



Compliments, Comments and Complaints Charter

Carers SA's Compliments, Comments and Complaint Charter sets out the process by which the South Australian community can provide feedback to or lodge complaints in its dealings with Carers SA.

Carers SA has a strong commitment to providing high quality, responsive services to meet the needs of carers. Carers SA encourages carers and others to become actively involved our service. We regularly seek active feedback through; service reviews, carer satisfaction forms, Carer Advisory Groups, forums, research, social media discussions and other survey formats.

We believe feedback from carers, about our services, service providers we broker to and on the performance of our staff and volunteers, is essential to ensure we improve both what we do, and how we do it. We view feedback, whether it be a complaint, comment or compliment as an opportunity to improve our services.

We comply with all Commonwealth, State and relevant Local Government Acts and regulations application to the carer and community service sector. Staff are made aware of the relevant Acts, Regulations, Standards, Policies and other requirements.

Feedback – including compliments and comments

Carers SA is committed to providing high quality services to carers as an organisation standard. Carers SA welcomes feedback about any aspect of the organisation and commits to respond to issues promptly, confidentially and appropriately.

All compliments allow us to understand what we are doing well, as well as highlighting how we can improve further. All comments will be taken seriously, as they also assist us to reflect on what we do, and how we might develop and improve our services further. This process is outlined in our *Formal Carer Feedback Policy and Procedure*.

Complaints lodge to Carers SA

We take complaints seriously and we appreciate when concerns of individuals/community are lodged with us. Carers SA follows a complaint process outlined in *our Complaints against Carers SA Policy and Procedure*. This policy sets out the process of complaint handing, lodgement, and follow up actions in a transparent and timely manner.

We regularly report trends in compliments, comments and complaints received to our Board.

How to lodge complaints against Carers SA to external organisation

If an individual/community has concerns/complaints against Carers SA, or if a complaint raised with Carers SA has not been resolved to their satisfaction and wishes to lodge such concerns/complaints through an external complaints process; below is a list of agencies that can be contacted:

- Aged Care Complaints Scheme -1800 550 552
- Health and Community Services Complaints Commissioner -1800 232 007
- Disability Advocacy and Complaints Service of SA I - 1800 55 630
- SA Ombudsman - 8226 8699 (metro) 1800 182 150 (regional)
- Ombudsman (federal government) - 1300 362 072

Carer Rights, Privacy and Freedom of Information

Cares SA upholds the Carers Rights legislation and adheres to Privacy and Freedom of Information Acts and regulations. Carers SA has formal policies and procedures outlining our process to meet all legislative requirements.

A full copy of the Policy and Procedures detailed in this Charter can be supplied on request.