



Staying in contact with your family

Your right to contact your family

While you are in care you have the right to have contact with people who are important to you, if it is safe. This includes your mum, dad, your sisters or brothers, grandparents, and even your aunts and uncles.

Contact can be face-to-face, over the phone, through social media or writing letters. It can be for a short time or it might even mean staying overnight for one or more nights.

Sometimes it's not safe for you to have contact with your family by yourself so your case worker, carer or another trusted adult will need to stay with you during the visit. This is called supervised contact.



You can talk to your case worker about where you would like to see your family and the activities you would like to do together.



How to arrange contact

Speak to your carer or case worker if you want to see someone in your family

You can also say you want contact with someone during your annual review

What happens next?

Once you have asked to see someone in your family, your case worker will check that it is safe for you to do so. Sometimes this can take a little while.

It is ok if you want to stop seeing someone for a bit. Just let your carer or case worker know

You can say how often you want to see someone, and how long you want to see them for

If you need help arranging contact

If you have asked to have contact with someone but you feel like nothing is being done to make it happen, you can:

1. Talk to your case worker about it



2. Ask to talk to your case worker's supervisor



3. Make a complaint to the DCP complaints unit on 1800 003 305 (freecall) and tell them you would like your contact arrangements to be reviewed by the Contact Arrangements Review Panel*

* Check out our 'Making complaints to DCP' factsheet for extra help on this.

Remember: If you have done all of these steps and still feel like you are not being listened to, you can call us and we will see what we can do to help!



If you ever need help getting in contact with your family, you can call us on 1800 275 664