

Feedback and complaints



AnglicareSA is guided by five values – integrity, compassion, stewardship, equity, and servant leadership. These values inspire us, drive us, and act as our guide as we all work together to make a positive difference to the community.

The information in this document has been prepared to:

- uphold the Statement of Commitment (Statement) and its key principles, ensuring carers are informed, supported, consulted, valued, and respected. The Statement has been developed by Connecting Foster & Kinship Carers SA Inc, Child and Family Focus SA, and the Department for Child Protection (DCP)
- inform you about your rights and entitlement to an accessible, responsive, and timely feedback management process
- confirm that your feedback will be handled:
 - equitably, transparently, responsively, and consistently
 - in line with AnglicareSA's customer - first principles and values
 - with procedural fairness, the steps outlined in this standard, and any associated policies, procedures or related legislation, standards, and regulations.

Background

AnglicareSA encourages your feedback. We have a range of policies to support the handling of feedback from you, other customers, residents, and our employees.

These policies cover areas including:

- code of conduct
- conflict of interest
- fair treatment
- reporting abuse and misconduct
- poor performance
- professional boundaries
- fair access and inclusion
- safeguarding and mandatory reporting
- privacy and confidentiality
- child safe environments.

AnglicareSA encourages you, your family members, representatives, or others to provide feedback. You can do this by completing the form on our website, by writing to us, speaking directly with your placement support worker, or by visiting our offices.

To help you to provide us with your feedback, we commit to:

- ensuring information about the feedback process is easily found on our website, and is accessible to anyone visiting an AnglicareSA site or receiving an AnglicareSA service
- ensuring information is accessible by taking into account cultural diversity, age, communication, and support needs
- displaying, or providing you with relevant codes of conduct and information about how to make a complaint to external bodies, including the Commissioner for Children and Young People SA and Connecting Foster and Kinship Carers SA Inc
- ensuring that there is a fair appeal process if you or your representative are not satisfied with our response to your complaint
- staying impartial in our response by ensuring that no one connected to, or the subject of a complaint, is involved in the handling of the complaint.





Definitions

Feedback:

An expression of evaluative or corrective information or opinion about an action, event, or process performed by AnglicareSA.

Complaint:

An expression of dissatisfaction made to AnglicareSA about its services or the handling of feedback, where a response or a resolution is expected.

Complainant:

A customer or their representative who has provided complaint feedback to AnglicareSA.

Compliment:

An expression of satisfaction made to AnglicareSA related to its services.

Suggestion:

An expression outlining an idea or recommended change to AnglicareSA services, policy, processes, or activities.

Providing feedback or making a complaint

Your feedback is important to us and helps to improve our services. We encourage you to get in touch with your compliments, complaints, or suggestions for improvement by:

- submitting an online feedback form through AnglicareSA's website.
- completing the AnglicareSA feedback form accompanying this document and either:
 - drop it to an AnglicareSA site;
 - mail it to AnglicareSA, 159 Port Road, Hindmarsh, SA 5007, or;
 - email it to feedback@anglicaresa.com.au
- contacting any of the following staff:
 - Manager Foster Care (Northern or Southern)
 - Senior Manager Operations Out of Home Care
 - Head of Children Youth and Families
 - General Manager Community Services
 - Complaints Officer

If you need an interpreter, please let us know and we can arrange one for you. We can also help you complete the form.

AnglicareSA has an Aboriginal Services team if you or your family prefer to speak with them. You can contact the team on 8305 9200.

What happens next

If you have provided your contact details, we will get in touch with you within five business days.

Your feedback will be treated with objectivity, respect, and confidentiality.

Your feedback and the outcome will be recorded so we can deliver the best possible services to meet your needs. Your feedback will also help us improve the outcomes for others.

We will undertake an initial assessment of your feedback and work with you to investigate and address any concerns. Changes to our services will be considered where possible to help ensure you have a positive experience with us.

If you believe your concerns have not been addressed, there is an appeal process we can discuss, or you may seek further support from one of the organisations listed on the next page.

Appeals process

If you or your representative are not satisfied with our response to your complaint, you can lodge an internal appeal. We commit to ensuring respectful and fair handling of your appeal by:

- reviewing and establishing grounds for the conduct of an internal appeal
- establishing an internal appeals panel and chairperson, ensuring independence and representation from the appropriate areas of our organisation
- conducting an internal appeals panel meeting
- communicating the final outcome and any system improvement recommendations within a reasonable timeframe.

Complaint mechanisms external to AnglicareSA

Foster carers:

Connecting Foster and Kinship Carers (CF&KC) SA Inc 1800 732 272 or email support@cfc-sa.org.au

Department for Child Protection (DCP) Complaints and Feedback Management Unit 1800 003 305
www.childprotection.sa.gov.au/department/contact-the-department/making-a-complaint

Children and young people:

Office of the Guardian for Children and Young People (GCYP) 1800 275 664 or email gcyp@gcyp.sa.gov.au

Commissioner for Children and Young People (08) 8226 3355 or email CommissionerCYP@sa.gov.au

Commissioner for Aboriginal Children and Young People (08) 8226 3353 or email
CommissionerACYP@sa.gov.au

All children, young people, and adults with a disability:

Disability Advocacy and Complaints Service of SA (08) 7122 6030 or email admin@dacssa.org.au

Advocacy for Disability Access and Inclusion Inc (08) 8340 4450 or email info@advocacyfordisability.org.au

All matters:

South Australian Civil and Administrative Tribunal 1800 723 767 or email sacat@sacat.sa.gov.au

Ombudsman SA (08) 7322 7020 or email ombudsman@ombudsman.sa.gov.au

Health and Community Services Complaints Commissioner 1800 232 007 or email info@hcscc.sa.gov.au

Independent Commissioner Against Corruption SA (08) 8463 5191 or email enquiries@icac.sa.gov.au

Further information

Please contact your placement support worker if you would like more information or require any support.

This fact sheet has been provided to you by:

Foster care services staff name:

Date:

Contact phone number:

ANGLICARESA

(08) 8131 3456
fostercareenquiries@anglicaresa.com.au
anglicaresa.com.au

