
Making a Complaint (Youth)

August 2023



ST JOHN NSW VALUES

Our values define who we are. They guide our actions and behaviour. They influence the way we work with each other, our customers and communities.



RESPECT

We are ambassadors for St John. We are respected for the work that we do and the way that we do it. We recognise our strength comes from our diversity. We have the courage to be authentic and true.



INTEGRITY

We do the right thing. We are honest and trustworthy. We are accountable for our actions and take ownership of our shared goals. We are there when you need us. You can depend on us.



LEADERSHIP

We are the custodians of our future. We enable our teams to grow and succeed. We lead by example and learn from our mistakes. Our passion and commitment engage and inspire.



COMMUNICATION

We are sincere in our voice and actions. We share ideas and listen to each other, our customers and community. We are open and transparent in all that we do.



COLLABORATION

We work best when we work together. We care for our colleagues and our community. We take initiative, generate new ideas and embrace change. We share success. Together we can make a difference.

Youth Complaints Handling Policy

Our Commitment to You

At St John NSW, caring for our young people is our highest priority and this includes creating a culture and environment where you feel safe and confident to raise concerns without fear.

You can be assured complaints or feedback are dealt with in a clear and fair way.

Our Responsibility to You

If you make a complaint or provide feedback, you will be treated with respect. We can help you to make the complaint if you need. We want you to feel comfortable during the process and that you can make the complaint without fear of any negative impact.

We are here to make sure you are:

- informed about the complaints handling process and how to access it
- listened to and treated with respect by everyone involved in handling the complaint
- provided with reasons for the decisions made
- provided with any options to make the situation right
- provided with an opportunity for your case to be reviewed if necessary

St John NSW will protect the identity of the person making the complaint where possible and keep the information confidential.

This Policy will help you understand:

- Why you should make complaint/give feedback
- How to make a complaint
- How your complaint will be handled
- Who you can go to for support

Why is it a good idea to make a complaint or give feedback?

If something is not right, it's a good idea to tell someone about it so something can be done.

Some of the reasons you might give feedback or make a complaint are:

- you or someone else is being hurt or not safe
- you were spoken to in a disrespectful way
- you might have had a disagreement that is causing you stress

If you provide feedback or make a complaint, St John NSW might be able to help solve a problem or improve something that's not quite right.

If you believe that the situation will get out of hand, that your own (or someone else's) safety may be at risk do not try and resolve the issue yourself and get in contact with a trusted adult or any of the available support services (see page 5)

How do I make a complaint?

Before making a complaint speak to the person directly involved to sort out the issue. This might mean telling them to stop or asking them to change their behaviour. However, we know that this doesn't work every time and you might not feel safe to talk to the person about the issue.

If you can't sort out the issue alone, there are different ways you can give feedback or make a complaint:

<i>In Person or over the phone</i>	Talk to a trusted Adult such as your Cadet Leader, a leader in your division or your Divisional Superintendent or Child Wellbeing Officer - www.stjohnmembers.com.au
<i>In Writing:</i>	Fill in the St John Complaint Form or Children or Young People (see the back of this document or on Members Website www.stjohnmembers.com.au).
<i>Anonymously</i>	<i>By Phone</i>
<i>If you want to remain anonymous (you don't want anyone to know you are making the complaint) you can do one of the following.</i>	Call our external Whistleblower provider Hotline on 1300 30 45 50
<i>We only suggest giving us your name so we can ask more questions if we need more information.</i>	<i>Online</i>
	Go to http://stjohnnsw.stoplinereport.com to make the complaint or provide feedback

What will happen to my Complaint?

When you make a complaint or provide feedback, someone at St John NSW will help fix or improve the problem. They might also try to talk to you, if you agreed for us to do this, so that we can find out more about what happened.

Once we think that we have all the information, we will decide and act if needed.

What happens after you look at my complaint?

We will let you know what we did to resolve the situation and what we have done to make sure it doesn't happen again. Sometimes we aren't allowed to share all the information so even if you don't hear from us, we have made sure to do something to respond to your complaint.

Where can I get help or support?

St John NSW have Child Wellbeing Officer's (CWO) that are available to support you. If you don't already know a Child Wellbeing Officer, you can find our list of CWO's and their contact details on the Members Website (www.stjohnmembers.com.au).






St John NSW Support Services

Peer Support: 0481 994 578

Chaplaincy: 0423 854 789

Volunteer & Employee Assistance Program: 1300 361 008

You can also use any of the support services below

<p>Kids Helpline: 1800 55 1800 https://kidshelpline.com.au/</p> <p>24/7 access for Kids (5-12), Teens (13-17) Young Adults (18-25), Parents and Carers, and Schools and Teachers – this service also includes a chat line on the above website</p>	
<p>Headspace https://headspace.org.au/</p> <p>Is a service for 12-25 year-olds seeking support across mental, physical and sexual wellbeing. This is open to a young person or someone supporting a young person, and has options for mental health online support, work and study support, finding a headspace centre, and exploring mental health topics.</p>	
<p>Child Protection Helpline: 13 21 11 (NSW)</p> <p>This helpline is open 24/7</p>	
<p>Lifeline: 13 11 14 https://www.lifeline.org.au/</p> <p>24/7 access to those needing help and going through difficult times, or those who are worried about someone.</p>	
<p>Beyond Blue: 1300 22 4636 https://www.beyondblue.org.au/</p> <p>Provides information and support for anxiety, depression and suicide prevention for everyone in Australia.</p>	
<p>Blueknot: 1300 657 380 https://blueknot.org.au/</p> <p>Blue Knot provides information and support for anyone who is affected by complex trauma. Complex trauma is repeated, ongoing, and often extreme interpersonal trauma (between people) – violence, abuse, neglect or exploitation experienced as a child, young person or adult.</p>	

Privacy and Confidentiality

St John NSW will maintain the privacy and confidentiality of a member's personal information in accordance the Privacy Policy. This Policy is available on the Members Website, <https://www.stjohnmembers.com.au/>

Who to contact with questions

If you have any questions please speak to your Volunteer Leader, a Child Wellbeing Officer or contact the People Performance & Culture team on 02 9745 8787 or ppc@stjohnnsw.com.au

Appendix A

Youth Feedback and Complaint Form

St John NSW cares about what happens to you and we're here to help.

When you give us feedback, make a complaint, or let us know what you are worried about, we will listen to you, treat you kindly and take the matter seriously.

If you need help to fill out this form, you can speak to a divisional leader, Child Wellbeing Officer or give call us on 0457 334 003. You can also email us at incidents@stjohnnsw.com.au

Just so you know, there could be some things that St John NSW will need to tell others about so they can help too. Remember, we will always do our best to support you.

You can tell us your name and contact details or be anonymous. If you don't tell us your name, we will not be able to talk to you about how we can help or help you directly.

Tell us about you

Your Name:

What division are you from (you don't have to answer):

 **Where do you live?**

 **Phone number:**

 **Email:**

Tick which way is the best to contact you?

Email  Phone 

We might need to talk to you about your problem so we can help. Is this OK?

 Yes  No

You can send this form to us by:

Giving it to a leader or adult you trust

Phone: 0457 334 003

Email: incidents@stjohnnsw.com.au

You can also contact a **Child Wellbeing Officer** to help you fill out and send through this form. You can find a list of these officers at www.stjohnmembers.com.au or by calling 02 9745 8787

Tell us what you're worried about

What happened? (Need more space? Just attach another piece of paper!)



When did it happen?

Who was there or who was involved?

Can anyone else give more details? (Is it OK for us to talk to them? Can you tell us how to contact them?)

Name:

Contact Details:

What would you like to happen? / What would make you happy?

What now?

We will read what you have told us carefully and we will think about how we can best help you. We might be able to fix or make the problem better. We might also try to talk to you, if you agreed for us to do this, so that we can understand more find out more about what happened.

If you aren't happy about what we do, you can ask us to look at it again, and a different person will look at it.

Confidentiality

St John NSW is very careful about the personal information you provide to us – we have rules about who we share information with. If you say we can talk to people, then we may do that so we can better understand what you are worried about and find the best result. We do need to tell you that we may need to tell someone else such as the police or child protection people if we are worried that you are being harmed or that you may be unsafe.



ST JOHN AMBULANCE (NSW)

WEBSITE

www.stjohnnsw.com.au

CONTACT

1300 St John (78 5646)

ADDRESS

9 Deane Street, Burwood
NSW 2134