

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.



What are we doing?

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

We are currently looking at why children and young people have spent time away from their **resi care placement**, and how this might impact their safety and wellbeing.

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



When we say '**resi care**' we mean **residential care settings** or **Intensive Therapeutic Care (ITC)**.

Why we want to talk to you

Your story matters to us

We understand there may be many different reasons for your time away, and we want to understand more about that.

We would like to understand your experiences:

before you left
resi care

while you were away
from resi care

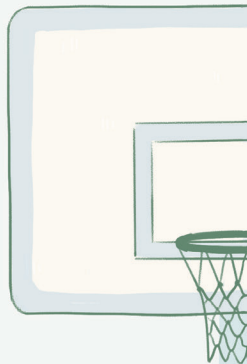
when you returned
to resi care

Hearing about your experiences, along with those of other children and young people, will help us make **meaningful recommendations** to improve things for children and young people in care.

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.



You can decide how to talk with us

Talk to us directly, fill out our survey



Survey link

You can decide how you would like to **talk to us** (eg 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.

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

If you prefer you can complete a brief survey **instead** of talking with us.



We want Aboriginal people to feel safe and supported when participating in this inquiry. You are welcome to participate with a trusted support person, or please contact us to find out what cultural support is available.

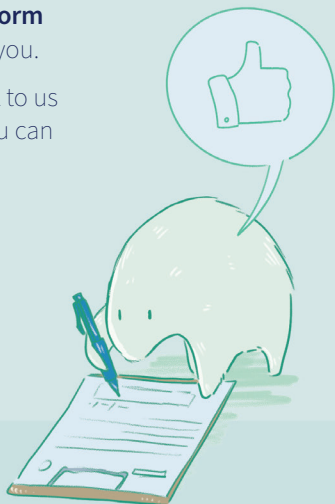


Asking your permission

We will ask you to sign a **consent form** that gives us permission to talk to you.

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

We need your consent to record our chat.



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 the **information** you give us to help make recommendations in a report to the Government about **children and young people** in care.



If we include anything you have said to us in our public report, you will be **anonymous** and no one will be able to tell who you are.



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 share your information with

- 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.
- We will tell you who we will share information with and how we will share it.



What else will we be doing?

We will:



Talk to other children and young people who have been away from resi care.



Look at information about children and young people away from resi care.



Talk with people who work with, care about or support children and young people who have been away from resi care.



Write a report about why children and young people were away from resi care, and how this impacted their safety and wellbeing.



Talk to you about other options the Ombo might be able to help you with (like making a complaint).





The report will **recommend improvements** for children and young people in out of home care.

The report will be given to NSW Parliament and be online for everyone.



Where to get help

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

We are not a crisis service.

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



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](https://www.kidshelp.com.au)

Lifeline Australia
13 11 14

[lifeline.org.au](https://www.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](https://www.askizzy.org.au)

Got questions?

You can contact us at



awayfromplacement.inquiry@ombo.nsw.gov.au



0436 618 296

9am – 5pm

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