

# Community engagement

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We want everyone who needs our help to know how and when to connect with us.

We do this by providing resources that individuals and community groups can share.

## Resources to help you make a complaint

- [sharable videos](#) to help you know how to effectively make a complaint. Available in Auslan and audio description versions.
- [resources](#) from the National Office for Child Safety can

**help children and young people speak up and make a complaint.** There is also information for adults in community groups to support children and young people through the complaint process.

## **Who we work with**

We work with many others, including community groups, government agencies, other ombudsman offices, integrity agencies and complaint-handling bodies throughout Queensland.

## **Types of activities**

We participate in forums, conferences, community events, webinars and presentations. This includes events we hold ourselves and events we are invited to.

## **Engaging online**

We also connect with Queenslanders on social media. Find and follow us on [LinkedIn](#) and [YouTube](#).

## **Accessibility**

We are committed to ensuring that our services are accessible to everyone, and realise some people may have barriers to communication. Our [accessibility](#) information outlines different ways of connecting with us, and the support that we can provide through the complaints process.

## **Helping community and advocacy groups advise their clients**

People reach out to community and advocacy groups for help when they have a problem.

When advising a client about how to effectively complain about an agency's administrative action or decision, the following actions may help. Advise your client to:

**1. Contact the agency first**

Give the agency a chance to fix the problem. Government agencies are required to have a complaint management system (CMS) and be accountable for their decisions and actions. The CMS should be easily accessible on an agency's website. Learn more about [complain to the agency involved](#).

**2. Use the agency's complaints process**

Tell them what happened, why it's wrong and how you think it should be fixed. If you are not satisfied with the result, you have the right to seek a review. Receiving a response on the agency's review is a final decision from the agency.

**3. External view**

If you are still not satisfied, you can seek an external review by a complaint handling body. Finding the right complaints body to talk to depends on what the matter is about. Find out what is in the [Queensland Ombudsman's jurisdiction](#) (those matters we can deal with) and what to expect if you make a complaint to us before [making a complaint](#).

You can print the [Who do I complain to? \(PDF 145.5KB\)](#) poster to display in your community centre.

# Printed resources

We have printed brochures and posters about our role and services that you can display at your community centre. To request that some are sent to you, please [email](#) us. You can also download and print materials via the links below:

## Brochures

- [‘How can the Queensland Ombudsman help me? \(PDF 1.4MB\)’](#)
- [‘Got a problem with a state government agency, local council or public university? It’s OK to complain \(PDF 1.3MB\)’](#)

## Posters

- [‘I appreciate your efforts to resolve my problem, I am very happy with the result \(PDF 1.8MB\)’ -A3](#)
- [‘It’s nice to know you’re not alone, that somebody is there to listen. \(PDF 419.4KB\)’ - A3](#)
- [Who do I complain to? \(PDF 145.5KB\) - A4](#)
- [The Ombudsman process \(PDF 58.4KB\) - A4](#)
- [‘Got a problem?’ translated brochure ReachDeck \(PDF 1022.8KB\) \(PDF 1022.8KB\) - A4.](#)

ReachDeck is an application that gives reading and translation support to help you to access our website. This brochure has details on how to access ReachDeck in 14 languages.

## Subscribe to hear about key events

We have a range of newsletters relating to different areas of our work. [Community Perspective](#) is tailored for community and advocacy groups and officers in community services. It covers news about our projects, advice and recent complaints. Please [subscribe](#) to Community Perspective, or keep your eye on the website or LinkedIn, to be notified of key events.

We also publish [Casebooks](#), providing a sample of outcomes that we achieved for Queenslanders through our investigations.

Last updated: 31 January 2024