



Way to
say in
essential
are

Office of the Guardian for
Children and Young People



9/50 Grenfell Street
Adelaide SA 5000



(08) 8226 85

Commissioner for Children
and Young People SA



251 Morphett Street
Adelaide SA 5000



(08) 8226 3355

Ombudsman SA



55 Currie Street
Adelaide SA 5000



(08) 8226 8699

Health & Community Services
Complaints Commissioner



East Wing, Level 4/50
Grenfell Street
Adelaide SA 5000



(08) 8226 8666

If you want to know more about your rights in
care go to www.gcyp.sa.gov.au/resources/



Your w
have a
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How you feel and
what you have to
say is important.
Your voice matters!



Post-incident Reflection Form

Talking about what happened

What is a Post-incident Reflection Form?

If you live in Resi and something happens you might be asked to fill out a "Post-incident Reflection Form". If you are involved in an incident or have witnessed an incident, you have a right to have a say about what happened and have your views recorded. The Post-incident Reflection Form means you can have a think about what happened, write down your side of the story and think of ideas to help it in the future. These forms are kept safe and aren't shared with anyone that doesn't need to see them. You can fill out the form on your own or with the help of a worker.

If you still feel like you are not being listened to or aren't happy about something, you have the right to make a complaint.

Why should you say YES to filling out the Post-incident Reflection Form?

You get your say about what happened and how to make it better for next time.

If an incident happens, you have a right to record your views.

- 1 Fill in a Post-incident Reflection form (a worker can help you)
- 2 The form is only seen by the people that need to see it
- 3 If you feel like you want to talk to someone about what happened or how you feel, you can talk to:
 - Your carer
 - Your worker
 - A supervisor
 - Or someone else you can trust

Why should I fill in a Post-incident Reflection Form?



It can help you have your say



It can help repair relationships



It can help you feel safe and validated



It can help to figure out what works and what doesn't

Complaints

You have the right to be heard

What is a complaints process?

Sometimes things can happen and you're not okay with the way it has turned out or you haven't felt like anyone has listened to you. You might have filled out the Post-incident Reflection Form but you're still not okay with the result. This is when you should make a complaint. Making a complaint is about being able to have your say and having someone listen to you. You have the right to make a complaint at anytime and have someone help you if you need. Check out the complaints flowchart for HOW to complain or find out WHO to complain to on the back of this brochure.

If you want to make a complaint or feel like you're not being listened to, there are a few things you can do:

- 1 **Talk to your carer, worker or someone you can trust**
If you feel like they're not listening or helping, try talking to:
 - ↓
- 2 **A supervisor**
If you're not happy with their response you can:
 - ↓
- 3 **Contact the Central Complaints Unit:**
www.childprotection.sa.gov.au/complaints
Or call: **1800 003 305**
You can also talk to:
 - ↓
- 4 **The Office of the Guardian for Children and Young People on: 1800 275 664**
 - ↓
- 5 **If it's after hours and an emergency you can call Crisis Care on: 13 16 11**