

Practice Hour - Advocate for Young People in Care & Feedback & Complaints Process

**Home
Stretch**
WA

Date:

Thursday 22nd February 2023

Name of Facilitators:

Sharla Abdullah & Brayden Redfern

Acknowledgement of Country

Home
Stretch

WA



*Ngaala kaaditj Noongar moort
Keyen kaadak nidja boodja*

We respectfully acknowledge the Whadjuk people of the Noongar Nation as the Traditional Custodians of the land we are presenting from today, and all the countries where people are located. We pay our respects to their strength, cultural resilience and the Elders past and present.

Housekeeping & Rules of Engagement

Rules of engagement:

- Safe, secure, confidential space
- De-identify your examples (*including case managers & District offices*)
- Not supervision (*but can be arranged!*)

Teams Etiquette:

- Cameras on
- Mic on mute
- One person per camera is best
- Today we are going to hear from one of the Young Consultants – Brayden Redfern about the new Home Stretch WA Feedback & Complaints Process and from the Advocate for Young People in Care – Sharla Abdullah



Is everyone ok with it being recorded?

Who is here today?



In 1 minute or less

- New people - introduce themselves
- What Country are you calling from?
- Which Provider do you work with?
- What is your role?
- Has anyone been involved in supporting a young person to access the advocate?

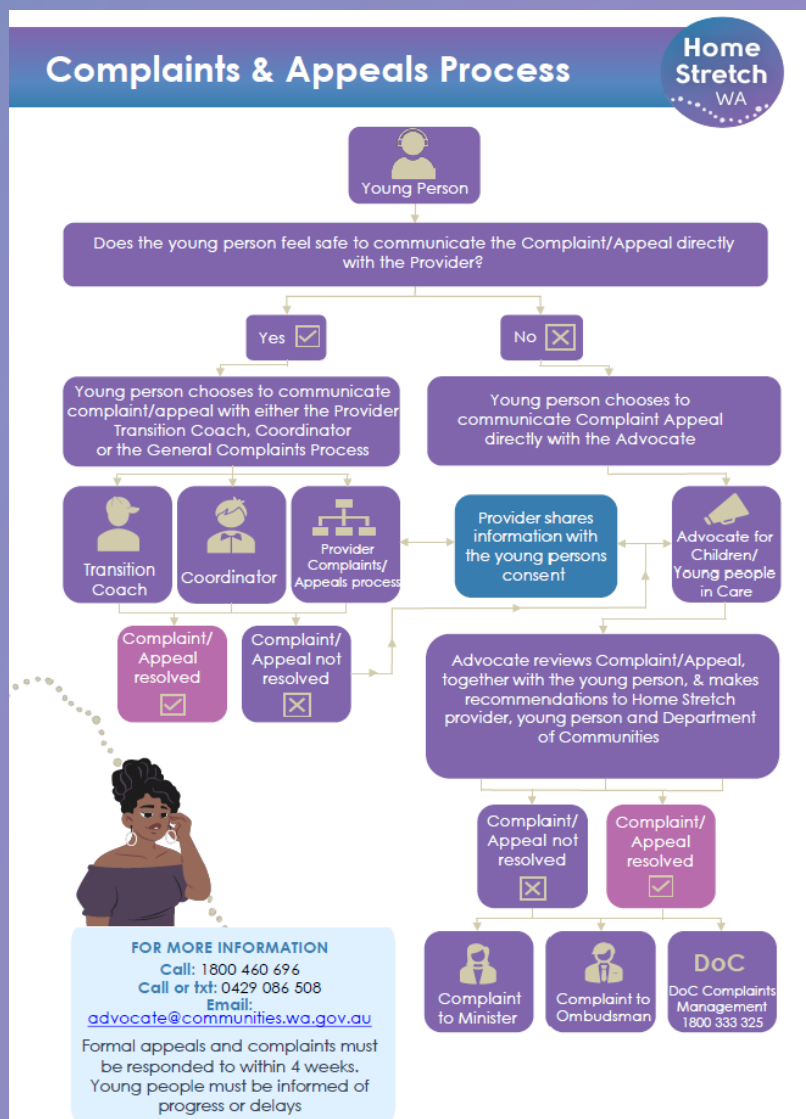
By the end of this session...

You will...

- Be aware of and know how to support a young person in the Home Stretch WA program to provide feedback or make a complaint
- Know the different options a young person has in providing feedback or making a complaint
- Understand the role of the Advocate for Children In Care



Home Stretch WA – Young People's Complaints & Appeals Process – Flow Chart for Providers



Home Stretch WA – Young People's Complaints & Appeals Process – Flow Chart for Young People



Who is the Advocate for Children In Care?

**SHARLA
ABDULLAH**

What does an Advocate do?

SUPPORTING CHILDREN & YOUNG PEOPLE
0 – 25 EXPERIENCING THE CARE SYSTEM

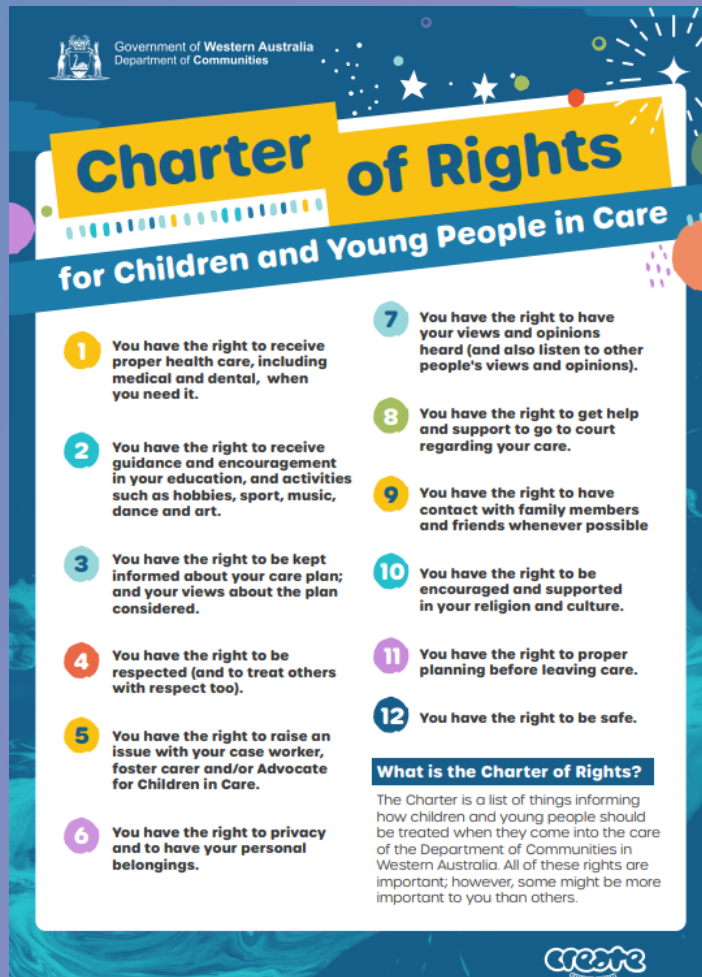
- Listen to them and help them say what they want to say and help get adults and people to listen.
- Give information and advice about what they are entitled to, and how they should be treated.
- Support them if they want to have a decision reviewed or make complaints.
- Speak to people in authority about what they say about what works or doesn't work in their lives.

What does an Advocate do?

SUPPORTING CHILDREN & YOUNG PEOPLE 0 – 25 EXPERIENCING THE CARE SYSTEM

- AIC
- AIC Investigation
- Appeal process
- Bail
- Care planning process
- Case Consultation
- Case Worker
- Child safety
- CIC
- Communication with DCP
- Consent issue
- Contact
- DCP service delays
- DCP Service not available
- DCP service withheld
- Disagreement with Departmental action
- Education issue
- Financial problem
- Getting heard
- Getting information
- Health issue
- Inappropriate request
- Leaving Care
- Legal Process
- Leisure activities
- Name change
- Other
- Past AIC
- Placement arrangements
- Privacy issue
- Quality of Care
- Religion/cultural issue
- Request for Information
- Reunification
- Service Audit

It's about Ensuring Rights are Met



YOUNG PEOPLE 18- 25 ARE
ENTITLED TO THEIR RIGHTS AS A
“CHILD IN CARE”

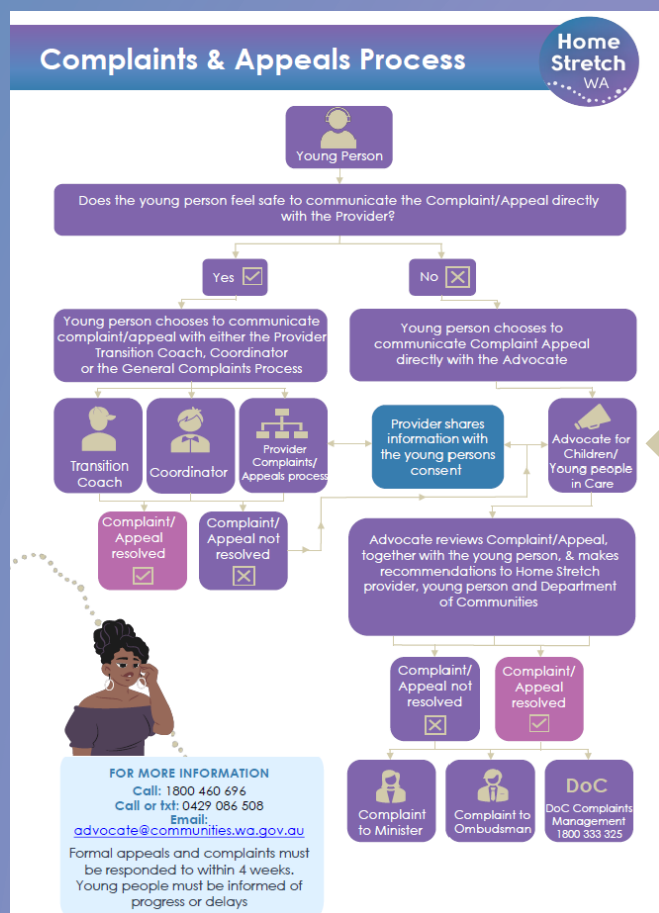
Charter of rights for children and young people
in care (www.wa.gov.au)

What is the Process?

- The Advocate is an independent body advocating for the child or young person. This includes liaising with relevant districts, services, organisations and most importantly – the child or young person. They must be aware that the referral has been made on their behalf.
- A young person has control what is disclosed!
- “No closed-door policy” , assisting the child or young person to find appropriate supports!
- A referral is made to the advocate which triggers this process.

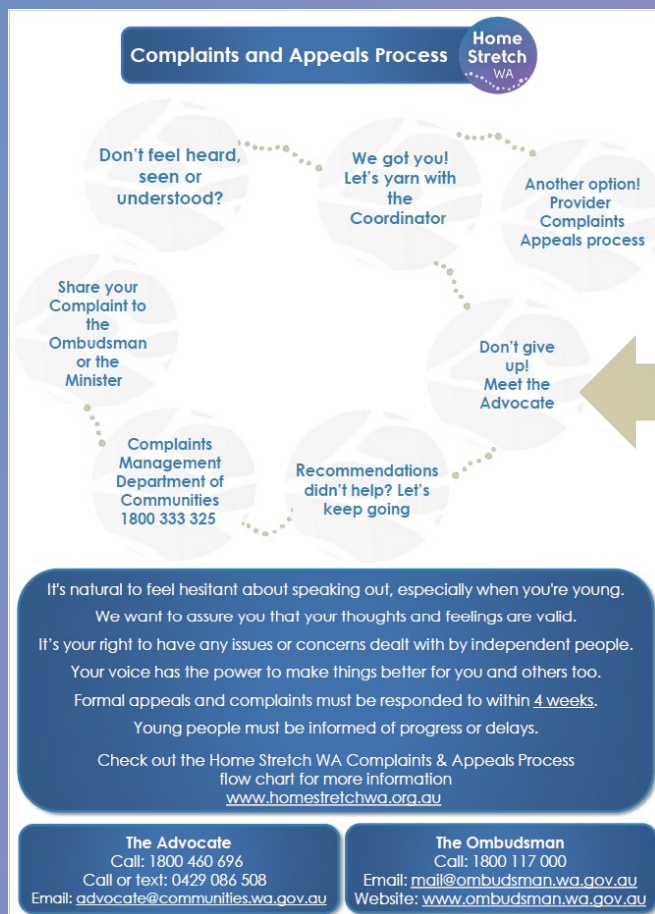
**IT IS ALWAYS ABOUT THE BEST INTEREST OF THE
CHILD OR YOUNG PERSON**

Where is the Advocate?



Home Stretch WA – Young People's Complaints & Appeals Process – Flow Chart for Providers

Where is the Advocate?



Home Stretch WA – Young People's Complaints & Appeals Process – Flow Chart for Young People

How to make a Referral?

1. A referrer or self refer can contact the advocate with child or young person's name, district, issue and if they are aware/consented to referral.

2. Advocate makes contact relevant parties. Advocates for the best interest of child or young person in decision making around issue.

3. Advocate contacts child or young person and/or referrer , regarding decision and next steps (e.g. closing or continuing referral).

During the process you can contact the advocate at any time for an update. Some cases can take longer than others. Young people are encouraged to self refer if possible.



CONTACT THE ADVOCATE

Question & Discussion Time



Contact Us



1800 460 696



0429 086 508 (phone or text)



Advocate for Children in Care
(www.wa.gov.au)



advocate@communities.wa.gov.au

- Advocate and Charter of Rights promotional material available upon request.
- The Advocate is also flexible to do on site visits, consultations and presentations upon request!

Contact Us

Community of Practice



homestretch@anglicarewa.org.au

Department of Communities



homestretchwa@communities.wa.gov.au



Andy - 0413 207 096

Vanessa - 0447 784 128

Renae - 0479 067 474

Julia - 0486 041 786

