General Warning

The purpose of this fact sheet is to give general introductory information about the complaints process. It does not contain legal advice.

WARNING: Alternative legal action should be considered before making a complaint. What is included in a complaint may be relevant to any current or future legal proceedings. If you are involved in legal action you should immediately see a lawyer and not proceed with a complaint.

If you (or the complainant, if you are complaining on their behalf) want financial compensation, support or money you should see a lawyer before making a complaint.

General complaint information

Complaints are rarely about just one thing. When you have a problem, it may be that a number of things have gone wrong. Below are some of the common areas where issues may arise that could lead to a complaint.

Discrimination	Disability and NDIS services	Policing, Custody and Detention
Seniors and Aged Care supports and services	Consumer and Business disputes	Phone and Internet services
Banking, Insurance and Superannuation	Energy and Water services	Housing and Real Estate
Health Care services	Employment issues	Education and Training providers
Government Agencies and Departments	Child Safety and Protection	State Fines and Debts
Corruption	Privacy and Access to Information	Media and Publications

There are different complaint bodies to handle different types of complaints. You should consider the different pathways available to decide the most appropriate pathway for your circumstances. One event could lead to multiple complaints. That means you may need to lodge more than one complaint to have all of your concerns addressed.

[The online triage tool on this website can help you to identify the different complaint bodies that may be able to assist you.]

It is usually quickest and easiest to try to resolve a complaint directly with the person or body you are having a problem with. Many complaint handling bodies will not act on a complaint unless you to have tried to resolve your complaint directly. If you do not feel it is safe or appropriate to complain directly, you should contact the relevant complaint body to discuss your situation.

Complaints involving discrimination

There are state and federal complaints bodies that handle complaints that about discrimination. If your situation involves discrimination, you should consider making a discrimination complaint in addition to any other complaints. Discrimination may occur when someone is treated less favourably on the basis of: race; sex; gender; disability; age; sexuality;

relationship status; pregnancy; caring responsibilities; or having or being thought to have an infectious disease.

WARNING: The state and federal bodies that handle discrimination complaints have different rules, including time limits. You can make a complaint to both the state and federal complaint bodies, but they may decide not to address your concerns if you have already complained elsewhere. For example, if you have already lodged a discrimination complaint to Equal Opportunity Commission WA (EOC), it is likely that Australian Human Rights Commission will decide not to act on your complaint. Please carefully review the discrimination factsheets for information about your options before making a discrimination complaint.

WA Department of Justice – Corrective Services (ACCESS)

In this fact sheet, we introduce the dedicated service ACCESS within WA Department of Justice, Corrective Services ('**Department**'). We outline how complaints can be made by the public and prisoners to the Department through the ACCESS service.

ACCESS is a dedicated service within the Department that manages complaints, compliments and suggestions for and related to prisoners and offenders state-wide.

ACCESS is part of the Department's commitment to delivering high-quality complaints management for prisoners and offenders and maintaining an agency that is open and honest.

ACCESS is available to all prisoners and offenders and the general community who have something to say in relation to prisoners and offenders.

Legislation and Key Terms

Relevant Legislation:

- *Prisons Act 1981*
- *Prison Regulations 1982 (WA)*
- *Commissioner's Operating Policies and Procedures (**COPP**)*

Key terms:

ACCESS: The Department of Justice, Corrective Services' internal system for managing complaints, compliments and suggestions for and related to prisoners and offenders state-wide.

Complaint: An expression of dissatisfaction about a corrective-services matter where a response, explanation, action or resolution is wanted, expected or required.

Complainant: The person who makes the complaint. This may be the affected prisoner or offender, or another person with a connection to the matter.

Corrective Services: The part of the WA Department of Justice responsible for adult prisons, youth detention, and adults and young people managed by community corrections.

External complaint or oversight body: A separate body outside ACCESS, such as Ombudsman WA, the CCC, OICS or HaDSCO, that may deal with specific issues depending on the nature of the complaint.

Prisoner: A person held in a WA prison or other corrective-services custodial setting.

Offender: A person managed by Corrective Services, including people in custody and people managed in the community through community corrections.

Step 1: What type of Complaints can be made to this body?

You can lodge a complaint through the ACCESS service if you are a prisoner, offender or a member of the public in relation to mistakes, or complaints about one of the Department's services. This includes:	
Sub-category	**Example**
Living conditions, basic needs and day-to-day treatment *Prisons Act 1981 (WA)* ss 7, 43; *Prisons Procedures and Policy Directives* PD 7, 15 & 19	**You should make a complaint if the prison is not meeting ordinary day-to-day living needs or is treating you (or someone you know in prison) unfairly in daily prison life.** This can include unsafe or dirty accommodation, inadequate bedding, clothing, hygiene items or toilets, lack of showers or clean laundry, inadequate food or drinking water, lack of fresh air or time out of cell, barriers to ordinary religious or spiritual practice, or other failures in basic day-to-day care. *Examples:* • *Jordan has been kept for weeks in a dark cell with poor ventilation, a blocked toilet and damaged bedding, and nothing changes after he raises it with staff.* • *Farah is repeatedly denied meals that meet her established religious requirements and is also prevented from attending regular prayer without any clear operational reason.* • *Owen is routinely left locked in his cell for almost the whole day, with little or no fresh air, even though he is not being separately confined as a formal security measure.* • *Marcus repeatedly asks for soap, toothpaste, clean clothes and a bedding change, but staff leave him without basic hygiene items for days at a time.*
Health care and wellbeing in custody *Prisons Act 1981 (WA)* ss 7, 95A; *Prisons Procedures and Policy Directives* PD 16	**You should make a complaint if you are not getting appropriate physical health care, mental health care, dental care, medication, referrals, or timely wellbeing support while in custody.** *Examples:* • *Mei's asthma medication runs out, her repeat requests are ignored, and she cannot get a doctor or nurse review for weeks.* • *Daniel has severe tooth pain and swelling but his dental requests are repeatedly delayed, leaving him in untreated pain.* • *Priya's mental health appointments keep being cancelled, staff know she is deteriorating, and no proper follow-up or support is arranged.* • *A prisoner with a chronic illness is not getting the monitoring, treatment or specialist referral that prison health staff said would occur.*
Contact with family, lawyers, consulates, official	**You should make a complaint if the prison is improperly interfering with visits, phone calls, correspondence, legal contact, official contact, or consular contact.**

s and the outside world *Prisons Act 1981 (WA)* ss 59–65	*Examples:* • *Luis has approved family visits, but they are repeatedly cancelled or blocked without a proper explanation while comparable visits continue for others.* • *Helena is repeatedly blocked from contacting her lawyer about an upcoming court matter, or from making an ordinary welfare call she should be allowed to make.* • *Carla's mail to and from family or an oversight body is delayed, withheld or mishandled without any proper explanation.* • *Anna is a foreign national and is not given a real opportunity to contact her consulate or receive information about consular assistance.*
Information, legal access, language support a nd prison records *Prisons Act 1981 (WA)* ss 35, 37*;* *Prisons Regulations 1982 (WA)* r 51*;* *Prisons Procedures and Policy Directives* PD 6, 18 & 21	**You should make a complaint if the prison is not giving you (or someone you know in prison) access to information, documents, legal/library materials, writing materials, prison-held records, or reasonable help to understand important prison information when language barriers prevent understanding.** This includes information about warrants, sentence calculation, parole eligibility, property records, gratuity records, and access to prison or medical records on request. *Examples:* • *Patrick asks to be told the contents of his warrant, his sentence calculation and his parole eligibility information, but staff refuse to provide the information or explain it.* • *Rosa's lawyer sends court documents to the prison, but Rosa is not given a proper chance to access or review them before a hearing.* • *Neha is refused paper and pens to write to her lawyer, family or an official complaint body.* • *A prisoner with very limited English repeatedly says he does not understand a rule, direction or important prison information affecting him, but no one gives him any meaningful explanation or assistance to understand it.*
Property, money, work, education, program s and prison services *Prisons Act 1981 (WA)* s 95*;* *Prisons Regulations 1982 (WA)* rr 35–49*;* *Prisons Procedures and Policy Directives* PD 25	**You should make a complaint if the prison is mishandling your (or someone you know in prison's) property or money, paying or recording gratuities incorrectly, or unfairly blocking access to work, approved education, rehabilitation, constructive activities or other ordinary prison services and opportunities.** *Examples:* • *Blake's property was not properly inventoried when he entered prison, and important belongings later go missing with no clear explanation.* • *Jacob works in prison industry but is put on the wrong gratuity level, or deductions are made from his account without a proper explanation or record.*

	• *Ahmed has been approved for education or study access, but he is repeatedly prevented from using it while comparable prisoners in the same circumstances are allowed to do so.* • *A prisoner is blocked from taking part in an ordinary rehabilitation, vocational, educational or transitional service without any clear reason being given.*
Staff conduct, safety, use of powers and complaint handling *Prisons Act 1981 (WA)* ss 36, 41–43, 48	**You should make a complaint if prison staff have treated you (or someone you know in prison) improperly, failed to keep the person safe, used prison powers in a way that seems unnecessary, excessive or unfair, or handled an internal complaint badly.** This can include abusive or discriminatory behaviour, intimidation, retaliation after complaining, improper searches, improper restraint, unsafe separate confinement, failure to respond to known safety risks, or complaints being ignored or shut down. *Examples:* • *A prisoner is strip searched in circumstances that appear unnecessary, degrading or not done in the proper way.* • *Staff place a prisoner in restraints, or keep him there, in circumstances he believes were unnecessary or excessive.* • *After making a complaint, the prisoner is threatened, mocked, targeted or treated worse by officers.* • *Staff are told that another prisoner has made serious threats against him, but they ignore the warnings and leave him at risk.* • *The prisoner makes a written complaint about officer behaviour or safety concerns, but it is ignored, misrecorded, or no meaningful response is ever given.*

Step 2: What is the Jurisdiction of the complaints body?

Jurisdiction	Description
State	ACCESS is a dedicated service within the WA Department of Justice, Corrective Services that manages complaints, compliments and suggestions "for and related to prisoners and offenders" across Western Australia.
Scope	The Department (through the ACCESS service) can assist with complaints about corrective services provided in Western Australia, including adult prisons, youth detention centres, community corrections and related contracted custodial and transport services.
Time Limitations	There is no fixed legal time limit for making a complaint to the Department through ACCESS. Complaints can be made at any time, but making a complaint as soon as possible after the relevant events may make it easier for the Department to consider the issues and work towards resolving them.

Exclusions	The ACCESS service cannot be used for complaints: • Generally, in relation to staff / officer misconduct (prisoner complaints relating to staff misconduct will generally be received by ACCESS and then forwarded to the relevant business area within the Department for assessment); • regarding informal or formal staff / officer grievances; • regarding inquiries from / to internal areas of the Department that do not relate to an ACCESS lodged or managed matter; • regarding inquiries from / to external agencies that do not relate to an ACCESS lodged or managed matter; or • regarding freedom of information requests.
Exercise of discretion	**Discretion to not investigate a complaint:** The Department generally has discretion to not investigate a complaint if it is deemed to fall outside its jurisdiction; is trivial, vexatious or lacking in substance; or there are insufficient details provided to enable to Department to conduct a thorough investigation into the complaint. The Department will notify you in writing of this outcome. **Referral of a complaint:** The Department may refer your complaint where it is appropriate that your complaint is addressed by another person, body, court, or tribunal. The Department will notify you in writing of this outcome and provide details of the relevant person, body, court, or tribunal.

Step 3: Who can you make a complaint against?

Respondent	Description
Adult prison staff, management and services	This includes complaints about how staff, managers, units or prison operations in WA adult prisons handled a matter affecting a prisoner or offender.
Youth detention staff, management and services	This includes complaints about staff, management or operations in WA youth detention settings, including Banksia Hill Juvenile Detention Centre.
Community corrections staff and services	This includes complaints about how WA community-based corrective services were administered for adults or young people managed in the community. Responsibilities include adults and young people managed by community corrections.
Corrective-services area responsible for the issue	Some complaints are really about the Department area responsible for a decision, process, delay, classification, communication or response, rather than one named officer. ACCESS can receive those complaints and route them to the relevant business area.

Private or contracted custodial providers acting for Corrective Services	Where corrective services are being delivered in a WA custodial setting by a provider acting on the Department's behalf, ACCESS may still be the entry point for the complaint.
Exclusions	ACCESS is not the ordinary pathway for employees' own workplace grievances. It is also not the proper ordinary pathway for allegations whose real substance is serious misconduct or corruption, which belong in separate integrity pathways.

Step 4: Are you eligible to make a complaint?

Eligibility	Description
Who can make a complaint?	ACCESS is available to all prisoners and offenders and the general community who have something to report or say to Corrective Services in relation to prisoners or offenders. The person directly affected can complain, but also another person with a real connection to the issue, such as a family member or other representative.
Pre-requisite steps	Where possible, you are encouraged to first raise your concern directly with the staff member or area involved (for example, your unit officer, case officer, community corrections officer or Unit Manager). If you have already done this, it can help if you tell ACCESS when and how you raised the issue, and what response you received. However, there is no legal requirement to take these steps before contacting ACCESS.
Can complaints be made on behalf of someone?	Complaints can be raised by the person affected or, in some situations, by someone else on their behalf (for example, a family member, caregiver or support person). For youth detention, parents and caregivers may make complaints on behalf of a detainee. For adult prisoners, the Department will usually encourage or assist the prisoner to lodge their own complaint and may treat information from others as supporting information or refer them to the most appropriate process.

Step 5: What remedies are available at this body?

Power	Description
Forward matters to the relevant business area	Prisoner complaints about staff misconduct may be received by ACCESS and then forwarded to the relevant business area within the Department for assessment.

Facilitate an internal administrative response	The realistic outcome of an ACCESS complaint is an internal administrative response such as consideration by the relevant area, an explanation, communication back to the complainant, or some other internal handling of the issue.
Possible administrative outcomes	ACCESS or the relevant Department area may provide an explanation, refer or forward the matter to the right area, communicate a response, consider corrective action, or use the complaint to improve internal processes. The available outcome depends on the issue and the Department's role.
Limits on ACCESS power	ACCESS is not an external reviewer, court, tribunal, or corruption body. Through the ordinary ACCESS process it does not itself determine criminal liability or impose disciplinary sanctions.

Step 6: Preparing your complaint. What should it include?

Requirement	**Description**
Format	Complaints can be made online, by email or by telephone. Written complaints can be made through the online form or by email.
Personal Details	You should include enough information about yourself for the complaint handler to understand who the complaint is about and, if needed, to contact you or check relevant records. For example, if you are a prisoner or detainee, this will usually include at least your name and, where applicable, your identification number.
Respondent's Details	Include as much relevant information about the respondent (i.e. the person you are making the complaint about) as possible. For example, name, any identification number, office or prison and role are likely to be important details.
Relevant Facts	The relevant facts will depend on the nature of the problem. Try to include as much of the following information as you can: date; place; time; witnesses (and/or cameras); impact the problem has caused; steps already taken to try to resolve the problem; the desired outcome. If you have any supporting documentation, you should include it.
What NOT to include	Do not include false or misleading statements.

Additional information you need to know	If you are not sure whether you can make a complaint to ACCESS, you can call the ACCESS team on 1300 306 922 (toll free from the prisoner telephone system) 9.30am to 11.30am or 1.30pm to 3.30pm Monday to Friday (except public holidays) to discuss your concerns. The services provided by the Department through ACCESS are free. You do not need to get legal advice before making a complaint.

Step 7: Lodging your complaint and next steps.

Step	Description
Where to lodge your complaint	Where safe and practical, you should try to raise the complaint with prison management or the relevant corrective-services area first. If this is not appropriate, or the issue remains unresolved, you can contact ACCESS. If you have been unable to resolve your complaint, you can lodge a complaint or contact ACCESS as below: • **Online:** by accessing the online form here. • **Email:** by emailing complaints.access@justice.wa.gov.au **Phone:** 1300 306 922 (toll free from the prisoner telephone system) between 9.30am to 11.30am or 1.30pm to 3.30pm Monday to Friday (except public holidays).
Receipt	Whilst there is no set timeframe for ACCESS to acknowledge receipt of your complaint, it will generally be provided following lodgement of your complaint.
Assessment/ investigation	The response and next steps following the submission of a complaint will depend on the nature of the complaint. It may involve further assessment, referral or investigation by ACCESS, the Department or the relevant business area, or further questions being asked of you. Whether the complaint is investigated further is up to the discretion of the Department.
Internal forwarding or redirection	If the matter belongs with another business area or another pathway, ACCESS may forward or redirect it.
Next step(s)	There may be further steps taken by the ACCESS team or the Department, for example, a reconciliation conference between you and the respondent.
Additional information you need to know	You should keep a copy of the complaint made and any documents sent in support of the complaint.

Step 8: Post-complaint – what if you are not happy with the outcome of your complaint?

Avenue	Description
Internal review opportunities	If you are not happy with how the Department handled your ACCESS complaint, you can ask the Department to review or reconsider how the complaint was handled. The Department may direct the matter to an appropriate officer or business area. This is different from a formal FOI internal review, which has separate legal timeframes.
Office of the Inspector of Custodial Services ('OICS')	OICS is not an individual complaint-resolution body. It does not investigate complaints made by staff, prisoners, detainees or families, and cannot facilitate an individual resolution. However, the Independent Visitor Service gives people in custody and youth detention an opportunity to raise complaints and concerns to independent visitors, who record and report them to the Inspector.
Ombudsman WA	If you remain unhappy with the Department's administrative action, decision or inaction, you may complain to Ombudsman WA. The Ombudsman deals with complaints about matters of administration that affect you personally. Unless there are special circumstances, it generally does not investigate complaints more than 12 months old or complaints that can be taken to a court or tribunal. Contact: (08) 9220 7555, 1800 117 000, mail@ombudsman.wa.gov.au
Corruption and Crime Commission (CCC)	If the issue is really about serious misconduct or corruption by a public officer, that is a separate CCC reporting pathway, not an ACCESS review. Anyone can report serious misconduct. Anonymous reports are possible, but may limit what the CCC can do. The CCC asks for details of the people involved, conduct, dates, times, locations, witnesses, and supporting material. Reports should be made through the CCC reporting pathway. General enquiries: (08) 9215 4888. Do not email allegations to the CCC's general enquiries email.
Health and Disability Services Complaints Office ('HaDSCO')	If the real issue is about health, mental health or disability services, including prison health services, HaDSCO is the more appropriate separate pathway. HaDSCO accepts written complaints about services in WA or the Indian Ocean Territories, generally expects the issue to have been raised with the service provider first, and generally requires the incident to be within the past two years unless there are extenuating circumstances.
Equal Opportunity pathway if the real issue is discrimination	If the real complaint is discrimination rather than ordinary corrective-services administration, the matter may sit outside ACCESS's ordinary role and in a separate discrimination pathway.

FOI / access to records	If the real issue is access to specific prisoner records, that is a Freedom of Information matter, not an ACCESS complaint. The Department states that access to specific prisoner records is only available through FOI. Under the FOI Act, an aggrieved person may apply for internal review within 30 days; if the agency does not decide that review within 15 days, it is taken to have confirmed the original decision; and an access applicant may then complain to the Information Commissioner within 60 days of written notice of the decision.

Step 9: Other bodies that handle corrections-related complaints

Complaint body	Description
Australian Human Rights Commission	The Australian Human Rights Commission (AHRC) can handle complaints about discrimination that occurs in employment, education, the provision of goods and services, accommodation, sport or the administration of Commonwealth laws and services. If you have experienced discrimination, bullying or harassment on the basis of your sex, disability, race, age or sexual preference, the AHRC may be able to help. There are also State Government discrimination complaint bodies who may also be able to assist.
Office of the Australian Information Commissioner	The Office of the Australian Information Commissioner (OAIC) can handle complaints about the way personal information has been handled by Australian Government agencies and some private organisations. The OAIC can also review freedom of information decisions that are made by Australian Government agencies and ministers. WA corruption or misconduct bodies may also be relevant for WA public sector corruption or misconduct concerns.
National Anti-Corruption Commission	The National Anti-Corruption Commission (NACC) handles complaints about serious or systemic corruption in the Australian Government public sector. There are also a State Government corruption complaint bodies who may also be able to assist.
Ombudsman WA	The Western Australian Ombudsman is an officer of parliament, who is independent and who has the power to investigate complaints made against a Western Australian State Government agency (for example, the Department of Justice, Corrective Services and a statutory authority (a prison)). The Ombudsman WA tries to resolve complaints about the decision making of public authorities and tries to improve the standard of public administration. The Ombudsman's services are free and available to everyone.

	You can complain about any decision, action or inaction by any prison or the Department, but only if the complaint is related to a matter of administration such as decision-making practices and the matter affects you personally. The Ombudsman generally does not investigate complaints more than 12 months old unless special circumstances apply, or complaints that can be taken to a court or tribunal. **Phone**: (08) 9220 7555 or 1800 117 000 (from landlines) **Visit**: https://www.ombudsman.wa.gov.au/ Access the complaint form here.
Equal Opportunity Commission (EOC)	The WA Equal Opportunity Commission (**EOC**) can address complaints from prisoners alleging discrimination based on grounds like race, religion, or sex, but may not investigate matters unrelated to these grounds. Prisoners can lodge complaints with the EOC if they believe they are being treated differently because of unlawful discrimination, such as race, religion, sex, or disability. The EOC investigates these complaints and aims to resolve them through conciliation or, if necessary, by pursuing legal action. **Phone**: 61 8 9216 3900 or 1800 198 149 **Visit**: https://www.wa.gov.au/organisation/equal-opportunity-commission **Email**: eoc@eoc.wa.gov.au Access the complaint form here.
Health and Disability Services Complaints Office (HaDSCO)	HaDSCO is an independent Statutory Authority providing an impartial resolution service for complaints relating to health, mental health and disability services in Western Australia and the Indian Ocean Territories. **Phone**: (08) 6551 7600 or 1800 813 583 (free from landlines) **Visit**: https://www.hadsco.wa.gov.au/ **Email**: mail@hadsco.wa.gov.au **Postal**: PO Box B61, Perth WA 6838 Access the complaint form here.
Corruption and Crime Commission Western Australia (CCC)	The CCC accepts and can investigate allegations of misconduct by WA public officers, including police officers and prison officers. Misconduct occurs when a public officer abuses their authority for personal gain, or to cause detriment to another person, or acts contrary to the public interest. If you think this has been happening in the prison, for information on how to make a complaint about misconduct contact the CCC. Report serious misconduct through the CCC reporting pathway. General enquiries phone: (08) 9215 4888

	Email: info@ccc.wa.gov.au (general enquiries only — not allegations)
Inspector of Custodial Services	The Office of the Inspector of Custodial Services (the **Office of ICS**) is an independent statutory body that provides external scrutiny of the standards and operational practices of custodial services in Western Australia. The Office of ICS covers all public and private sector prisons and youth detention centres, court custody centres, prescribed lock ups, and contracted prisoner transport and support services in Western Australia. The Inspector of Custodial Services does inspections of any prison service and considers custody related matters. The main focus is on: • the treatment of and conditions for persons in custody; • the effects of custody on particular groups of persons in custody; • a prison service, or any aspect of a prison service; and • any other matter of significance. The Office of ICS cannot deal with complaints or grievances about an individual. Where appropriate, these matters are referred to the appropriate department or agency. However, many complaints received by the Office actually raise system wide questions about custodial services which impact on prisoners. Phone: (08) 6551 4200 Website: https://www.oics.wa.gov.au/ Email: corporate@oics.wa.gov.au

Need help preparing or pursuing your complaint?

Below are organisations that may be able to help you to make your complaint, provide support or advocacy during the complaint process or give you more information.

Organisation	Contact Details	How they can help
Translating and Interpreter Service	Website: www.tisnational.gov.au Telephone: 131 450	Provide support to people if English is not their first language.
National Relay Service	Website: www.accesshub.gov.au	Provides a range of services to support people who are deaf or have a hearing or speech impairment to communicate.
AccordWest (South West)	Website: https://www.accordwest.com.au/ Phone: (08) 9729 9000 or 1800 155 799 (freecall)	For people exiting prison in the Peel and South West regions.
Centacare Kimberley	Website: https://centacarekimberley.org.au/ Phone: (08) 9192 2293 (Broome) or (08) 9196 1182 (Derby)	Offers pastoral and social welfare care.
Centrecare Kalgoorlie	Website: https://www.centrecare.com.au/ Phone: (08) 9325 6644	Offers pastoral and social welfare care.
Outcare	Website: https://outcare.com.au/ Phone: (08) 6263 8622 Email: outcare@outcare.com.au	Provides a wide range of programs to support clients throughout their journey to reintegration.
Pivot Support Services (Great Southern)	Website: https://www.pivotsupport.com.au/ Phone: 9842 9699 Email: admin@pivotsupport.com.au	Provides rehabilitation and reintegration services to prisoners and ex offenders.
ReSet (Wungening Aboriginal Corporation) (Metropolitan area)	Website: https://www.wungening.com.au/ Phone: (08) 9221 1411 Family members or others can fill in an online contact form at: https://www.wungening.com	Work with people in prison to prepare them for release. All referrals need to be through a Transitional Manager at a relevant prison.

	.au/forms/get-in-touch-with-wungening	
The Salvation Army Prison Chaplains	Website: https://www.salvationarmy.org.au/need-help/prison-support/	The Salvation Army's Prison Chaplains visit people in prison to provide emotional, spiritual and pastoral services.

Self-help tools and additional resources

Resource	How this helps
How to make a complaint	Guidance on how to make a complaint
Call It Out	Online register for racism/discrimination experienced or witnessed towards First Nations Australians. Not an official complaints body.
Law Society: Know Your Rights	Guidance for individuals who are uncertain about where to start when seeking legal advice.