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.

Teacher Registration Board of Western Australia

In this fact sheet, we introduce the Teacher Registration Board of Western Australia ('**TRBWA'**). We outline how complaints, reports and notifications can be made to TRBWA.

TRBWA regulates teacher registration and professional conduct in Western Australia. It can deal with complaints and notifications about registered teachers, formerly registered teachers, serious misconduct, serious incompetence, impairment concerns, unregistered teaching, suspended teaching, registration breaches, and complaints about TRBWA's own services. It is not a general school complaints body. TRBWA says any member of the public may make a written complaint about the conduct of a registered teacher or a person who was registered at the time of the alleged conduct.

Legislation and Key Terms

Relevant Legislation:

- Teacher Registration Act 2012 (WA)
- Teacher Registration (General) Regulations 2012 (WA)

Key terms:

Complaint: A written concern made to TRBWA about the conduct of a registered teacher, or a person who was registered at the time of the alleged conduct.

Complainant: A person who makes a complaint.

Disciplinary matter: A teacher registration matter involving conduct such as serious misconduct, serious incompetence, breach of registration conditions, breach of a Board order or undertaking, certain offences, or teaching while suspended. TRBWA lists these as disciplinary matters.

Educational institution: A school or other setting where teachers may need to be registered to teach in Western Australia.

Impairment matter: A concern that a registered teacher's ability to teach safely or capably is, or may be, affected by an impairment. This is not about disability or illness alone.

Interim order: A temporary order that may place conditions on a teacher's registration or suspend their registration while a matter is being considered.

Registered teacher: A person who is registered with TRBWA to teach in Western Australia.

Registration condition: A rule or limit placed on a teacher's registration. A teacher may breach their registration if they teach contrary to that condition.

Serious incompetence: Teaching that is substantially below the standard reasonably expected of a registered teacher. This is more than ordinary dissatisfaction with teaching style, marks, homework or a one-off mistake.

Serious misconduct: Improper conduct of a serious kind that departs from the standard of behaviour reasonably expected of a registered teacher.

State Administrative Tribunal (SAT): The tribunal that can review some TRBWA decisions and deal with some serious disciplinary or impairment matters.

Unregistered teaching: Teaching in a WA educational institution without being registered, where registration is required. TRBWA says all teachers teaching in WA educational institutions must be registered.

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

TRBWA handles complaints, reports and notifications about teacher registration and professional conduct in Western Australia. This includes:	
Sub-category	**Example**
Complaints about professional conduct or disciplinary concerns involving a registered or formerly registered teacher *Teacher Registration Act 2012 (WA)* ss 47, 48B, 51	**You may make a complaint to TRBWA if your concern is about a serious professional conduct issue involving a teacher who is registered in Western Australia, or who was registered when the conduct happened.** This can include: • serious misconduct • breaching the Teacher Registration Act 2012 (WA) • breaching registration conditions • breaching a Board order or undertaking • certain convictions or findings of guilt • conduct that raises concern about whether the person should stay registered as a teacher. Serious misconduct means improper conduct of a serious kind that falls well below the behaviour expected of a registered teacher. This is not the right pathway for ordinary concerns about a school decision, teaching style, marks, classroom allocation, or general school service issue, unless the concern also raises a teacher-registration or professional-conduct issue. *Examples:* • *Maya's child received repeated private social media messages from their teacher that crossed professional boundaries and made the child feel unsafe.* • *Aisha learned that a registered teacher had falsified records connected to student attendance or assessment.* • *Ben's daughter said her teacher repeatedly threatened students with personal consequences outside school rules and used their position to intimidate them.* • *Oliver found out that a teacher had breached a condition placed on their registration after an earlier professional conduct matter.* • *Priya became aware that a registered teacher had been found guilty of an offence punishable by imprisonment and believed TRBWA should know because the person was still teaching.*
Complaints about serious incompetence in teaching *Teacher Registration Act*	**You may make a complaint to TRBWA if your concern is that a registered or formerly registered teacher taught at a standard far below what is reasonably expected of a registered teacher.** This means more than being unhappy with a teaching style, homework, marks, feedback, or a one-off mistake. TRBWA may consider:

2012 (WA) ss 47, 48A, 51	• how often the issue happened • how serious it was • whether it created risks to a student's education or safety • the teacher's training and experience. *Examples:* • *Lina's child was in a science class where the teacher repeatedly failed to supervise hazardous practical activities, creating clear safety risks.* • *Omar's child had a teacher who repeatedly left the class without instruction or supervision for long periods, causing students to miss core learning.* • *Grace's school suspended a teacher after repeated serious failures to follow basic safety and supervision requirements during excursions.* • *Samuel reported that a teacher had repeatedly failed over a long period to deliver required lessons or assess student work at a basic expected standard, despite support and warnings.*
Concerns about impairment affecting a teacher's ability to teach safely or capably *Teacher Registration Act 2012 (WA)* ss 48, 51	**You may raise a concern with TRBWA if a registered teacher's ability to teach safely or capably is, or is likely to be, affected by an impairment.** This is not about the fact that a teacher has a disability, illness, mental health condition, or medical history. The concern must be about whether the teacher can safely and capably meet the requirements of teaching. *Examples:* • *Priya was concerned that a teacher repeatedly appeared affected by alcohol while supervising young children.* • *Daniel's child reported that their teacher frequently became disoriented during class and could not safely supervise students.* • *Mei's school became concerned after repeated observable incidents showed a teacher could not safely supervise practical lessons.* • *Thomas reported repeated incidents where a teacher was unable to stay awake while responsible for supervising students.*
Reports about unregistered teaching, false registration claims, suspended teaching, or registration breaches	**You may report a concern to TRBWA if someone appears to be:** • **teaching in a WA educational institution without being registered** • **teaching while suspended** • **teaching outside a registration condition** • **falsely claiming to be registered**

Teacher Registration Act 2012 (WA) ss 6–9	• **falsely claiming they are allowed to teach** • **using a title that suggests they are registered.** The Act prohibits unregistered teaching, employing or allowing an unregistered person to teach, teaching while suspended, teaching in breach of registration conditions, and pretending to be registered or entitled to teach. TRBWA also says people can report an unregistered teacher by contacting TRBWA. *Examples:* • *Harper discovered that a person teaching their child's class did not appear on the WA teacher register and the school could not confirm registration.* • *Ethan learned that a teacher whose registration had been suspended was still teaching at the school.* • *Sofia found out that a teacher with Non-Practising Registration had been teaching regular classes without changing registration category.* • *Malik worked at a school that allowed a teacher to teach duties that appeared to breach a condition on their registration.* • *A parent saw a person working at a school describe themselves as a registered teacher, but the public register did not show that they were registered.*
Mandatory notifications by registered teachers *Teacher Registration Act 2012 (WA)* ss 38–40	**You must notify TRBWA if you are a registered teacher and certain things happen.** This includes if: • a court makes a civil damages or compensation order against you connected to teaching • you are convicted or found guilty of an offence punishable by imprisonment • a qualification you used for registration is withdrawn or cancelled • you receive a Working with Children interim negative notice or negative notice. TRBWA states that Working with Children notices must be reported within 14 days. The other listed matters usually need to be reported within 30 days. *Examples:* • *Alex, a registered teacher, was found guilty of an offence punishable by imprisonment and needed to notify TRBWA.* • *Rachel, a registered teacher, received an interim negative Working with Children notice and needed to provide TRBWA with written notice and a copy.* • *Minh's teaching qualification, which they had relied on for registration, was cancelled by the institution that issued it.*

	• *Claire learned that her former employer had been ordered to pay compensation in civil proceedings arising from events that occurred while she was teaching.*
Mandatory employer notifications after suspected serious misconduct or serious incompetence *Teacher Registration Act 2012 (WA)* s 42	**An employer at a WA educational institution must notify TRBWA if they reasonably suspect that a teacher may have engaged in serious misconduct or taught with serious incompetence, and the teacher is:** • **dismissed** • **suspended** • **resigns** • **otherwise stops teaching at the institution.** The employer must notify TRBWA within 7 days after the later of those two things happens. TRBWA states that employer notifications must include the teacher's name, registration category, registration number, and the reasons for the suspicion and the dismissal or suspension. *Examples:* • *A school suspended a teacher after forming a reasonable suspicion that they had seriously breached student safety rules.* • *A principal dismissed a teacher after repeated serious failures in classroom supervision created risks to students.* • *A teacher resigned while the school was investigating suspected serious misconduct involving students.* • *A school stopped giving a teacher classes after forming a reasonable suspicion that the teacher had taught with serious incompetence.*
Feedback or complaint about TRBWA staff, contractors, services, or practices	**You may give feedback to TRBWA if your concern is about TRBWA's own staff, contractors, services, or practices.** This is not the pathway for a general complaint about a school, school policy, school leadership, or a teacher's classroom decision. TRBWA says feedback can be provided through its feedback form or by email and is managed through its Continuous Improvement Framework. *Examples:* • *Jamal contacted TRBWA several times about a registration issue but did not receive a response within the expected timeframe.* • *Olivia found TRBWA's instructions for submitting documents confusing and wanted to provide feedback about the process.* • *Chen believed a TRBWA staff member handled their enquiry rudely or unhelpfully.*

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

Jurisdiction	Description
State	This body has powers to receive and deal with complaints, reports and notifications under the law of Western Australia.
Geographical Scope	TRBWA's registration scheme applies to teachers teaching in Western Australian educational institutions. All teachers teaching in WA educational institutions must be registered.
Time Limitations	No general public complaint time limit was verified for complaints about teachers. Separate statutory notification deadlines do apply. Registered teachers must notify TRBWA within 14 days for Working with Children interim negative or negative notices, and within 30 days for specified civil, criminal and qualification events. Employers must make section 42 notifications within 7 days in the required circumstances.
Exclusions	TRBWA is not a general school complaints body. It does not handle ordinary dissatisfaction with school administration, school policies, marks, homework, class allocation, teaching style, or school-service issues unless the facts also raise a teacher registration, professional conduct, impairment or registration-compliance issue.
Exercise of discretion	TRBWA may reject or withdraw a complaint, make an interim order, or refer a complaint to a Disciplinary Committee, Impairment Review Committee, the State Administrative Tribunal, or another appropriate person, organisation or agency.
Additional information	TRBWA's process is not a substitute for urgent safety, police, child protection, health or emergency action. TRBWA may deal with registration consequences, but immediate risk or criminal conduct may need a separate urgent pathway.

Step 3: Who can you make a complaint against?

Respondent	Description
Registered teachers	A registered teacher is a person registered with TRBWA. This is the main respondent type for teacher conduct, disciplinary and impairment concerns. TRBWA says complaints can be made about the conduct of a registered teacher.
Formerly registered teachers	A formerly registered teacher may be covered if they were registered at the time of the alleged conduct. TRBWA says complaints can be made about a person who was registered at the time of the alleged conduct.
People teaching without registration	This means a person teaching in a WA educational institution who is not registered with TRBWA and is not otherwise allowed to teach under the Act. TRBWA says all teachers teaching in WA educational

	institutions must be registered, and its website allows reports of unregistered teachers.
People teaching while suspended or outside registration conditions	This means a registered teacher who is teaching while their registration is suspended or contrary to a condition on their registration. TRBWA identifies contravention of registration conditions and teaching while suspended as disciplinary matters.
People falsely claiming to be registered or entitled to teach	This means a person who claims to be registered, claims to be entitled to teach, uses a title suggesting registration, or claims to be registered in a category they do not hold. The Act expressly prohibits pretending to be registered or entitled to teach.
Employers or educational institutions	An employer or educational institution may be relevant where it allows unregistered or suspended teaching, or where it has a duty to notify TRBWA after suspected serious misconduct or serious incompetence results in dismissal, suspension, resignation or the teacher otherwise ceasing to teach.
TRBWA staff, contractors, services or practices	This respondent type applies only to feedback about TRBWA's own service, staff, contractors, stakeholders, services or practices. It is not a way to complain about a school or teacher.
Exclusions	TRBWA generally does not regulate people who are not required to be registered as teachers under the Act. Examples may include teacher aides, student teachers on practicum, TAFE lecturers, tutors, home-school moderators, university teacher educators, and VET trainers, depending on the role and setting. TRBWA's website distinguishes who needs to be registered from other education roles.

Step 4: Are you eligible to make a complaint?

Eligibility	**Description**
Who can make a complaint, report or notification?	Any member of the public can make a **written complaint** to TRBWA about the conduct of a registered teacher or a person who was registered at the time of the alleged conduct. A person can contact TRBWA to **report** an unregistered teacher. Registered teachers must make certain statutory notifications to TRBWA. Employers must **notify** TRBWA in the section 42 circumstances involving suspected serious misconduct or serious incompetence.
Can complaints be made on behalf of someone?	If making a complaint for someone else, explain your relationship to the person affected and include your contact details.

Anonymous or confidential complaints	Do not assume anonymity. TRBWA says it will usually notify the teacher that a complaint has been made, although it may delay advising the teacher in some circumstances.
Additional information you need to know	Interpreter services are available on request. TRBWA's general contact page lists office hours, phone, email, mailing address and office address.

Step 5: What remedies are available at this body?

Power	Description
Interim order	TRBWA may make a temporary order while a matter is being dealt with. This can include placing conditions on a teacher's registration or suspending their registration, if the legal risk threshold is met. TRBWA must suspend a teacher's registration if it becomes aware that the teacher has been charged with an actionable offence. If TRBWA makes an interim order, it must refer the matter to the State Administrative Tribunal within 14 days.
Conditions on registration	TRBWA may place conditions on a teacher's registration where the Act allows. Conditions may be used as a temporary response while a matter is being dealt with, or as a regulatory response to manage risk or professional concerns.
Suspension of registration	TRBWA may suspend a teacher's registration where the Act allows. This can temporarily stop the person from teaching as a registered teacher.
Cancellation of registration	TRBWA must cancel a teacher's registration if the teacher is no longer entitled to be registered. This can include where there is: • an actionable offence finding • a negative or interim negative Working with Children notice • failure to consent to a criminal history check • a withdrawn or cancelled qualification • a fraudulent qualification • materially misleading information • unpaid fees • a State Administrative Tribunal cancellation order.
Service improvement action	For feedback about TRBWA's own services, TRBWA says feedback themes are reported to the Board each month. Ideas for improvement may also be considered through its Continuous Improvement Framework.

	This is a service-improvement process. It does not guarantee a personal remedy for the person giving feedback.
Exclusions	TRBWA's role is regulatory. It does not provide compensation, change school marks, overturn ordinary school decisions, discipline a school on your behalf, or resolve general school-service complaints unless the issue also raises a teacher registration, professional conduct, impairment or registration-compliance concern.

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

Requirement	**Description**
Format	A complaint about a teacher should be in writing. TRBWA lists post and email lodgement details for complaints about teachers. It also lists a phone number for the Investigations and Compliance Branch.
Personal Details	Include your name, contact details, and your relationship to the issue. Do not assume your identity will stay confidential, because TRBWA usually notifies the teacher that a complaint has been made.
Respondent's Details	Include the teacher's name, school or educational institution, role, and any known TRBWA registration number. TRBWA's public register can be used to check whether a teacher is registered in WA.
Relevant Facts	• Explain what happened, when it happened, where it happened, who was involved, whether anyone was at risk, and why the issue concerns teacher registration, professional conduct, impairment, unregistered teaching, or registration compliance. • Include relevant documents if you have them, such as emails, letters, screenshots, incident notes, witness details, registration search results, or school correspondence. Keep the documents focused on the TRBWA issue. • Employer notifications must include the teacher's full name, registration category, registration number, reasons for forming the suspicion, and reasons for dismissal or suspension.
Teacher notification details	Registered teachers should use the relevant current TRBWA notice form where available, including section 38, section 39 or section 40 notice forms. TRBWA says it only accepts current versions of listed forms.
What NOT to include	Do not include false, misleading, irrelevant or unnecessarily sensitive information. Do not use TRBWA for ordinary school dissatisfaction unless the issue also raises a teacher registration, professional conduct, impairment, or registration-compliance concern.
Additional information you need to know	Tell TRBWA if you need an interpreter or another communication adjustment. TRBWA says interpreter services are available on request.

Step 7: Lodging your complaint and next steps.

Step	Description
Where to lodge your complaint about a teacher	Complaints about teachers should be lodged in writing. Send by: • **Email:** icb@trb.education.wa.edu.au • **Post:** Assistant Director, Investigations and Compliance Branch, Teacher Registration Board of Western Australia, PO Box 3019, East Perth WA 6892
Where to report an unregistered teacher	TRBWA says a person can report an unregistered teacher by contacting TRBWA. • **Phone:** 08 9223 9101 • **Email:** icb@trb.education.wa.edu.au
Teacher notification forms	Use the current TRBWA form for the relevant notice: Section 38 notice from Teacher about Legal Actions, Section 39 notice from Teacher about Loss of Qualifications, or Section 40 notice from Teacher — Working with Children Notice. Use the current form listed on TRBWA's Forms page and follow the instructions on the form.
Employer notification forms	Use the current Section 42 notice from Employer — Teacher Suspended, Dismissed or Resigned. TRBWA says employers can contact the Assistant Director, Investigations and Compliance on 08 9223 9101 or icb@trb.education.wa.edu.au for further information.
Feedback about TRBWA's services	Use the TRBWA Feedback Form or email feedback@trb.education.wa.edu.au. Feedback may also be provided in writing to TRBWA's mailing address or in person at the office during office hours.
General contact details	TRBWA's general office hours are 8:30 am–4:30 pm Monday to Friday, excluding public holidays. • **General email:** info@trb.education.wa.edu.au. • **General phone:** 08 9223 9100. • **Country callers:** 1300 652 911. • **Mail:** TRBWA, PO Box 3009, East Perth WA 6892. • **Office:** 151 Royal Street, East Perth WA 6004, entry off Hill Street.
After you lodge	TRBWA will usually notify the teacher that a complaint has been made but may delay advising the teacher in some circumstances.

Assessment and possible action	Possible actions include rejecting or withdrawing the complaint, making an interim order, formulating a formal disciplinary complaint, imposing conditions, referring the matter to a committee, referring it to SAT, or referring it to another appropriate person, organisation or agency.

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

Avenue	Description
State Administrative Tribunal review	If you are dissatisfied with a reviewable decision under s124(2) of the *Teacher Registration Act 2012*, such as some registration or disciplinary decisions, you may apply to the State Administrative Tribunal for review. This is limited to reviewable decisions; it is not a general appeal for every complaint outcome.
Teacher review rights	Teachers may have SAT review rights for some registration, disciplinary, impairment or cancellation decisions. This is mainly relevant to the teacher affected by the decision, not necessarily to a public complainant.
If the issue is really a school complaint	If the issue is about school services, policies, staff conduct, school administration or a school decision, the school, school sector, Department of Education or another education complaint pathway may be more appropriate than TRBWA.
Additional information you need to know	You should get legal advice if you are facing an SAT review, registration cancellation, disciplinary consequences, criminal proceedings, child safety issues, employment consequences, or any time-sensitive rights-affecting decision.

Step 9: Other bodies that handle education-related complaints

Complaint body	Description
Australian Human Rights Commission (AHRC)	The 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 a person has experienced discrimination, bullying or harassment because of sex, disability, race, age, sexual orientation or another protected attribute, the AHRC may be able to help. There are also state government discrimination complaint bodies that may be able to assist.
Equal Opportunity Commission Western Australia (EOC WA)	EOC WA handles complaints about unlawful discrimination, harassment and victimisation under WA law. It may be relevant if an education issue involves discrimination, harassment or victimisation connected to a protected attribute, such as race, sex, disability, age, religious conviction, pregnancy, family responsibility or sexual

	orientation. EOC WA says it manages complaints in an impartial way, focusing on fair and lawful outcomes.
Office of the Australian Information Commissioner (OAIC)	The OAIC can handle complaints about how personal information has been handled by Australian Government agencies and some private organisations. It may be relevant for privacy complaints about some private education providers. Generally, a person must first complain to the organisation or agency they think mishandled their personal information. If they do not respond within 30 days, or the person is unhappy with the response, they can lodge a complaint with the OAIC.
Office of the Information Commissioner Western Australia (OIC WA)	OIC WA deals with external review of freedom of information decisions made by WA government agencies. It may be relevant if a person is unhappy with a WA public sector agency's decision about access to documents or amendment of personal information. It is not a general school complaint body.
National Anti-Corruption Commission (NACC)	The NACC handles complaints about serious or systemic corruption in the Australian Government public sector. It may be relevant if an education complaint involves a Commonwealth public official or Commonwealth agency. There are also WA state government corruption and misconduct bodies that may be able to assist.
Corruption and Crime Commission Western Australia (CCC WA)	CCC WA receives reports and investigates serious misconduct and corruption involving WA public officers. It may be relevant where the issue involves suspected serious misconduct or corruption by a WA public officer in an education setting.
Department of Education Western Australia	The Department of Education handles complaints about WA public schools and government education services. It may be more appropriate than TRBWA where the issue is about school administration, school decisions, school policies, school staff conduct, bullying management, class placement, or other aspects of school life. The Department says people should usually contact the school as early as possible and may also contact the regional office or complaints advice line.
Catholic Education Western Australia (CEWA)	CEWA may be relevant for complaints about Catholic schools in Western Australia. CEWA says that where matters cannot be resolved at school level, a person may connect with CEWA to raise feedback or a complaint.
Department of Education — non-government school regulation	The Department of Education may be relevant for complaints about non-government schools where the issue concerns school registration standards or the way a non-government school manages complaints. WA Government guidance says non-government schools must have complaints management systems that handle complaints promptly, objectively, fairly and confidentially.

Ombudsman Western Australia	Ombudsman WA can handle complaints about Western Australian Government departments and authorities, including schools and TAFE. It may be relevant if a person believes they have been treated unfairly by a WA public authority and the issue has not been resolved through the agency's own complaint process.
Legal Aid Western Australia	Legal Aid WA may help people understand their rights and options. It has information for young people about home and school issues, including bullying and when police may be relevant if bullying involves unlawful conduct.

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.
Legal Aid Western Australia	Website: www.legalaid.wa.gov.au	Provides legal information, resources and some legal assistance. It may help people understand legal issues connected to school, discrimination, safety, employment or tribunal matters.
Youth Legal Service WA	Website: www.youthlegalserviceinc.com.au	Provides free legal services to children and young people in Perth and Western Australia. It may be relevant where a young person needs legal help with a school or education-related issue.
Department of Education WA complaints advice line	Telephone: 1800 655 985	May help people understand the WA public school complaints process or where to raise a concern about a public school.

Self-help tools and additional resources

Resource	How this helps
TRBWA — Notifications and complaints	Explains how to make a written complaint about a registered teacher or a person who was registered at the time of the alleged conduct.
Call It Out	Online register for racism/discrimination experienced or witnessed towards First Nations Australians. Not an official complaints body.
Ombudsman WA — Making your complaint	Explains how to complain about WA Government departments and authorities, including schools and TAFE, where the person has not been able to resolve the issue through the agency.