



KALWUN

Kalwun Child and Family Support Service

Client Services Charter Consent

Connecting families to the right services at the right time



You have received a copy of the Client Services Charter information.

Signed: _____ **(Parent / Guardian)**

Date: ____ / ____ / ____

COOMERA
Kalwun Child and Family Support Services

PO Box 1210, OXENFORD QLD 4210
Ph: (07) 5676 6477
Fax: (07) 5676 6478

BURLEIGH
Kalwun Child and Family Support Services

PO Box 3880, BURLEIGH TOWN CENTRE QLD 4220
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Kalwun Child and Family Support Services

Client Services Charter

This charter outlines our commitment to you to provide quality services. Kalwun Child and Family Support Services is committed to providing support services that foster strong Aboriginal and Torres Strait Islander communities where families and children are safe, valued and empowered. Our vision is to deliver a range of support services that reflect excellence in quality and provide economic independence and stability for the South East Queensland Aboriginal and Torres Strait Islander community. To achieve this we work in partnership with levels of government, funded services, communities and individuals to identify and meet needs of our clients.

Aim

The Kalwun Child and Family Support Services Charter provides a clear indication of the service standards you can expect to receive when you access a support service from us. It also outlines how you can help us to continue provide quality services to a high standard and meet the Aboriginal and Torres Strait Islander community's expectations in the delivery of our services.

Our Role

Kalwun Child and Support Services aim to promote and effectively represent the rights and best interests of our families and children by providing culturally valid support to the local Aboriginal and Torres Strait Islander community in accordance with the *Child Protection Act 1999* and supporting legislation to ensure the best interest of children and families is met.

Our Mission is to ensure:

That Aboriginal and Torres Strait Islander children and young people are safe and their wellbeing is cared for within their families and communities.

That they have equality in their opportunities in life and that they understand their culture so that they can develop in their own sense of belonging and be proud of who they are and where they come from.

That children and young people receive a high quality holistic service delivered by Aboriginal and Torres Strait Islander professionals in a culturally accepted framework.

Our Values

The core values on which the culture of the Kalwun Child and Family Support Services is based are those of:

- Client Service
- Accountability
- Diversity
- Honesty, integrity and respect
- Working in partnerships with the community to create knowledge and action
- Upholding and protecting Aboriginal and Torres Strait Islander rights and the rights of the child
- Provide information on strategies for dealing with violence and abuse in all its forms



- Learning and development with a community focus

These values ensure responsive and accountable service to our Aboriginal and Torres Strait Islander community.

Our Services

The services that Kalwun Child and Family Support Services provide ensure Aboriginal and Torres Strait Islander people and their families have the right to culturally appropriate advocacy, support, resources and information during the child protection and alternative care process. Kalwun Child and Family Support Services provide a range of support services within the following programs:

- Family Participation Program
- Family Wellbeing Services
- Foster and Kinship Care
- Early Learning Program

The support services that Kalwun Child and Family Support Services endeavour to offer are holistic; offering various programs to the community, from early intervention to prevention. Kalwun Child and Family Support Service key focus within these programs is to reduce the over representation of our children in the child protection system.

Our Clients

As a community based service that focuses on children, young people and their families our 'clients generally fall into the following broad categories:

- Families requiring practical support in strengthening the family unit in areas ranging from financial assistance to improving parenting skills
- Families needing support in achieving positive outcomes relating to drug and alcohol and family violence
- Families requiring assistance in early intervention and prevention strategies to assist our families from becoming 'at risk' with the Department of Child Safety
- Clients needing guidance to engage in community based support and networking groups
- Clients requiring practical support in accessing early intervention and prevention programs

Our Service Standards

Kalwun Child and Family Support Services standards focus on children, young people and families and align with the current Child Safety Service Standards.

Kalwun Child and Family Support Services ensure Aboriginal and Torres Strait Islander people and their families have the right to culturally appropriate advocacy, support, resources and information during the child protection and alternative care process.

Quality responsive services

We will attend to you as quickly as we are able. Wherever possible, this will occur at the division office closest to you. This means that:

- we will answer the phone promptly



- if the person you talk to cannot answer your enquiry, they will put you in touch with someone who can to provide you with an appropriate response
- we will respond to all your letters and emails
- if you lodge a complaint, we will work with you to understand and address your concerns

Courtesy and respect

We will treat you with courtesy and respect.

Fair and equal services

Our staff are culturally competent in responding to the needs of our clients. We will provide services in a fair and equitable way. We want everyone to be treated fairly. We will ensure we have premises and facilities that you can access easily.

Accountability

You will receive up-to-date and accurate information. Whenever possible, our staff will explain the decision-making processes as they impact on you. If we cannot assist you, we will do our best to refer you to someone who can.

Confidentiality

We will treat your personal and confidential information with sensitivity. We will collect, store and use your personal and confidential information responsibly. Please note that in some circumstances, we may be required to release your information without your consent.

There are few exceptions to the general rule of confidentiality, and they all have legal bases. These include:

- cases where the law requires disclosure of information which will be
- if the health and/or welfare of a child or young person is at risk. You are required to contact Department of Community Services and notify them of your concerns.
- if your client tells you he/she has committed a serious crime. You are required to notify your supervisor or the police directly.
- if a worker is subpoenaed to present information in a court of law
- when the client needs to be protected from harming them self (eg if suicidal)
- where others may need to be protected (if the client has threatened to harm others or will do so inadvertently)
- if a child is under the age of 16 years, and especially under the age of 14, parents legally have the right to know what happens in counselling.
- making records available to the police if they have a warrant to inspect documents
- making information available in the case of suspected or confirmed physical or sexual abuse.
- responding to a summons or subpoena
- responding to a request under freedom of information legislation.
- the need to keep records
- when working in conjunction with other professionals in caring for a client
- the requirements of professional supervision



Client Rights and Responsibilities

As a client who uses our services or participates in programs and activities provided by Kalwun Child and Family Support services, you have the following rights:

- to be informed about our services particularly as they relate to you
- to receive services without prejudice or discrimination on the grounds of age, ethnicity, gender identity, religion, political belief, economic status, ability, health status or sexual orientation
- to refuse to receive or participate in a service or activity
- to receive services in a safe environment
- to not be subjected to sexual harassment or objectification
- to be treated with respect, dignity and have consideration given for your privacy, religion and cultural identity
- to have taken into account any special needs you identify, including arranging for a translator if you need one
- that your personal information held by the organisation remains confidential, unless disclosure is required by law
- that you are able to view any information about you held by the organisation with reasonable notice
- to have your comments valued and to make a confidential complaint if you are not happy with the services you receive

Kalwun Child and Family Support Services believe clients have a responsibility to themselves and their families as far as that is possible. As a client that uses our services or participates in programs and activities provided by Kalwun Child and Family Support Services, you have the following responsibilities:

- to make informed decisions about yours and your child's/children's wellbeing and to seek information and support when necessary
- to actively participate in the services delivered to you by Kalwun Child and Family Support Services
- to provide information that enables our staff to provide an appropriate service
- to let us know you need assistance
- where it is appropriate, let us know of any changes in your contact details so we can maintain accurate records
- to inform Kalwun Child and Family Support Services if you no longer wish to attend or participate in a service or activity
- to allow others to receive services in a safe environment
- to respect the privacy and confidentiality of others
- to treat staff with courtesy and respect
- to not sexually harass or objectify staff
- to provide Kalwun Child and Family Support Services with feedback, whether positive or negative about the services you receive



Feedback

We welcome your feedback, both positive and negative. If you wish to make a suggestion about how to improve our service or compliment us on our service delivery please contact us using the details shown at the end of this charter. Staff and management will ensure that your views and suggestions will be considered in our service development.

Monitoring our Performance

We will ensure that the commitments of this Charter are upheld through regular monitoring and review using client feedback/ complaints processes and consulting with our clients and stakeholder groups. We will regularly measure our performance and report on these in our annual reports and other publications.

Complaints and Appeals

Our policy on complaints and appeals is as follows:

As part of our commitment to provide the best quality of service, Kalwun Child and Family Support Services facilitates our client's right to make a complaint, or appeal a decision regarding a complaint by working in partnership with the client to provide a consistent approach to complaints resolution in an efficient, respectful and timely manner in compliance with relevant and current legislation.

How to lodge a Complaint

Please see included in your consent pack – Kalwun Complaints Management Policy and Procedure

Clients may make a complaint or appeal by contacting Kalwun Child and Family Support by:

- Phone
- Fax
- Email
- Post

Please Note: Clients making a verbal complaint or appeal will be referred to other contact methods to lodge a written complaint/appeal. All written complaints and appeals need to be addressed to the General Manager.

Contact Us

Kalwun Child and Family Support Services

PO Box 3880 Burleigh Town Centre

BURLEIGH HEADS QLD 4220

Phone: 07 5520 8600 Fax: 075520 2559

E-mail: seqadmin@kalwun.com.au



1.3: Complaints Management Policy and Procedure

POLICY

Kalwun Child & Family Support Service accepts both verbal and written complaints as ‘Formal Complaints’. Any ‘Informal Complaint’ can become a Formal Complaint at the request of the complainant, or if the complainant answers “yes” to the question: “Do you wish to take this matter further?”

SCOPE

This policy and procedure relates to external feedback from stakeholders, including clients, community members, other service providers, funding agencies and other key stakeholders.

REFERENCES

Reference	Description
ISO 9001 9.1.2	Client Satisfaction
LOGIQC QMS	LOGIQC Quality Management System

COMPLAINT CONTROL AND ACCESS

All complaints are to be handled confidentiality in accordance with Kalwun Child & Family Support Service Code of Conduct Policy and must be taken seriously and handled professionally.

The following procedure applies to complaints made in the form of written, verbal feedback from clients and other external stakeholders.

Access permission levels

Complaints on the document register can be assigned varying access permission levels: (1) no restrictions; (2) CEO, Managers and Approving Officer; CEO and Level 4 Managers; and CEO and Assigned Approving Officer.

1. No restriction
 - All users can see the complaint
2. CEO, Managers and Approving Officers
 - The CEO permission level can see the complaint
 - Users with Manager permission level can see the complaint
 - The Quality Manager permission level can see the complaint
 - The assigned Approving Officer can see the complaint
 - The assigned Action Officer can see the complaint for the duration of the action phase
3. CEO and Level 4 Managers
 - The CEO permission level can see the complaint



- Users with Manager 4 permission level can see the complaint
 - The Quality Manager permission level can see the complaint
 - The assigned Action/Review Officer can see the complaint for the duration of the action phase
4. CEO and assigned Approving Officer
- The CEO permission level can see the complaint
 - The Quality Manager permission level can see the complaint
 - The assigned Approving Officer can see the complaint
 - The assigned Action/Review Officer can see the complaint for the duration of the action phase

COMPLAINT MANAGEMENT PROCEDURE

1. Reporting a complaint

On receipt of a complaint, the employee who has received the complaint must record details in the Feedback Information Form on the Feedback Register in the LOGIQC QMS;

If the complaint has been made in writing the person recording details of the complaint must also upload a digital copy of the correspondence on the Feedback Information Form;

All complaints recorded in the Feedback Register are to be made confidential by selecting the “confidential” button on the Feedback Information Form.

2. Approving action to be taken

The complainant (the person who is making the complaint) is to be informed that the complaint:

- will be handled confidentially
- will be referred to your manager/team leader on the same working day.

The manager (Approving Officer) who has been advised of the complaint is to inform the CEO of all complaints within one working day, if not on the same working day.

The staff member managing the complaint (Approving Officer) must:

- acknowledge the complaint via email or phone within two working days;
- investigate the complaint;
- interview all parties concerned separately;
- ensure all discussions and actions taken in response to the complaint are documented in the Feedback Information Form in the LOGIQC QMS, which will automatically record the date and the name of the staff member who has added details to the progress note section;
- provide feedback to the complainant on what action Kalwun Child & Family Support Service will take in response to the complaint;
- inform the Chief Executive Officer if the complainant is not satisfied with the action Kalwun Child & Family Support Service will take to resolve the complaint, whereupon consideration will be given to how



Kalwun Child & Family Support Service could further respond to the complainant's concerns in order that the complainant is satisfied with the outcome.

3. Taking action

The staff member who has been delegated with responsibility to take action in response to the complaint (Action Officer) is required to record all discussions with the complainant and other related parties, internal and external, and any action taken in response to the complaint on the Feedback Action Form in the LOGIQC QMS. This information is to be recorded on the same day the discussion or action was taken

4. Complaint Resolution

All parties concerned are to be kept informed of what action Kalwun Child & Family Support Service will take in response to the complaint and the progress in resolving the complaint.

Every effort should be made to resolve the complaint within 30 working days.

If the complainant is not satisfied with the action taken by Kalwun Child & Family Support Service in resolving the complaint, they are to be advised they can take the matter to the following external agencies:

- The State Ombudsman 07 3005 7000
 - Complaints can be made using the Ombudsman Online Complaint Form.
 - The Anti-Discrimination Commission Queensland 1300 130 670
 - The Department of Child Safety Youth and Woman 1800 080464
 - Office of the Public Guardian 1300 653187
- (This includes contact with a Guardian, an investigator or Community Visitor)

5. Monitoring the Management of the Complaint

The Chief Executive Officer is responsible for overseeing the management of complaints and ensuring all complaints are:

- responded to and managed within the required timeframe
- Collectively review all complaints made within each six month period to identify trends and emerging issues that place the organisation at risk of same or similar complaint being made in the future.

6. Continuous Improvement

Following the resolution of the complaint, but before closing the complaint the staff member who has managed the complaint (Approving Officer) must:

- give consideration as to what corrective or opportunity for improvement, if any, Kalwun Child & Family Support Service could take to avoid or reduce the chance of the same or similar complaint being made in the future.

If corrective or an opportunity for improvement has been identified details are to be noted on the Improvement Register as a related item to the complaint.



QUALITY POLICY

Kalwun Development Corporation Ltd provides innovative and progressive services within a holistic framework.

We provide assistance to all people however we exist to primarily provide support, services and assistance to Aboriginal and Torres Strait Islander individuals and their families and community in south east Queensland. Kalwun provides to access to housing, dental, medical, health programs, home care, aged care, family wellbeing, parenting services, educational services, foster and kinship care and cultural promotions.

Clients and Communities: To work with specialists across comprehensive holistic primary health care including the provision of housing and access to required resources to support Aboriginal and Torres Strait Islander peoples and communities in the South East Queensland area across the lifespan.

Service Delivery: To deliver culturally sensitive high quality services using an evidence based comprehensive primary health care model through a family centred approach with specific focus on prevention, early intervention and continuous quality improvement.

Human Resources: To maintain a fair, supportive and innovative work environment enabling the recruitment and retention of a highly effective, culturally appropriate, well qualified, motivated and passionate workforce supported through a culture of continual professional development, mentorship, learning and development.

Financial Management: To identify and maintain access to funding opportunities and effectively and efficiently manage financial resources in a transparent, open and accountable way to maximise opportunities for quality of life across the life span.

Management Systems: To effectively manage our business processes and address all relevant objectives of our management systems through systematic continuous quality improvement and an integrated risk management approach. Kalwun Development Corporation is compliant with Quality Management System ISO 9001:2015, with the exception of Design & Development of products as this is not applicable.

Governance: To conduct our business in an open, honest and transparent manner that enables the communities we serve to hold us to account through our elected community representatives on the Board and our clinical and corporate governance processes. To fulfil reporting commitments to funding bodies, regulatory authorities and our community

Kalwun Development Corporation Ltd is committed to the provision of high quality, professional, culturally appropriate and respectful services through effective management systems, requirements and processes.



Kalwun Child and Family Support Services

Form: Complaints and Grievances

Before completing and lodging this form you should read **Client Services Charter** and **Privacy Statement**. If you are dissatisfied with our services or how they were provided to you, we want to make it easy for you to register a complaint with us.

Personal details						
Preferred title:	Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Miss <input type="checkbox"/>	Ms <input type="checkbox"/>	Other	
Last name:						
First name/s:						
Contact details						
What is your postal address?						
	Suburb				Postcode	
Telephone:	Home		Work		Mobile	
Email address:						
Other ways to contact you:						
Preferred way for us to contact you:	Telephone <input type="checkbox"/>	Letter <input type="checkbox"/>	Email <input type="checkbox"/>	Other		

Complaint details		
Are you a current client with Kalwun Child and Family Support Services?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Have you raised your complaint with us before?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Does your complaint involve a breach of privacy?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Have you done anything about your complaint already?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Have you read and signed the Client Services Charter?	Yes <input type="checkbox"/>	No <input type="checkbox"/>



Have you read and signed the Privacy Statement?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If yes, please advise details including the person you spoke to, when you spoke to them and the advice given.		

Complaint summary	
Time and Date of Grievance	
Description of the Grievance	
Grounds by which the complaint has affected you	
Names of Witnesses	
Please tell us what you would like to happen to resolve your complaint	

Name: _____
Signed: _____ Date: ___/___/___
What happens next?



Once we receive your complaint, we will contact you within five working days of receiving your complaint to let you know what we will do and the expected time it will take to investigate your complaint.

Kalwun Development Corporation takes your complaint seriously and will keep you updated on the progress of this complaint.

Complaint details- Kalwun Administration to Fill Out

Step One: Conciliation

Details of resolution proposed:

Had the complainant agreed to the proposed resolution?

Yes

No

Step Two: Investigation

Details of resolution proposed:

Had the complainant agreed to the proposed resolution?

Yes

No

Step Three: Review by Regional Manager

Details of resolution proposed:

Had the complainant agreed to the proposed resolution?

Yes

No

Step Four: Final determination by Regional Manager

Details of resolution proposed:

Had the complainant agreed to the proposed resolution?

Yes

No