

Feedback and Complaints

Frequently Asked Questions



At Benetas, we welcome all feedback — whether it's a suggestion, compliment, or complaint. Every comment helps us improve the quality and safety of our services and uphold our commitment to the Older Person's rights, dignity, and wellbeing.

This guide explains how you can provide feedback or make a complaint, what you can expect from us, and where you can go for additional support or independent advice.

1. What is feedback or a complaint?

- **Feedback** is any comment, idea, compliment, or concern shared about our services or your experience with Benetas.
- **A complaint** is an expression of dissatisfaction related to our services, care, operations, or the way a previous complaint was handled, where a response or resolution is expected.

You can raise a complaint or give feedback about any aspect of your experience — large or small. Every piece of feedback matters.

2. Who can provide feedback or make a complaint?

Anyone can make a complaint or provide feedback — including older people receiving our services, their family members, carers, advocates, representatives, visitors, volunteers, or members of the workforce.

You may do this on your own or ask someone to speak on your behalf.

3. How can I provide feedback or make a complaint?

You can provide feedback or make a complaint in any of the following ways:

- **In person:** Speak with a member of our workforce or a Service Manager.
- **By phone:** Contact your service directly and ask to speak with the Service Manager.
- **In writing:** Address your letter to "The Appropriate Manager, Benetas."
- **By email:** qualityhelpdesk@benetas.com.au
- **Online:** You can submit feedback or complaints through our Benetas website

You can also ask for support through:

- **Older Persons Advocacy Network (OPAN):** 1800 700 600
- **Translating and Interpreting Service (TIS National):** 131 450
- **National Relay Service:** 1800 555 660 (for hearing or speech impairment)

All feedback and complaints are managed free of charge.

4. What can I expect when I make a complaint?

When you make a complaint, you can expect that:

- Your complaint will be acknowledged in writing as soon as practicable.
- Will be managed fairly, respectfully, & confidentially.

- You will not be victimised or discriminated against for making a complaint or giving feedback — whether to Benetas or to the Aged Care Quality and Safety Commission (the Commission).
- We will keep you informed of progress & outcomes.
- Where possible, we aim to resolve complaints within 14 days.
- You may withdraw your complaint at any time.
- You may request that your complaint be anonymous.

5. What happens after I make a complaint?

Step 1: Logging and Acknowledgment

Your complaint is entered into our online Complaints Management System and acknowledged promptly

Step 2: Review and Allocation

An appropriate manager reviews the complaint and assigns a level of priority and a target resolution timeframe.

Step 3: Investigation

We investigate the matter using the principles of procedural fairness.

Step 4: Response

We will communicate our findings and any proposed resolution in writing.

Step 5: Review

If you are not satisfied with the outcome, you can request an internal review by the Head of Quality and Safeguarding. This review will usually be completed within 14 days.

Step 6: Corrective Action

If required, we implement corrective or improvement actions and record these in our Continuous Improvement Register.

Step 7: External Resolution

If you remain dissatisfied, you can contact the Aged Care Quality and Safety Commission for independent review.

6. Contacting the Aged Care Quality and Safety Commission

The Commission offers a free, independent complaints service for anyone concerned about the quality or safety of care provided under Australian Government-funded aged care.

Contact details:

- **Email:** info@agedcarequality.gov.au
- **Phone:** 1800 951 822
- **Website:** agedcarequality.gov.au/making-complaint

Benetas will cooperate fully with the Commission's process and act on any recommendations made.

7. Will my complaint be treated confidentially?

Yes. We are committed to protecting your privacy and confidentiality.

Information about your complaint will only be shared with those directly involved in resolving it or where required by law.

Personally identifiable information will not be disclosed without your consent unless required for investigation or reporting purposes.

8. Accessibility and assistance

We will take all reasonable steps to ensure you can understand and engage with this process.

This includes:

- Translating this document into another language on request.
- Providing the guide in large print, audio, or other accessible formats.
- Offering assistance to explain the process or complete forms.

If you need help, please ask a staff member — we are here to support you.

9. What if my complaint might be a protected disclosure?

Sometimes, a complaint or feedback may involve issues that qualify as a protected disclosure under the Aged Care Act (Whistleblower Protections).

When this happens, you may choose to have your concern managed either:

- Under the Benetas Complaints and Feedback Process, or
- As a Protected Disclosure under the Benetas Whistleblower Policy.

If managed under the Whistleblower Policy, additional confidentiality and protection will apply.

10. How does Benetas use feedback and complaints?

Feedback and complaints help us to:

- Identify and address problems early.
- Improve our systems, policies, and training.
- Strengthen our culture of openness, learning, and accountability.
- Report to the governing body and regulators on quality and safety outcomes.

We regularly review complaint trends and share learnings across our services as part of our Continuous Improvement Program.

Benetas commitment

We are committed to ensuring that every person feels safe and supported to speak up.

Your feedback and complaints help us deliver the highest quality care and services — grounded in respect, transparency, and trust.