

# Home Stretch WA complaints process

## Information for young people



You have a right to voice any concerns about your Home Stretch WA experience. Your voice, thoughts and feelings are valid and valued.

Home Stretch service providers have internal complaints and appeals processes and will keep you updated on the progress of your complaint and any reasons for delays.



### Have a concern?

**Do you feel safe to tell your complaint, feedback or appeal directly to your Home Stretch service provider?**

You can **choose** to talk to your Home Stretch transition coach or coordinator.



### Next step

**Can't talk to your service provider or didn't receive the appropriate help?**

You can talk to any Department of Communities District Office directly. This can be any department staff you trust or feel comfortable with. Together you will work on a plan on how to get the right support to empower you to choose what help looks like.



### Go further

**Has talking to the service provider and/or District Office not worked and you feel like you need further help, or you disagree with the decision?**

You can reach out to the Advocate for Children in Care for advice on how to progress your complaint or feedback further, such as by reaching out to the Department of Communities Complaints Management Unit.

The Advocate for Children in Care can also help if your complaint is about your experience with a Department of Communities District Office and not your Home Stretch service provider.

Mobile: 0429 086 508

Email: [advocate@communities.wa.gov.au](mailto:advocate@communities.wa.gov.au)

More information about Home Stretch WA, including your rights of support, is available at [www.communities.wa.gov.au/homestretchwa](http://www.communities.wa.gov.au/homestretchwa)