I write in relation to the inquiry into the management and minimisation of bullying and violence in government and non-government schools.

I would like to provide the committee with information they may wish to share with people providing evidence to the inquiry.

If parents or students wish to report their complaints and/or would like to access other forms of support, it is important that they are aware of the options available to them.

I provide at Attachment A, an overview of the avenues available to families and students to have their concerns addressed. Of course, I am also available to anyone who wishes to raise any issues directly with me and I take all such requests seriously.

Yours sincerely,

Yvette Berry MLA
Minister for Education and Early Childhood Development

3 May 2019
WHO CAN I CONTACT WITHIN THE EDUCATION DIRECTORATE IF I HAVE A COMPLAINT?

If a complainant wishes to seek the next level for consideration of an unresolved enquiry/concern they may choose to lodge a written description through the online contact form. This can be found at: www.education.act.gov.au/contact_us

EDUCATION DIRECTORATE CONTACTS:

General Enquiries
Phone: (02) 6207 5111
Access Canberra: 13 22 81
www.accesscanberra.act.gov.au

Concerns and Complaints
Families, Students Complaints and Feedback
Phone: (02) 6205 5429
Email: familiesandstudents@act.gov.au
Online: www.education.act.gov.au/contact_us

Children’s Education & Care Assurance (CECA)
For day care, preschool, after school care and holiday programs
Phone: (02) 6207 7581
Email: complaintsCECA@act.gov.au

Enrolment Enquiries
Phone: (02) 6205 5429

WHO CAN I CONTACT IF I AM NOT HAPPY WITH THE DIRECTORATES RESPONSE TO MY COMPLAINT:

- Human rights and discrimination concerns contact:
  ACT Human Rights Commissioner

- Privacy concerns contact:
  Office of the Australian Information Commissioner www.oaic.gov.au

- Administrative and operational concerns contact:
  ACT Ombudsman
  www.ombudsman.act.gov.au

- Reviewable decisions (in certain circumstances) contact:
  Australian Capital Territory Civil and Administrative Tribunal (ACAT)
  www.acat.gov.au

At any time, you may approach any of the following external agencies relating to:

- Imminent danger of a child contact: ACT Police 131 444 or 000

- Child protection contact:
  Community Services Directorate