

Reporting and disclosure



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

This information has been developed to:

- align our values to ensure that we observe the highest standards of fairness, honesty and integrity
- uphold the Statement of Commitment with foster and kinship carers, ensuring that our policies, procedures and practices are underpinned by the five key principles: informed, supported, consulted, valued, and respected
- encourage foster carers to share their concerns about any wrongdoing or misconduct (including actual or suspected legal and ethical non-compliance issues) on a confidential basis, without fear of reprisal, dismissal or discriminatory treatment
- outline the protections in place for foster carers
- outline how AnglicareSA will investigate reports and disclosures.

AnglicareSA is committed to creating and maintaining an open and honest culture, where individuals can raise concerns regarding actual or suspected unethical, unlawful, or undesirable conduct.

AnglicareSA recognises that genuine commitment to detecting and preventing illegal or other misconduct must include a mechanism whereby those involved with the organisation can report their concerns freely, and without fear of reprisal or intimidation.

The processes discussed in this document are in addition to any other legislative avenues and provide an additional mechanism for reporting misconduct.

All individuals reporting or disclosing will be treated fairly and with strict confidentiality.

Background

AnglicareSA has a number of policies and procedures that allow you to report or disclose any actual or suspected wrongdoing or misconduct. These policies cover areas including code of conduct, conflict of interest, fair treatment, reporting and management of complaints, poor performance and/or misconduct, professional boundaries, fair access and inclusion regardless of disability, gender, cultural background, or sexual identity, safeguarding and mandatory reporting of alleged or suspected assault, abuse or misconduct, and ensuring child safe environments.

AnglicareSA encourages you, your family members and others to report and disclose any actual or suspected conduct issues. So you can report any issues, we will ensure:

- information about how to report or disclose wrongdoing or misconduct is clearly available on AnglicareSA's public website, via our online feedback form or email
- information is accessible to everyone, regardless of cultural diversity, age, or their communication and support needs
- that there is an avenue of appeal if you or your representative is not satisfied with the response to a report or disclosure made to us

- we display, or provide directly to you, information and education about how to make a complaint to relevant external bodies, including the Ombudsman
- ensure that reports are investigated and handled in a timely manner.

Definitions

Reporting or disclosing:

The reporting or disclosing of any actual or suspected misconduct that is within AnglicareSA's ability to control in good faith by an individual.

In good faith:

A reasonable and honest belief that the alleged misconduct occurred.

Wrongdoing or misconduct:

- dishonest, corrupt, illegal or fraudulent conduct
- unethical or immoral behaviour
- legal or regulatory non-compliance
- substantial mismanagement of AnglicareSA's resources
- substantial mismanagement that involves a significant risk to health, safety or the environment
- behaviour damaging to the reputation of AnglicareSA.





Making a report of wrongdoing or misconduct

You can make a report through the AnglicareSA website online form or via email to feedback@anglicaresa.com.au when:

- the nature of the matter means it is not appropriate to report directly to your placement support worker
- you have a reasonable concern about whether to report something
- the matter has been previously reported under normal channels but you don't believe appropriate action has been taken.

You may choose to report a matter anonymously, but this may make it difficult to provide updates on the status of the investigation or to provide an outcome.

You should ensure that your report is factual, complete, based on first-hand knowledge, without material omission and presented in an unbiased fashion. The report should be as detailed as practicable with as much information as relevant, including:

- the exact nature of the alleged misconduct believed to have occurred
- when the alleged misconduct took place, if known
- where the alleged misconduct took place, if known
- who was involved in the alleged misconduct
- the names of witnesses who may know information that is relevant to investigating the alleged misconduct
- evidence-documents, such as case notes, email correspondence, assessments, case plans and/or text messages.

AnglicareSA's complaints officer or delegate may contact you and request further information relating to your report.

Conducting an investigation

All reports will be investigated with the aim to review all relevant available evidence. Investigations will be carried out by the complaints officer or their delegate, or an external investigator if that is considered appropriate. To protect the independence of any findings, any person connected to the matter raised will not be involved in conducting the investigation.

You may request that your identity be kept confidential, noting that any requests for confidentiality must be reasonable and meet the requirements of the law.

The external investigator will provide you with an explanation of the results of the investigation.

Protecting foster carers

If you make a report or disclosure in good faith, you will not be penalised or disadvantaged because you have reported a matter.

AnglicareSA is committed to ensuring that you will be free of victimisation, retaliation, or other detrimental conduct as a result of making any report or disclosure in good faith.

If you believe you have been penalised or disadvantaged, including by being subjected to victimisation, harassment, discrimination or other unfavourable treatment as a result of any report or disclosure you should immediately report this to AnglicareSA's complaints officer. Any serious misconduct may result in disciplinary measures, that may include termination of the staff member's employment.

If it is established that you have not acted in good faith or you have intentionally made a false, malicious or vexatious report of alleged misconduct, this may result in a report being made to any relevant agency, or potentially the termination of AnglicareSA's services.

Lodging an appeal

If you or your representative are not satisfied with the response to your report or disclosure, you may lodge an internal appeal. AnglicareSA's complaints officer is responsible for facilitating the activities of the internal appeal process to ensure independence and procedural fairness in consultation with the relevant executive general manager. The appeals process may include:

- receiving internal appeal applications and establishing the grounds for the conduct of an internal appeal
- establishing an internal appeals panel and chairperson, ensuring independence and representation on the panel from appropriate governing departments such as human resources, safety quality and risk, and legal services
- conducting the internal appeals panel meeting
- communicating the final outcome and any recommendations.



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 700 600 or email gryp@gryp.sa.gov.au

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

Commissioner for Aboriginal Children and Young People 8226 3353 or email

CommissionerACYP@sa.gov.au

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

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

Disability Rights Advocacy Service 08 8351 9500 or email admin@dras.com.au

All matters:

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

Ombudsman SA 1800 182 150 or email ombudsman@ombudsman.sa.gov.au

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

Independent Commissioner Against Corruption SA via website www.icac.sa.gov.au/about-us/contact-us

Further information

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

ANGLICARESA
Together we change lives.

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

