Who Can Make a Complaint?

You can make a complaint, or you can ask an adult to make a complaint on your behalf.

How Can You Make a Complaint?

Follow the steps below to raise a complaint.

1. If you feel comfortable, speak to your Cadet Instructor/ Captain/Commander/Local Manager or another DFES staff member or adult volunteer. They will work with you to fix and improve the issue.

2. If you are still unhappy with the result or you do not feel comfortable raising the issue with a DFES staff member or adult volunteer, you can do one of the following.

   - Lodge a complaint via the DFES Volunteer Hub. *https://www.volunteerhub.dfes.wa.gov.au/home/wellbeing-conduct/youth-safety/lodge-a-youth-safety-report*

   - Lodge a complaint on the DFES website using the online form. Choose the form for people under 18 years of age. *https://www.dfes.wa.gov.au/contact/child-safety*

   - Contact DFES Professional Standards by email or telephone. Email *Professional.Standards@dfes.wa.gov.au*

     Telephone (08) 9395 9309

Will My Complaint Remain Confidential?

All reporting of suspicious or wrongful behaviour will remain confidential unless the sharing of information is required by law.

How Long Will My Complaint Take to Be Resolved?

The time taken to review, investigate and/or resolve a complaint will depend on the nature and complexity of the complaint. Minor complaints may be resolved within 15 working days but complex complaints can take up to 60 working days. If these timeframes cannot be achieved you will be contacted and told the reason for the delay and an anticipated timeframe for resolution.

You will be advised of the outcome of a complaint by phone or in writing.

Important contacts

Youth Programs Team

Volunteer.youth@dfes.wa.gov.au
(08) 9395 9410

DFES Professional Standards

Professional.Standards@dfes.wa.gov.au
(08) 9395 9309

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Strategic Volunteer and Youth Programs Team

You Matter to DFES: Stay Safe, Be Heard, Belong

A guide for young people

June 2025

You Matter

If you're a young person already volunteering with DFES, part of a DFES cadet program, or thinking about joining, it's important to understand how we support and work with young people.

DFES staff and volunteers will:

1. Provide safe, inclusive, and engaging activities that help you learn about volunteering in emergency services.
2. Treat you with respect and fairness.
3. Make sure you understand what to do if you ever feel unsafe, uncomfortable, or worried when interacting with anyone.
4. Speak up and take action to help you if we feel you are unsafe or at risk.

> *"You are the future of emergency services. Your fresh perspective and ideas are valuable in helping us build safer, stronger communities. As a young volunteer, DFES is committed to your safety and wellbeing."*

Standards of Behaviour

All DFES personnel including staff, volunteers and young people are expected to follow the DFES Code of Conduct.

Acceptable Behaviours

1. **I will** be polite and respectful, listening to the views of others.
2. **I will** follow reasonable instructions, considering my safety and the safety of others.
3. **I will** take care of DFES program equipment and other people's property, using them safely and responsibly.
4. **I will** give my best effort in everything I do, wearing my uniform with pride and taking responsibility for my own behaviour.
5. **I will** report any safety or wellbeing concerns.

Unacceptable Behaviours

1. **I will not** engage in or encourage any behaviour that puts at risk the health, safety, or wellbeing of anyone — including bullying, violence, discrimination, harassment, the use of inappropriate language such as swearing, or inappropriate sexual or sexist language.
2. **I will not** use social media to post or share content that is offensive, inappropriate, or without someone's permission, or in any way that could embarrass or harm a cadet, DFES volunteer, DFES staff member, or more broadly, the DFES organisation.
3. **I will not** share personal information or invade the privacy of any cadet, DFES volunteer, or DFES staff member, including on social media.
4. **I will not** smoke, vape, consume, or be under the influence of alcohol or illicit drugs while participating in DFES activities.

An Emergency

What is an Emergency?

An emergency is an unexpected situation that requires immediate action to prevent harm or danger.

How to Report an Emergency

Call Triple Zero (000) to report any life threatening or immediate threat of danger to a person.

Immediately alert DFES personnel of the emergency.

Concerns and Complaints

Not Feeling Safe, Comfortable or Respected?

We want to hear from you if there is anything that makes you feel unsafe, unhappy, or worried in your interactions and dealings in any capacity with DFES staff or volunteers.

What is a Complaint?

A complaint is a way of reporting that something is wrong or has not been done well and needs to be fixed or improved.

What Can You Complain About?

1. A service you have received or think you should have received.
2. How you or someone else has been treated.
3. Something that has made you feel unhappy or unsafe.
4. Not being listened to or not getting the help you need with a situation.
5. How your complaint is handled or resolved.