

# Your way to have a say in Residential Care



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

## Post-incident Reflection Form

Talking about what happened

Why should I fill in a reflection form?



It can help you have your say



It can help you feel safe and validated



It can help repair relationships



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

## Complaints

You have the right to be heard

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](http://www.childprotection.sa.gov.au/complaints)  
or call: **1800 003 305**

You can also talk to:

- 5 **If it's after hours and an emergency you can call Crisis Care on: 13 16 11**

- 4 **The Office of the Guardian for Children and Young People on: 1800 275 664**

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



Government of South Australia  
Office of the Guardian for Children and Young People



Government of South Australia  
Department for Child Protection