



# CLIENT SERVICE CHARTER



# PURPOSE

Addressing the challenges for current and future Carers so they can care for others.



## PURPOSE OF THIS DOCUMENT

This Charter sets out your rights and how you will be treated when you participate and engage with any Carers SA service. It also sets out your responsibilities and what you can do to help us provide the best services and support. It aims to be clear on how people should treat one another and how Carers SA can work with Carers to achieve the best possible result for you.

# OUR ROLE

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

In South Australia, Carers SA is recognised as a representative body that amplifies the voice of Carers, raising key issues on behalf of Carers with key policy and decision makers so that their contribution to the South Australian community and economy is recognised.

Carers SA provides quality services across South Australia which support Carers and the people they care for.

Carers SA ensures that the social, cultural, physical and linguistic diversity of Carers and the community are consistently recognised and taken into account in all that we do.



# OUR WORK WITH PEOPLE

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

## OUR GOALS

### ENGAGE

To continue to engage with Carers and stakeholders to understand their needs and provide services to improve the experiences of current and future Carers.

### IMPACT

Ensuring a strong focus on Carers voices being heard by decision makers and the community across the country and enabling community to recognise and support the essential role Carers play.

### ENHANCE

To continuously build the capability of our people, systems and practices to ensure the provision of efficient and quality services and supports to Carers.

# **CLIENT SERVICE CHARTER STANDARDS**

Carers SA is committed to providing the best possible programs and services, this includes respecting your right to:

## **RESPECT AT ALL TIMES**

We will welcome and respect you, your lifestyle, your culture and values and the decisions and choices you make. We will be polite, sensitive and honest. We will respect your dignity.

We don't look for thanks or expect you to be grateful for any support we provide. We respect and listen to the views of all people, particularly children, young people and people who are vulnerable.

## **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.

## KEEP YOU INFORMED

- we will inform you about Carers SA policies, explain them to you and apply them fairly
- we respect your legal and civil rights
- we will tell you of your right to have an advocate or support person
- we will link you to appropriate services as needed
- we will provide clear information including a copy of this Charter

## MAKING YOUR OWN DECISIONS

- we will provide clear information and help in ways that you can understand so you can make the decisions that are right for you
- we will provide an interpreter if you need one
- you have the right to refuse to be involved in a service or say no at any time.



## HIGH QUALITY SERVICE

- we will work in ways that recognise and support your independence and strengths
- Carers SA services will be provided by appropriately skilled and experienced people
- with your agreement we will link you to the most appropriate service, and if we cannot assist you, we will aim to find other services and support that are best suited to your needs
- we will be available when we say we will be and respond to your requests promptly.
- we will always try to do what we agreed we would. If we cannot, we will talk to you about why
- we are committed to supporting and providing training to Carers SA staff and volunteers to make sure they keep up-to-date on the best ways to deliver services
- we regularly review our work, including this Charter and encourage people accessing Carers SA services to be involved in these reviews and send us feedback about how things can be changed or improved.



Your privacy is important to us, we will protect your personal information and maintain confidentiality. We will tell you about the type of information we keep about you and why we keep it. We will not share your personal information with other people without you knowing and agreeing to it unless we are required by law to do so or because we are concerned about your safety or the safety of another.

Carers SA staff and volunteers must report any concerns of abuse or harm to children and young people.



We provide support for people who are eligible for Carers SA services regardless of age, where they were born, what language they speak, their culture, religion, sexual preference, gender, or what support needs they have.

Some Carers SA services are targeted for certain people such as Young Carers.

If you do not meet the definition of a Carer or criteria for a service we will explain why and we will also talk with you about other options.



# SAFETY FIRST

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.

- As an accredited Child Safe Organisation, we maintain Child Safe practices and have a Statement of Commitment to Child and Young People's Safety and well-being
- We are committed to protecting people and keeping them safe. We take care to ensure the safety of children, young people and vulnerable adults who are accessing Carers SA services
- We provide a safe (physical and emotional) space for our activities and programs offered.

# WHAT WE EXPECT OF YOU

We believe in working together to create the best possible outcomes. Here's how you can help:

- **Honesty and Openness:** Be honest and open with our staff so we can assist you effectively.
- **Respect:** Treat our staff and volunteers with courtesy and consideration.
- **Communication:** Let us know if you need to reschedule an appointment or if you have any special requirements, such as an interpreter.
- **Feedback:** Share your thoughts on our services, whether positive or constructive, to help us improve.
- **Ethical Behaviour:** Report any misconduct or unethical behaviour
- **Safety:** Let us know if you feel safe or uncomfortable

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## PERFORMANCE REPORTING

We are committed to transparency in how we measure our success. We report on how we are meeting this Client Service Charter in our Annual Report, which is available on our website: [www.carerssa.com.au](http://www.carerssa.com.au)



# YOUR FEEDBACK HELPS US IMPROVE

If you have any suggestions on how we can improve Carers SA services or if you are unhappy with the service that you have received, we want to know. We would also like to hear if you have had a good experience of a service:

You can:

- Speak to a Carers SA staff member by calling us on 08 8291 5600
- Complete a Complaints and Feedback form online via [www.carerssa.com.au](http://www.carerssa.com.au)
- Print and post completed Complaints and Feedback form from our website to:

Carers SA  
338-340 Tapleys Hill Road,  
Seaton SA 5023 or

- Scan and email the completed Complaints and Feedback Form to: [info@carerssa.com.au](mailto:info@carerssa.com.au)

