



Client Service Charter

Our mission is to work to:

- Improve the health, wellbeing, resilience and financial security of carers
- Ensure that caring is a shared responsibility of family, community and government

Purpose

This Charter sets out the standard of service that the South Australian community can expect in its dealings with Carers SA.

Our role

Carers SA is part of a National Network of Carers Associations and a member of Carers Australia, the recognised national peak body representing and advocating on behalf of family and friend carers throughout Australia

Carers SA provides quality services and programs to support carers and the people they care for. We are the voice of carers, so that their contribution to the South Australian community and economy is recognised.

Our work with people

We recognise the importance of having positive and respectful relationships with all of the people we support whether they be individuals, families, communities or other service providers.

Our goals

- Improved health, well-being, resilience and financial security for carers.
- Carers have access to high quality, affordable services for themselves and the person they care for.
- Carers have a work-life balance within their caring role.
- Continuous quality improvement.
- Build a highly skilled, professional workforce.
- Lead education and awareness about the sector.

Service Charter Standards

We are committed to:

Respect

We welcome you and will listen to you and work with you to understand your individual and cultural needs.

Quality information

We will provide consistent, accessible and accurate information.

Fair and transparent services

We will be open and honest with you and follow through on our commitments.

Genuine consultation

We value your feedback and we will work with you to understand how to improve our services. There are opportunities to be on consultative committees within the organisation.

Efficacy

Our services will be easily understood and highly accessible.

You can help us if you:

- Tell us if you experience difficulty using our products and services and share ideas for improvement
- Are respectful and courteous to our staff
- Provide feedback to our staff if you are not happy with our actions, or if you are particularly pleased with our service.

We have a strong commitment to ensuring that we accept, review and act on your Comments, Complaints and Complements through our Triple C process.

Privacy and Confidentiality

We are committed to protecting the privacy and confidentiality of all our carers, the people they care for and stakeholders. We are bound and follow all protocols and regulatory guidelines and legislations in our delivery of services and collection and use of information.

Accessibility

We tailor our services; we have specialist services offered to:

- CALD individuals and communities
- Aboriginal individuals and communities
- Mental health, dementia and people experiencing other health issues
- Children, youth and people under 25 years olds
- Hearing and other impairments

Safe Environment

We take seriously our responsibility to always provide safe environments for all our carers, those people carers provide care for, vulnerable and young carers.

- We maintain Child Safe practices
- We have a framework to support and assist vulnerable carers
- We ensure that you are informed of all your rights
- Provide a safe (physical and emotional) space for our activities and programs

Performance Reporting

We report on how we are meeting our charter standards in our Annual Report, which is available on our website: www.carerssa.com.au