

Your Voice Matters

to the NSW Ombudsman





Who is the Ombo?

We are the NSW Ombudsman.
Some people call us **the Ombo**.

We are **independent**.

We make sure government and
community services are being
fair and doing the right thing.



In care reviews at the Ombo

We use in care reviews to look at what's happening for children and young people in out-of-home care, to improve things for them.

We are **independent** from DCJ and your casework team.



Why we want to talk to you

Your story matters to us

As part of our review, we would like to understand your **experiences** in out-of-home care, and hear your views and hopes for the future.

This will help us make meaningful recommendations to **improve** things for you.



Your rights

Talking to us is
100%
your choice.



You don't have to answer every question.



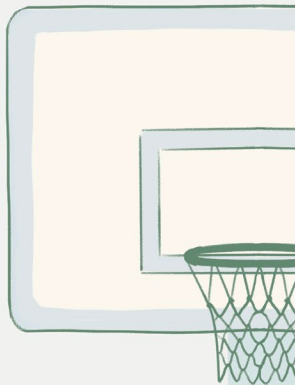
You can change your mind (about talking to us) at any time.



You have the right to have your culture respected.



You have the right to have any disability accommodated.

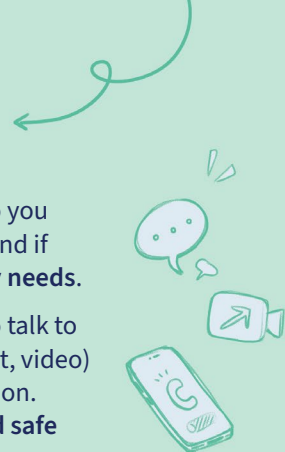


What happens if you decide to talk to us

We will ask your caseworker to talk to you about what support you would like, and if you have any **cultural or accessibility needs**.

You can decide **how** you would like to talk to us (e.g. in person, over the phone, text, video) and whether you want a support person.

You can tell us if there is a **private and safe place** you would prefer to meet.



If you identify as **Aboriginal** and/or **Torres Strait Islander**, you can ask what supports we have at the Ombo.

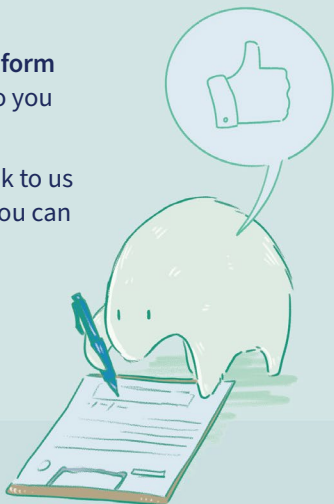


Our questions and your questions

We will ask you to sign a **consent form** that gives us permission to talk to you and voice record our chat.

It is **your choice** if you want to talk to us and how you want to talk to us. You can change your mind at any time.

We will answer your questions.



All about recording



You can decide to talk to us but not be recorded.




You can change your mind about being recorded.

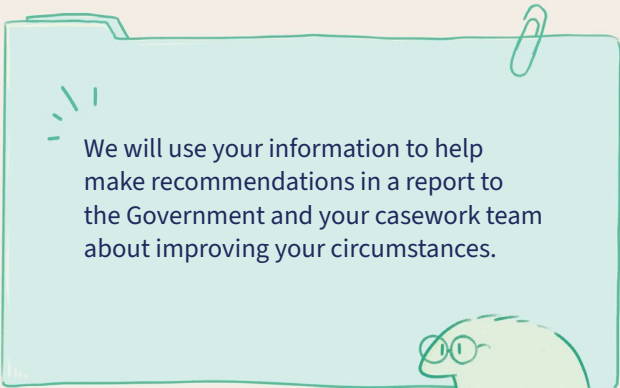


You can ask to pause or stop the recording at any time.


What we do with your information




Your information will be kept **private** and **confidential** in Ombo records.



We will use your information to help make recommendations in a report to the Government and your casework team about improving your circumstances.



Whatever you decide to share with us will be **valued**.



It's **your choice** about how much you would like to share with us.



Who we will share your information with

We will:


- ask you **what** information is ok to share, and **who** it is ok to share it with
- tell you **who** we will share information with and **how** we will share it




If you tell us that you may hurt yourself, someone else, or that you are at risk of significant harm, we may need to tell someone or make a report. We will talk to you if we need to do this.

What else will be done?

We will:





Meet with your casework team





Check if there are other people we should talk to about your experiences

Look at some file records from DCJ and agencies




Write a report about your experiences in out-of-home care



The report will make recommendations to improve things for you.

The report will be given to the government minister for community services and the agency who looks after you.

The Ombo will decide who else gets the report.





If we include anything you have said in our report, we will ask for your feedback first.

You can tell us if you would like a copy of the report.

We will follow up on our recommendations to check if they are carried out.



We are *not* a crisis service

We are not able to change what is happening right now for you.

We can make recommendations about changes for you, but we can't force them to make the changes.

We can give you info about who to contact if you need help. You can call these numbers for help.



Phone calls are **free** from all Telstra public phone boxes.



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Emergency
Police, Fire or Ambulance

Kids Helpline
1800 55 1800

Text line 0477 13 11 14
kidshelp.com.au

Lifeline Australia
13 11 14

lifeline.org.au

13 YARN
13 92 76

Talk with an Aboriginal or Torres Strait
Islander crisis supporter

Q Life
1800 184 527

LGBTIQA+ Phone or webchat peer
support 3pm to midnight

Beyond Blue
1300 22 4636

This is 24/7 support for all ages for anxiety,
depression and suicide related issues.
Online support chat 3pm to midnight

1800RESPECT
1800 737 732

Sexual assault or domestic and
family violence counselling

DCJ Helpline
13 21 11

24/7 helpline to contact DCJ

Ask Izzy

Find practical help and services near you
askizzy.org.au

Got questions?

You can contact us at



communityservices@ombo.nsw.gov.au



1800 451 524 press option 1

9am – 4pm

Monday – Friday






If you feel like something we have done is not right, you can make a complaint about us by calling the number above or emailing info@ombo.nsw.gov.au.

If it's easier, you can ask someone else to make the complaint for you.



 **Ombudsman**
New South Wales



Thank you!



ombo.nsw.gov.au