

ST JOHN AMBULANCE (NSW)

# Making a Complaint (Youth)

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October 2021



# ST JOHN NSW VALUES

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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

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## 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 managing 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 or appealed if necessary

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

This booklet will help you understand:

- Why you should make a 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?

There are different ways you can give feedback or make a complaint:

<b><i>In Person or over the phone</i></b>	Talk to a trusted Adult such as your Cadet Leader, a leader in your division or your Divisional Superintendent or Child Wellbeing Officer - <a href="http://www.stjohnmembers.com.au">www.stjohnmembers.com.au</a>
<b><i>In Writing:</i></b>	Fill in the St John Complaint Form or Children or Young People (see the back of this document or on Members Website <a href="http://www.stjohnmembers.com.au">www.stjohnmembers.com.au</a> ).
<b><i>Anonymously</i></b>	<b><i>By Phone</i></b>
<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
	<b><i>Online</i></b>
	Go to <a href="http://stjohnnsw.stoplinereport.com">http://stjohnnsw.stoplinereport.com</a> 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.

If you aren't happy with our decision, you can ask for your case to be looked at again, and a different person will look at it and decide.

## Where can I get help or support?

St John NSW have Child Wellbeing Officer's (CWO) that are available 24/7 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](http://www.stjohnmembers.com.au)).

You can also use any of the support services below.

### Child Friendly Support Services within St John NSW



**Peer Support**  
To access this confidential 24/7 service please call **0437 538 904**.

**Chaplaincy**  
Phone Chaplain Trish Hyett (H) **4655 8578** or (M) **0429 919 327**.

**Volunteer & Employee Assistance Program**  
To access this service LifeWorks, call **1300 361 008 24/7**.

### External Child Friendly Support Services that can be contacted



**Lifeline: 13 11 14**

**Beyond Blue 1300 22 46 36**

**Blue Knot Helpline 1300 657 380**

**1800 RESPECT: 1800 737 732**

**Kids Helpline: 1800 55 1800**  
Kids Helpline have online chats in place too:  
<https://kidshelpline.com.au/>

**Headspace 1800 650 890**  
Available for 12-25 year-olds  
Here is the website:  
<https://headspace.org.au/welcome-to-headspace-centres/>

## 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.

## Who to contact with questions

If you have any questions please speak with a trusted adult or contact the People Performance & Culture team Burwood Office on 02 9745 8787 or [ppc@stjohnnsw.com.au](mailto:ppc@stjohnnsw.com.au)

## Appendix A

# Complaint Form for children & young people

St John NSW cares about what happens to you and we're here to help. When you give us feedback or make a complaint, we will treat you kindly and take your complaint seriously.

If you need help to fill out this form, you can call us on (02) 9745 8857 or 0457 334 003. You can also email us at [incidents@stjohnnsw.com.au](mailto:incidents@stjohnnsw.com.au)

There could be some problems that St John NSW might need the help of others with. This means that we might need to tell someone else about a problem and we will always do our best to support you if this happens.

You can tell us your name and contact details or be anonymous.

## Tell us about you

First name: Choose an item.

Last name: Click or Tap here to enter text

Address: Click or Tap here to enter text.

Home phone: Choose an item.

Mobile: Choose an item.

Email: Choose an item.

Tick which way is the best to contact you? Email Phone Post

We might need to talk to you about your problem so we can help. Is this OK? (tick one of the boxes below)

Yes  No

## Tell us about your complaint

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

When did it happen? Choose an item.

Who was there or who was involved? Choose an item.

## What will help?

What would you like to happen? Click or tap here to enter text.

You can email this form to us at:

Email: [incidents@stjohnnsw.com.au](mailto:incidents@stjohnnsw.com.au)

## What now?

We will give your complaint to someone in our office that we think can help fix or make the problem better. They will look at your complaint very carefully and think about how we can best help you. We 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 of the information, we will make a decision. If you aren't happy with our decision, you can ask for your case to be looked at again, and a different person will look at it and make a decision.

### Office use only

Date received:

By: Choose an item.

Acknowledgment of complaint provided (date): Choose an item.

Complaint sent to Manager (date):

Manager name: Choose an item.



# ST JOHN AMBULANCE (NSW)

## WEBSITE

[www.stjohnnsw.com.au](http://www.stjohnnsw.com.au)

## CONTACT

1300 St John (78 5646)

## ADDRESS

9 Deane Street, Burwood  
NSW 2134