



Upcoming changes to Out of Home Care services

Information for children and young people

The Department of Communities (the Department) is changing the way it delivers Out of Home Care (OOHC) services in Western Australia (WA) to achieve the best outcomes for all children and young people.

Frequently asked questions

What is happening?

Changes are on the way for some children and young people in care. We are changing the way we make care arrangements (these are the places where you live).

Why is the Department making these changes?

The Department is making these changes so that children and young people can stay close to their family and community, and to help Aboriginal kids grow up knowing their culture and on country.

If I get moved to a new home, did I do something wrong?

No, if any changes happen to your care arrangement you have not done anything wrong. These changes are just happening as part of the reform process with the aim of improving things for you in the long run

What will this mean for me?

For many children and young people there will not be any change, however, you and your carer might get a new agency case manager. If you live in a group home, you might have some new carers. A small number of children and young people might have to move to a different house or have new kids living with them.

Changes will occur only if they really need to, and we will make sure you are included in decisions that directly affect you. You will be supported and encouraged at every step of the way.

How will I be involved in making decisions?

Your case manager will tell you if there will be changes that affect you. You have the right to be given clear information about your living arrangements. How you feel about your physical, emotional, cultural, and spiritual needs is important, and you have the right to be heard. If, at any point, you have concerns or issues with your new care arrangement, please talk to a member of your Care Team.

What can I do if I am not happy about a decision made about my care?

If you are unhappy with any decision relating to your care or living arrangement, please tell your carer or Care Team. If you are still unhappy or would like to make a complaint, please get in touch with the Advocate for Children in Care to help you. The Advocate is available to talk with you by phone, or email, or to meet with you – whatever you prefer.

How do I contact the Advocate for Children in Care?

Office hours (9am to 5pm, Monday to Friday)
0429 086 508 (you can call, text or leave a message)
Free call 1800 460 696 (charges may apply for some mobile plans)
Email: advocate@communities.wa.gov.au

What if I need urgent help?

If you need urgent help and you can't get hold of your District Office or the Advocate for Children in Care, there are other options:

- Crisis Care (24 hours/7 days) Telephone (08) 9223 1111 Free call 1800 199 008
- Kids Helpline (24 hours/7 days) Free call 1800 55 1800
- Police 131 444 or 000 (emergency only)

Know your rights

Children and young people have human rights. Know your rights by downloading the [Charter of Rights for Children and Young People in Care](#) and the [United Nations Declaration on the Rights of the Child 1990](#).

To find out more about upcoming changes to OOHC, please contact:

- **Email:** OOHCtransition@communities.wa.gov.au
- **Phone:** 1800 176 888 (Freecall)

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If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service. For more information visit:
www.communications.gov.au/accesshub/nrs