuse?**

Sexual Assault Support Services (SASS) provides counselling, support and information for those who have experienced sexual assault at any time during their life. This support is offered via a telephone service, or through face-to-face support and counselling. For more information about SASS services, view their website at <http://www.sass.org.au/>

**HOBART**

**Sexual Assault Support Service (Hobart)**

Daytime: (03) 6231 1811

After hours: (03) 6231 1817 (24 hours, 7 days a week)

**LAUNCESTON**

**Laurel House**

Daytime: (03) 6334 2740  
After hours: 0409 800 394 (24 hours, 7 days a week)

**NORTH WEST**

***North West Centre Against Sexual Assault***

Phone: (03) 6431 9711 (24 hours, 7 days a week)

**Concerned about the way child protection services is handling your case or the case of a child you know?**

If you have a complaint about the way in which your case, or the case of a child you know, is being managed by child protection services, contact the **Case Manager** or **Service Centre Manager** in your area.

**SOUTH**

***Service Centre Operations South***

Upper Level Woodhouse, St John's Park

Newtown 7008

Phone: (03) 6230 7833

**NORTH**

***Service Centre Operations North***

115-119 Cameron St

Launceston 7250

Phone: (03) 6336 2376

**NORTH WEST**

***Service Centre Operations North West***

Level 3 Reese House, 46 Mount St

Burnie 7230

Phone: (03) 6434 6260

If you are not satisfied with the response you receive, write a letter to the Deputy Secretary of the Department of Health and Human Services. In this letter, explain your complaint and the steps you have taken to resolve it.

**Address:** ***Deputy Secretary  
Human Services Group  
Department of Health and Human Services  
PO Box 125  
Hobart TAS 7001***

If you are still unsatisfied with the response you receive from the Department of Health and Human Services the Ombudsman may be able to assist you with your complaint, unless the matter is currently before the courts.

***Ombudsman Tasmania***

***Phone: (03) 6233 8966***

**Concerned about Ashley Youth Detention Centre?**

If you have a complaint about the way you or someone you know has been treated at Ashley, you can talk to **Youth Workers**, a **Team Leader**, the **Operations Coordinator** or **Unit Manager** within Ashley. Complaint forms are available within the units.

If you are not satisfied with the response you receive through internal complaints procedures, the Ombudsman may be able to investigate your complaint further.

***Ombudsman Tasmania***

***Phone: (03) 6233 8966***

**Need free legal advice?**

Legal Aid Hotline is a free legal advice service, offered over the telephone. It may be of assistance to you if you, or a child you know is currently involved in court proceedings or if you have any other need for legal advice.

**Legal Aid Hotline**  
**Phone: 1800 050 400.**

There are also a number of Community Legal Services and Centres and Legal Aid Commission offices around Tasmania that provide free legal advice, information and referrals.

**HOBART**

**Legal Aid Commission of Tasmania (Hobart office)**

123 Collins Street  
Hobart  
Phone: 6233 8383

**Hobart Community Legal Service (Hobart office)**

166 Macquarie Street  
Hobart TAS 7000  
Phone: 6223 2500

**Hobart Community Legal Service (Bridgewater office)**

Shop 16, CoveHill Fair  
Bridgewater TAS 7030  
Phone: 6263 4755

**LAUNCESTON**

**Legal Aid Commission of Tasmania (Launceston office)**

64 Cameron Street  
Launceston  
Phone: 6336 2050

**Launceston Community Legal Centre**

PO Box 1582  
Launceston TAS 7250  
Phone: 6334 1577 or free call: 1800 066 019

**DEVONPORT**

**Legal Aid Commission of Tasmania (Devonport office)**

8 Griffith Street  
Devonport  
Phone: 6421 7870

**The North West Community Legal Centre**

PO Box 743  
Devonport TAS 7310  
Phone: 6424 8720

**BURNIE**

**Legal Aid Commission of Tasmania (Burnie office)**

50 Alexander Street  
Burnie  
Phone: 6434 6444

**Need advice on parenting issues?**

Parenting Line is a free, confidential telephone service that provides counselling and referrals on parenting issues for parents with children aged 0-5 years. The service is available 24 hours a day, 7 days a week.

**Parenting Line**

**Phone: 1300 808 178**

**Concerned about your rights as a young person in the workplace?**

Workplace Standards Tasmania manages a Helpline to provide advice, information and referrals with regards to workplace issues.

**Workplace Standards Tasmania Hotline**

**Phone: (03) 6233 7657 or 1300 366 322**

The Office of Post-Compulsory Education and Training (OPCET) is responsible for the development, regulation and administration of the post-compulsory education and training system in Tasmania. If you have concerns regarding apprenticeships or traineeships, the office may be able to provide information or referrals.

**Office of Post-Compulsory Education and Training**

**Phone: (03) 6233 4600**