Feedback and Complaints Information for Clients

September 2025

At Karinya House we are committed to providing you with care and compassion, along with practical support and opportunities, which we hope will enable you to develop confidence, a positive sense of self, personal skills, and your own unique pathway forward.

We welcome feedback and suggestions about our practice, including if we have made a mistake, or if there is something you are unhappy with.

Any issue you raise with us will be treated confidentiality, seriously and with respect.

You can raise your concerns via any of the following ways:

Meeting with Caseworkers

Your regular meeting with your caseworker is an opportunity to raise any concerns, provide feedback or raise any issues or worries you have about your involvement with Karinya House. Your caseworker will speak with you about your feedback, including how your feedback will be responded to.

Speak with Any Staff Member

You have the right to speak with any Karinya House staff member that you feel comfortable with to provide feedback or raise concerns. This includes speaking with one of the Service Directors. The staff member will speak with you about your feedback, including how your feedback will be responded to.

House Meetings/House Inspections If you are living at Karinya House you will participate in either a weekly house meeting, or a regular house inspections, with a staff member. During these meetings you are able to raise any concerns, issues or complaints you may have. Depending on what your concern is about, the staff member may take actions to resolve your concern or speak with the Services Director.

Email

You can send an email with any of your concerns or feedback to complaints@karinyahouse.asn.au. One of the Services Directors will review your email and contact you about the concerns you have raised.

Speak with Other Supports You Have

If you are working with other services, you could also discuss your concerns with them and ask them to support you in raising your concerns with Karinya House.

Official Visitor

At least once a year the ACT Homelessness Official Visitor visits Karinya House. The Official Visitor is an independent person appointed by the ACT Government to receive feedback about homelessness services like Karinya House. You can also contact the Official Visitor directly, via the details below.

Discussion at the end of your Support Period

Towards the end of your support period with Karinya House you will be provided with an opportunity to participate either in an anonymous feedback survey, or a discussion to share your experience of working with Karinya House. This is a good opportunity to share things that helped and suggest any improvements.

External Agencies

You can contact any of the following external agencies:

Official Homelessness Visitor:	ACT Official Visitor contact - ACT Official Visitors
ACT Human Services Registrar:	Contact CSD Human Services Registrar - ACT Government
ACT Human Rights Commission:	Complaints - HRC

What Happens When You Raise a Concern

When you raise any concerns with Karinya House we are committed to the following:

- Treating you with respect, dignity, empathy and without judgement.
- Ensuring you are not treated unfairly or differently because you have raised an issue.
- Resolving the issue as quickly and as informally as possible.
- Seeking your input into how you would like the issue resolved.
- Maintaining confidentiality.
- Continuing to provide the support that you are seeking from Karinya House.
- Keeping you updated as to how we are responding to your concern.
- Communicating with you in the way you prefer.
- Including a support person if you would like.

When you raise a concern or complaint we will take the following steps:

1. Speak with you about your issue to make sure we fully understand things from your perspective. You are welcome to have a person to support you if you wish, however due to the confidential nature of Karinya House's location ,we may have to meet offsite.
2. If **necessary,** gather information from other people or sources about the issue to understand what has happened.
3. Explain to you what we understand has happened and how the issue will be resolved.
4. Change/alter the way we work/policies/procedures if we identify a gap in the service we provide as a result of your investigating your complaint.