



# Carers SA Customer Service Charter

Launched: 2016



## Contents

Carers SA – We are for Carers. ....	4
Who are these Customer Service Charter for? .....	4
Our Vision .....	4
Our Mission.....	4
What we do .....	4
Official Code of Conduct – Behavioural Value Statements .....	5
The Service Reputation we want to be known for .....	5
People Connections .....	6
Who connects with us .....	6
How you can contact us .....	6
Our Service Standards and Guarantee .....	8
How you can help.....	9

## Carers SA – We are for Carers

### Who is this Customer Service Charter for?

These Standards provide a reference point and information for all who receive or seek our services or who wish to collaborate with us. This includes the Carers SA community (family carers, members, staff, and volunteers) and our links to sector networks, community services, business, government agencies and the wider community.

### Our Vision

Our vision is an Australia that values and supports family carers. Family carers provide unpaid care and support to family members and friends who have a disability, mental illness, chronic condition, terminal illness, drug or alcohol issue, or who are frail.

The Carers SA team supports and shares the inherent principles and intentions stated in the Carers SA Strategic Plan 2016 - 2018. This plan can be accessed via this [link](#) to our website address:

<http://carers-sa.asn.au/Assets/Files/Strategic Plan 2016-18 WEB version.pdf>

### Our Mission

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.

Our mission is to promote, assist, empower and enhance the lives of (~219,000) family carers in South Australia.

We work to improve the health, wellbeing, resilience and financial security of family carers and to ensure that caring is a shared responsibility of family, community and Government.

Our core work includes:

- representing the 'voice' of family carers
- raising awareness of family carers and caring in the community
- consulting, research, policy development and effective advocacy
- providing quality services and programs to support the needs of family carers and the people they care for.

### What we do

Our focus is to:

- raise the profile of family carers, their caring role and contribution to our community
- provide direct services and supports to family carers and the people they care for

- provide information, advice and education and training
- connect carers into local support and services to meet their holistic needs
- initiate and promote partnerships and collaboration with other organisations to better support family carers
- advocate and campaign for change to improve the lives of family carers
- effectively and accountably manage our resources.

We value:

- maintaining a carer/consumer/stakeholder centred service approach
- sustaining and broadening our reputation as an efficient, effective and innovative human service oriented team
- supporting equitable, enriching and positive outcomes and experiences for carers and staff
- building partnerships and collaborate with others
- taking a long-term strategic planning and service approach which can be trusted to be based on fiduciary principles.

## **Official Code of Conduct – Behavioural Value Statements**

Carers SA employees, volunteers, board members and contractors conduct their duties in accordance with the Code of Conduct. It reinforces the commitment of Carers SA in creating a positive, collaborative and productive work environment and sets out expectations and obligations of all staff and volunteers at Carers SA. The Code is written as a set of general principles rather than detailed prescriptions. The Code stands beside but does not exclude or replace the rights and obligations of staff and others under common law, and reference must be made to Carers SA policies and procedures.

The Code of Conduct brings focus to the value of the following behaviours:

- Pursue committed, inclusive service provision to carers, and excellence in all that we do;
- Demonstrate fairness, equity, courtesy, consideration and respect;
- Conduct ourselves with honesty and responsibly;
- Engage and collaborate across communities and organisations;
- Respect confidentiality and privacy when dealing with customers and carers, staff, volunteers and visitors; and
- Operate under the principle of providing value for money when managing our budget and resources.

The Code enables staff to engage with the intent of the vision and mission of Carers SA, to behave in a manner that fosters collegiality and characterises effective working relationships in our diverse organisation, and to provide effective engagement and sustainable outcomes for carers and our external stakeholders.

## **The Service Reputation we want to be known for**

Carers SA staff work efficiently but with heart and provide valued services that make positive and lasting contributions to the lives of individuals and the wider community.

In particular, we:

- comply with standards of equity and justice
- observe the highest ethical and professional standards
- behave with integrity
- act in a responsible manner in dealing with others
- ensure that bias or prejudice on unlawful grounds do not influence or override our objectivity
- actively live a culture of service and provide influence by example
- we want to be known as: *“We can be trusted to do the right thing.”*

## People Connections

### Who connects with us

- Carers, staff and members of the community, business and governments, who seek information about carers and/or who wish to access Carers SA services and programs.
- Carers and others who engage our services or participate in programs run or coordinated by Carers SA.
- Carers SA staff, volunteers and members across South Australia.
- Professional, community services, carer (support) and health, disability and aged care service networks.
- Organisations affiliated with Carers Australia.

### How you can contact us

For information about Carers SA services and programs, and to access our services, you can contact us in one of the following ways:

Our offices will generally be staffed between 9.00am and 5.00pm weekdays with some exception in regional/remote locations. On rare occasions, an office may be temporarily closed as staff are attending to other obligations. During these times we will ensure that we attend to your electronic contacts or telephone messages as soon as possible but within 2 business days.

Information and help is just a phone call away - **1800 242 636 Freecall<sup>1</sup>** for:

- Carer Support Programs
- Counselling (Free counselling for carers throughout SA)
- Digital Literacy for carers
- Disability
- Education and Training
- Information and Advice
- Multicultural carers
- Policy and Representation
- Respite - Taking a Break
- Young Carers Programs

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<sup>1</sup> Freecall except from mobile phones

## Our office locations contact information is as follows:

### State Office

66 Greenhill Road,  
Wayville SA 5034  
PO Box 410, Unley SA 5034  
Ph: (08) 8291 5600  
Fax: (08) 8271 6388  
Freecall: 1800 242 636  
[www.carers-sa.asn.au](http://www.carers-sa.asn.au)  
[info@carers-sa.asn.au](mailto:info@carers-sa.asn.au)

Twitter:

[www.twitter.com/Carers\\_SA](http://www.twitter.com/Carers_SA) Handle: @Carers\_SA

Facebook:

[www.facebook.com/CarersSa](http://www.facebook.com/CarersSa)

Facebook (young carers):

[www.facebook.com/youngCarersSa](http://www.facebook.com/youngCarersSa)

Facebook (mental health):

[www.facebook.com/mentalhealthCarersSA](http://www.facebook.com/mentalhealthCarersSA)

### Carer Advisory and Counselling Service

Statewide Information Line  
Freecall: 1800 242 636

### Berri

17 Riverview Drive, Berri SA 5343  
PO Box 870, Berri SA 5343  
Ph: (08) 8584 5485  
Freecall: 1800 242 636  
[rivmmc@carers-sa.asn.au](mailto:rivmmc@carers-sa.asn.au)

### Kingscote

16 Telegraph Road  
Kingscote K.I. 5223  
Ph: (08) 8552 3173  
Freecall: 1800 242 636

### Mount Gambier

20 Percy Street,  
Mount Gambier SA 5290  
PO Box 1417,  
Mount Gambier SA 5290  
Ph: (08) 8724 8700  
Fax: (08) 8724 8744

### (Carer Services)

Freecall: 1800 242 636  
[secarers@carers-sa.asn.au](mailto:secarers@carers-sa.asn.au)

### (Commonwealth Respite and Carelink)

Freecall: 1800 052 222

### Murray Bridge

95 Swanport Road,  
Murray Bridge SA 5253  
PO Box 402,  
Murray Bridge SA 5253  
Ph: (08) 8539 1300  
Fax: (08) 8531 2444

### (Carer Services)

Freecall: 1800 242 636  
[rivmmc@carers-sa.asn.au](mailto:rivmmc@carers-sa.asn.au)

### (Commonwealth Respite and Carelink)

Freecall: 1800 052 222  
[respite@carers-sa.asn.au](mailto:respite@carers-sa.asn.au)

### Port Augusta

Shop 1, 5 Young Street,  
Port Augusta West SA 5700  
PO Box 97,  
Port Augusta SA 5700  
Ph: (08) 8641 1844  
Fax: (08) 8641 1944  
Freecall: 1800 242 636  
[ncc@carers-sa.asn.au](mailto:ncc@carers-sa.asn.au)

### Port Lincoln

Shop 1, 18 King Street,  
Port Lincoln SA 5606  
PO Box 2479,  
Port Lincoln SA 5606  
Ph: (08) 8683 4477  
Fax: (08) 8683 4470  
Freecall: 1800 242 636  
[eyrecarers@carers-sa.asn.au](mailto:eyrecarers@carers-sa.asn.au)

### Royal Park

66 Tapleys Hill Road,  
Royal Park SA 5014  
PO Box 66,  
Royal Park SA 5014  
Ph: (08) 8240 2900  
Fax: (08) 8240 2999  
Freecall: 1800 242 636  
[westerncarers@carers-sa.asn.au](mailto:westerncarers@carers-sa.asn.au)

### Victor Harbor

Cnr 27 Crozier Road and Torrens Street  
Victor Harbor SA 5211  
Ph: (08) 8552 3173  
Freecall: 1800 242 636  
[anthony.mcphail@carers-sa.asn.au](mailto:anthony.mcphail@carers-sa.asn.au)

## Our Service Standards and Guarantee

### What you can expect

- **A Person to Person Approach:** You can expect result orientated, honest, professional services and communication. Carers SA staff and volunteers will identify themselves by name and written communication like letters, emails and text messages will include contact details.
- **Courtesy** – You can expect courtesy, respect and personal regard from our staff and volunteers.
- **Reliability and Results** – When you engage with Carers SA, you can expect to enter into a partnership. You will receive information and advice that you can rely on and a service that is prompt, open, honest and helpful.

We will answer your email or telephone requests with either a result or a progress update within 2 business days wherever possible.

If Carers SA is not the appropriate contact or best possible option for you or your particular circumstances at the time, we will take your best long-term interest into account, and ensure a referral to the appropriate service where available.

- **Trust** – You can expect our services, our collaborations and general interactions with you to be courteous and trustworthy. Our decision making and general conduct will be free of bias and self-interest, hence based on an in-principle fiduciary relationship with you.
- **Confidentiality and protection of privacy** – Carers SA staff will treat information confidentially and in accordance with legislation.
- **Commitment** – Carers SA staff will demonstrate our commitment to family carers across South Australia. We are committed to ongoing improvement, to support diversity and to ensure mutual respect. We will act on your feedback and address concerns you may raise.
- **Value proposition** – our services and programs are cost-effective, tailored and of high quality. Our goal is to consistently add value to the positive experiences that carers and others have when dealing with Carers SA and we support sustainable outcomes and innovative initiatives across Carers SA and the sector.

### Our Accountability

- Carers SA is governed by its constitution and guided by strategic plans. These documents are available via our [website](http://carers-sa.asn.au/publications/governance):  
<http://carers-sa.asn.au/publications/governance>.



- Carers SA has policies and procedures in place to ensure compliance with its policies and with good corporate governance practices. These are regularly and independently assessed and quality assured.
- Carers SA reports on its services, programs and operational practices in a timely manner to meet internal and external requirements. An example of such reporting are our Annual Reports which provide accurate and comprehensive accounts of the activities and the progress of the organisation. Annual Reports are available on our website: <http://carers-sa.asn.au/publications/governance>

## How you can help

### Your Collaboration

We ask you to work with us towards achieving quality services and programs for carers and help us provide a high standard of individual service.

You can do this by:

- being open and honest in your dealings with us
- providing us with the necessary information that is timely and accurate
- treating our staff, carers and volunteers with respect and courtesy
- providing us with feedback, suggestions and comments regarding the quality, timeliness, responsiveness and content of our services.

### Your Feedback

We welcome feedback on what has worked well for you and we welcome ideas for making our services better. If you have a suggestion you think will improve our services please let us know. We will review all suggestions on a regular basis and inform you of the result.

Carers SA is also asking for your feedback and suggestions for specific services and programs via online surveys related to specific programs, services or Carers SA events. These surveys give participants the option to contribute without disclosing identifying personal details.

### Your Concerns or Complaint

We take complaints seriously and appreciate compliments and positive feedback as encouragement. No matter how small it may seem, we would like to hear about it.

Carers SA encourages carers and others to become actively involved in our planning and our work.

We regularly ask carers and others for input, opinions and feedback through the activities of our Carer Advisory Groups, Carer Groups, forums, research, social media discussions and surveys. We actively encourage feedback and welcome comments and complaints as these assist us to review the effectiveness, efficiency and quality of our services, and to improve and continuously adapt what we do.

Please contact us on Freecall: **1800 242 636**, or at any of our sites (see page 5) to provide us with feedback. Carers SA also has a [Comments, Complaints and Suggestions](#) form available on our website:

<http://carers-sa.asn.au/page/625/comments-complaints-and-suggestions>.

- We will investigate your concern or complaint. It will be dealt with quickly, fairly and politely.
- We will reply within 5 working days of receipt of your complaint.
- Should the issue be more complex, we will inform you of the progress as it happens.
- We will inform you of the final outcome as soon as possible.
- If we are at fault, we will provide a solution to prevent it happening again.

External options to raise concerns about community service providers include:

- the Aged Care Complaints Scheme - Freecall 1800 550 552
- the Health and Community Services Complaints Commissioner  
Freecall: 1800 232 007
- the Disability Advocacy and Complaints Service of SA Inc
- Freecall: 1800 555 630.

Carers SA staff and volunteers also have access and are encouraged to participate in the Carers SA internal feedback and complaints processes.

For further information regarding the Carers SA Customer Service Charter, please contact me via telephone: 8291 5600 or email: [rosemary@carers-sa.asn.au](mailto:rosemary@carers-sa.asn.au)

With Warm Regards,



Rosemary Warmington AM  
Chief Executive Officer  
Carers SA