

## Supporting young people to make complaints and advocate for systems change

This 3 hour workshop is delivered by the NSW Ombudsman's Youth Liaison Officer. It is targeted to frontline staff who work with agencies that provide services to children and young people, such as supported accommodation services, residential out-of-home care providers, neighbourhood centres and other youth support services.

The workshop covers:

- The role of the NSW Ombudsman
- Supporting young people to make complaints
- How to handle complaints effectively
- The role of advocacy in achieving change

### Who should attend

Staff who work with children and young people in supported accommodation services, residential out of home care services, neighbourhood centres and other youth support services.

### Learning outcomes

By completing this workshop, participants will learn:

- the role and functions of the NSW Ombudsman
- the legislative and policy framework for complaint handling
- the barriers young people face when making complaints, and strategies to overcome these
- key features of a youth-friendly complaints system
- how to empower young people to make complaints when they have a problem with a service
- how their agency can advocate for a young person and for systems change.

### About the NSW Ombudsman

The NSW Ombudsman is independent and impartial. Our central goal is to keep government agencies and certain non-government agencies

accountable by promoting good administrative conduct, fair decision-making and high standards of service delivery, and protecting the rights of people in NSW.

### About the Youth Liaison Officer

A key focus of the office is our commitment to young people. We are keen to help young people access our services. The Youth Liaison Officer is one resource the office uses to achieve this goal.

A focus of the Youth Liaison Officer is to promote the role of the Ombudsman throughout the state to improve access to our services by young people and the workers who support them. In addition to handling or referring on individual complaints, the Youth Liaison Officer regularly engages with youth services and peak bodies to identify the most pressing issues for young people. Feedback from these consultations informs the broader work of the office with the aim of improving service delivery to this often vulnerable group.

### Other workshops

We offer a number of other training workshops on complaint handling, employment-related child protection, investigation training, access and equity training and more.

## FREE TRAINING COURSE

### Training enquiries

This training is available in-house or at designated venues. Contact us for details about specific workshops or to discuss your training needs.

Community Education and Training Unit

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**Registration is essential,  
as places are limited.**