

Principal Complaints

Officer

Frontline Support Services

Community Visiting and Advocacy

The Principal Complaints Officer is responsible for the facilitation and management of complaints made on behalf of adults, children and young people, including progressing complaints to external agencies, assessing and monitoring the adequacy of complaint responses and outcomes and progressing appeals or internal reviews where required.

Your key responsibilities

- Provide advice and support staff in handling complaints and escalation processes internally, including developing and delivery complaint handling training, and the tracking and timeliness of outcomes.
- Assess complex information, and provide advice to referrers of complaints, to identify potential complaints, misconduct, or breaches, ensuring thorough consideration of legal and ethical standards.
- Provide expert advice on relevant laws, policies, and procedures to ensure fair and transparent complaint handling.
- Act as an advocate for adult, children, and young people clients in the management of complaints by providing advice and ensuring a robust, transparent, and responsive complaints management system.
- Evaluate stakeholder responses to complaints in accordance with human rights and other relevant frameworks.
- Foster strong relationships with stakeholders for effective collaboration and quality outcomes.
- Maintain confidential complaint records, conduct audits, and analyse data to identify systemic issues.
- Promptly escalate systemic issues to the Manager with recommended actions.
- Respond to information requests from external agencies regarding complaints.

Job advertisement reference

QLD/699082/26

Role type

Permanent

Flexible full-time

Classification

AO6

Salary

\$119,802 - \$127,941 per annum
Plus leave loading and 12.75% employer superannuation contribution

Location

Brisbane, Ipswich, Rockhampton, Townsville or Cairns

Contact

Samantha O'Hanley, Community Visiting and Advocacy Manager

P: 0448 272 790

Closing date

Tuesday, 8th September 2026

Our workplace

The Office of the Public Guardian (OPG) is an independent statutory office established to protect the rights and interests of adults with impaired decision-making capacity, and children and young people in the child protection system and other visitable sites.

Join us as we protect, support, advocate, educate and empower, to build a Queensland where our most vulnerable community members can live with dignity.

Technical skills, abilities, and cultural capability

- Ability to use a source to find specific information, including application of efficient systems/data to ensure strong governance around complaints and ability to leverage intel to inform pattern, themes, trends and/or systemic complaints
- Provide advice based on policies and past precedents
- Writes concise, logical and grammatically correct analytical reports
- Behaves in an ethical, respectful and culturally sensitive manner
- Builds collaborative relationships with stakeholders
- Establishes and maintains co-operative working relationships with co-workers and the public

Leadership stream — we lead ourselves or we lead others

We are all leaders in the Queensland public sector, across all roles and classification levels. We apply the Leadership Competencies for Queensland (LCQ) framework to outline the expected behaviours and competencies in the workplace for all roles. This role has been identified as an Individual Contributor.

Working relationships

This role interacts with internal stakeholders across the entire department and external government entities.

Reports to: Community Visiting and Advocacy Manager

Direct reports: Not applicable

Collaborates with: Community Visiting and Advocacy frontline services staff including Community Visitors and Regional Visiting Managers, internal OPG partners including counterparts in Guardianship, Legal Services and Investigations and Corporate and Strategic Services business units, external stakeholders including Child Safety, Queensland Health, Youth Justice and child protection and disability non-Government service providers.

The team and the branch

Community Visiting and Advocacy provides visiting, advocacy, reporting and complaint services to children, young people and adults staying at visitable locations across Queensland. Our frontline service teams of Community Visitors, Regional Visiting Managers and Community Visiting and Advocacy Managers are supported by our frontline support services comprised of Frontline Operations and Specialist Services, and Governance and Performance teams.

Qualifications and conditions

Experience: Experience in government complaints experience will be highly regarded.

Qualifications: A mandatory condition of this role is a Working with Children Check clearance (Blue Card). If you do not already have one, OPG will guide you on how to apply.

Pre-employment Checks: Appointment is subject to a criminal history check and compliance with standard public sector disciplinary history declarations.

Identified role

This position is not designated as an identified role.

Suitability for employment

The following suitability for employment checks are required for this role:

- Serious disciplinary action check (former or current Queensland public sector employees only)
- Criminal history check
- Working with children check (if you don't currently have a blue card)

Additional information

Below is some additional information about the role. Review the **Applicant Information Package** for more information.

Physical demands and nature of work

This role is administration-based and requires:

- prolonged sitting and high computer usage
- limited walking, standing, twisting, bending (at the waist), crouching (bend knee)
- carrying of laptop and paperwork when alternating between home and office, subject to an approved flexible work agreement.

This role may involve advocating for diverse perspectives in challenging or hostile environments, to foster constructive communication and achieve positive outcomes.

Exposure to trauma and/or vicarious trauma

In this role you may be exposed to traumatic material by investigating, witnessing, or being exposed to traumatic events. This may include reading, hearing, or seeing accounts, photos, videos and other material related to traumatic events. The material may be unexpected, confronting, explicit, distressing, and/or offensive. Workers may also be required to engage with persons who have and may continue to experience traumatic events that may be confronting or distressing and/or are involved with the justice system. Consequently, workers may be required to listen to victim/survivors' personal stories and/or support them.

We have a range of physical and psychosocial safety controls in place for all DJAG workplaces, including strategies to manage the risk of workers being exposed to traumatic events, material and/or vicarious trauma. We also support employees who are impacted by their work.

You should consider the above information and your personal resilience and coping strategies to sustain working in environments that may expose you to traumatic events and/or material.

Please consider this carefully before applying for this role.

How to apply

Apply via [Smart Jobs](#) and submit:

- **Your resume** (3 - 4 pages recommended).
- **A cover letter** (2 page maximum), responding to the following questions, having regard to the 'Key responsibilities' of the position:
 - The top three (3) strengths you will bring to the role; and
 - How your knowledge, skills and experiences make you a competitive candidate for this position.

Valuing equity and diversity

We know that embedding diverse perspectives enriches our work, helping us to meet the needs of all Queenslanders.

We encourage applications from people of all backgrounds, including Aboriginal and Torres Strait Islander peoples, individuals with disability, culturally and linguistically diverse communities, LGBTQIA+ individuals, veterans, and people of all ages.

We encourage you to share how your unique experiences, perspectives, and contributions would support our inclusive and respectful workplace.

Remember to let us know if we can help you participate in the recruitment process. Our selection decisions are not influenced by whether an applicant needs assistance or a subsequent workplace adjustment. Email us for a confidential chat at PE@publicguardian.qld.gov.au