



## Client Service Charter

### Our Vision

For Carers SA to be the first-choice organisation for carers, community, government and media to engage on practical support, policy and education matters related to carers.

### 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 and we will ensure our practice takes account of the social, cultural, physical and linguistic diversity of community.

### 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, will listen to you and will work with you to understand your individual and cultural needs. We are committed to providing equitable access to services and employment opportunities and strongly support the continued inclusion of all people in all aspects of the organisation.

#### 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 you had 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 particularly pleased with our service, or if you are not happy with our actions.

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 and have specialist supports for:

- Culturally and Linguistically Diverse individuals and communities
- Aboriginal and Torres Strait Islander individuals and communities
- Carers of people who experience mental illness or who have dementia
- Children and young people under 25 years old

### **Safe Environment**

We take seriously our responsibility to always provide safe environments for carers, those people being cared for and those Carers who are young and or the vulnerable.

- We maintain Child Safe practices and have a [Statement of Commitment to Child and Young People's Safety](#) and well-being
- We have a framework to support and assist carers who are vulnerable
- 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](http://www.carerssa.com.au)

<b>FILING</b>			
Department	ORGANISATIONAL GOVERNANCE		
Document Type or Sub section	GUIDING DOCUMENTS		
<b>REVIEW</b>			
Frequency	Yearly	Administrator	Executive Manager Service Delivery
Next review date	October 2022	Custodian/Delegate	CEO
<b>VERSION CONTROL</b>			
Version number	4.0	Author / Reviewer	Catherine Cunningham
Approval date	October 2021	Approved by	David Militz