



### 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

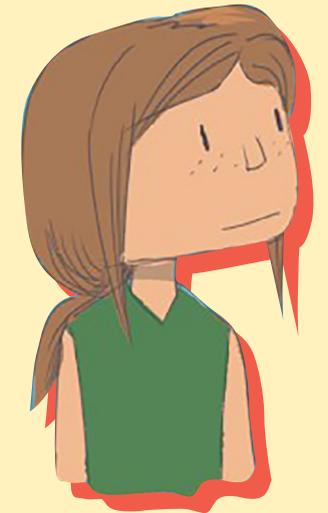


(08) 8226 8666

If you want to know more about your rights in care go to [www.gcyp.sa.gov.au/resources/](http://www.gcyp.sa.gov.au/resources/)



# Your way to have a say in Residential Care



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

# Post-incident Reflection Form

Talking about what's happened

If something happens, you have a right to talk to someone about it.

- 1 Fill in a form called 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're not happy after filling in the form you can talk to someone else like:
  - 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 you feel safe and listened to



It can help make things better



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

## 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". This just means having a think about what happened, writing down your side of the story and thinking of ideas to help it in the future. These things can then be written in a form for you and your workers to handle situations like this 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.

## 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.



# Complaints

You have the right to be heard

If something is not right or you 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 what they do 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
  - 4 You can also talk to: 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