

Media Release

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Independent complaints agencies promote right to complain to multicultural groups

Major complaints handling agencies in Queensland have taken an important step in making their services more accessible to Queensland's multicultural communities.

They have jointly developed a strategy to promote the roles and responsibilities of each agency and to tell people from non-English speaking backgrounds how they can access the right complaints services.

The project is the result of collaboration between the Commission for Children and Young People and Child Guardian, the Anti-Discrimination Commission Queensland, the Health Rights Commission, the Crime and Misconduct Commission and the Queensland Ombudsman

A new brochure, *It's OK to complain – your rights are our concern*, is available from today in English, Vietnamese, Spanish, Arabic, Mandarin and Samoan. These languages were chosen following consultation with agencies which work with multicultural communities throughout Queensland.

Launching the initiative, Serge Voloschenko, former Chair of the Ethnic Community Council of Queensland and Chair of the Queensland Police Service's Ethnic Advisory Group, said he was pleased to be involved in such an important project.

"I'd like to congratulate the Commissions and the Ombudsman's Office for raising awareness of people's rights among culturally and linguistically diverse communities," Mr Voloschenko said.

"They've worked together to create a brochure which is informative and easy to understand for people from multi-cultural backgrounds.

"I would like to encourage multicultural communities to make use of this information, and distribute it among their communities."

Also speaking at the launch was a community representative, who shared anecdotes about the difficulties people from some cultural backgrounds have making complaints.

The brochures, *It's OK to complain – your rights are our concern*, will be distributed through key multicultural groups, advocacy organisations and service providers.

To ensure people from non-English-speaking-backgrounds can make complaints if necessary, each agency offers access to the Commonwealth Government's Translating and Interpreting Service.

The Commissioners and Ombudsman said by pooling resources, the agencies have more effectively provided information about the agencies' different services to members of the multicultural community.

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