

Department of Families, Seniors, Disability Services and Child Safety

Complaint Report 1 July 2024 to 30 June 2025

This data is published in accordance with the relevant provision of the *Public Sector Act 2022*.

	Total number of matters received	Total number of matters not yet finalised	Total number of matters resulting in further action ¹	Total number of matters resulting in <u>no</u> further action ²
DEPARTMENT TOTAL	3367	114	2828	425
Child and Family Services	3239	110	2715	414
First Attempt at Resolution (FAAR)	2656	0	2656	0
Complaint	493	106	47	340
Internal Review	90	4	12	74
Disability Services	128	4	113	11
First Attempt at Resolution (FAAR)	0	0	0	0
Complaint	126	4	111	11
Internal Review	2	0	2	0

Notes:

1. 'Total number of matters resulting in further action' refers to the number of matters that after assessment, investigation or review, required further response or action to address specific concerns or improve departmental practice.
2. 'Total number of matters resulting in no further action' refers to the number of matters that, following assessment, investigation or review, did not require further response or action to address specific risks, concerns or improve departmental practice. All matters received during the reporting period, were acknowledged and responded to, regardless of whether further action was deemed necessary.
3. The figures presented in this report reflect only those matters that were triaged and assigned during the reporting period. Cases received but not yet triaged at the time of reporting are not included.

The department is required to record, assess and report on human rights allegations in accordance with the *Human Rights Act 2019*. The 2024-25 human rights reporting is published in the department's [Annual Report](#).

Approved by

Dr Megan Crawford

a/Deputy Director General

Service Delivery (child and family)

Victoria Van Houdt

a/Chief Practitioner

Office of the Chief Practitioner

Angela Oetting

a/Deputy Director General

Service Delivery (disability services)