

Feedback Form

Do you have a compliment, suggestion or complaint?





The feedback you provide about your experience with Benetas is important.

Your feedback can include:

Compliments

This could be something you think we are doing well or recognition of someone you have been dealing with. By telling us what you like, we can aim to continue to do these things and provide feedback to employees.

Suggestions

Your ideas on how we can improve supports us to provide a high quality of care across services.

Complaints

We want to know when you're not happy about an experience you've had at Benetas. A complaint can be about a person, facilities or something you have experienced.

Some easy ways you can provide us with your feedback:

- In Person** Speak with one of our employees on site, or contact your Benetas service manager in person or via phone and they will progress your feedback appropriately.
- By Phone** Call the Benetas Customer Centre on 1300 23 63 82 (free call).
- Online** Complete our online feedback form at benetas.com.au/contact-us/feedback
- Email** Email Benetas Customer Centre at info@benetas.com.au
- In Writing** Write to us or complete the attached Feedback Form. Once completed, you can either:
- Place it in the Feedback Box at any Benetas service,
 - Return it to the manager or an employee at your Benetas service,
 - Or post it to Benetas Reply Paid 5093 Glenferrie South VIC 3122.

Should you need to contact the Benetas CEO, please phone Benetas' Support Office on (03) 8823 7900 or email info@benetas.com.au.

If you need advocacy services

National Aged Care Advocacy Line on 1800 700 600 (free call) or Aged and Community Care Information Line on 1800 500 853 (free call).

If you need an interpreter

Please call us directly and we will arrange the Translating and Interpreting Service (TIS). Alternatively, you can call the TIS directly on 131 450 and ask them to put you through to the Benetas Customer Centre on 1300 23 63 82. Your feedback will remain confidential unless specified otherwise.

Important: If you feel a Benetas client is at risk please raise this immediately with the manager of that service or contact our Support Office on (03) 8823 7900.

What we will do with your feedback

- We will take your feedback seriously.
- We will aim to resolve your concerns quickly and fairly. If your feedback is a complaint, we will contact you within two business days to advise you of our processes. If you are seeking a response this will be provided within 21 business days.
- We will treat your feedback sensitively and confidentially. It will only be used by Benetas employees for communicating with you about the issue raised.
- We will keep you informed of outcomes and what we are doing as a result of your feedback, if you provide us with your contact details.
- Your services will not be compromised as a result of you expressing your concerns.

If you have concerns about elder abuse

Please talk to one of our team immediately. You can also call the national 1800 ELDERHelp (1800 353 374) line (freecall) to raise concerns about someone at risk or experiencing a form of abuse.

Other agencies that can help if you have a complaint

If you are not happy with your experience or care please contact us. If you remain dissatisfied with our response you may choose to contact the following external agencies for further assistance. Their services are free, confidential and impartial.

Aged Care, Disability, Health, NDIS		
Aged Care Quality and Safety Commission	1800 951 822	GPO Box 9819 VIC
Ombudsman Commonwealth	1300 362 072	GPO Box 442 Canberra ACT 2601
Victorian Ombudsman	(03) 9613 6222	Level 2, 570 Bourke St Melbourne VIC 3000
Disability, NDIS		
NDIS Quality and Safeguards Commission	1800 035 444	contactcentre@ndiscommission.gov.au
Administrative Appeals Tribunal	1800 228 333	generalreviews@aat.gov.au
Health/Privacy		
Health Complaints Commissioner	1300 582 113	media@hcc.vic.gov.au Level 26, 570 Bourke Street Melbourne, Victoria 3000
Office of Victorian Information Commissioner	1300 006 842	enquiries@ovic.vic.gov.au PO Box 24274 Melbourne VIC 3001
Office of Australian Information Commissioner	1300 363 992	enquiries@oaic.gov.au GPO Box 5218 Sydney NSW 2001

If you'd like to know more about your rights

Senior Rights Victoria	1300 368 821	seniorsrights.org.au
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If you need advocacy services

If you would like another person to speak on your behalf, you can use your family, friends, carers or an advocacy service such as:

Aged Care		
Older Persons Advocacy Network	1800 700 600	opan.com.au
Aged Care, Disability, Health, NDIS		
Office of the Public Advocate	1300 309 337	publicadvocate.vic.gov.au
Disability, NDIS		
Victorian Advocacy League for Individuals with Disability (VALID)	03 9416 4003	valid.org.au

Feedback Return Slip – Tear off



1. Please provide your feedback

☐ Compliment
 ☐ Suggestion
 ☐ Complaint

☐ Please tick if this is a complaint specifically about the CEO

2. Does this relate to a Benetas client?

Name of Benetas client
 being represented (if applicable)

Date

Facility name / Service

Your name

Or

I want to remain anonymous ☐ Yes ☐ No

I am a

☐ Benetas client
 ☐ Relative/friend
 ☐ Benetas employee
 ☐ Advocate

☐ Volunteer
 ☐ Contractor
 ☐ Member of the public
 ☐ If other please state

☐ Benetas employee completing on behalf of a client

3. Contact details

Please complete **ONLY** if you wish to be contacted with a response.
 Preferred contact method (please tick)

Telephone

☐

Email

☐

4. What would you like us to know

Please share details of concern or feedback.

I require translation assistance
 ☐ Yes ☐ No

I require advocacy information or support
 ☐ Yes ☐ No

4. What would you like us to know continued

If you need more room or wish to include any relevant documentation please add attachments.

Optional
If your feedback is a complaint, please let us know what a good outcome will look like for you, or any ideas you may have about how we can improve services and care.

4. How to submit your feedback

Please return this form to:

1. A Benetas manager or employee
2. One of our secure Feedback Boxes at a Benetas service
3. Post to Benetas Reply Paid 5093 Glenferrie South VIC 3122

Office use only

Comments	
Received by	Date
Referred to	
Riskman lodgement date	Riskman ID

Additional documentation attached ☐ Yes ☐ No



About Benetas

Established in 1948, we are a leading not-for-profit provider of residential aged care, in-home and community services, respite, allied health and retirement living in Victoria. We provide older people and their loved ones with outstanding levels of customer service and individualised care when they need it.

Our vision is for everyone to have a positive and fulfilling experience of ageing, where all people have the opportunity to live their best life.

Contact Us

Benetas Support Office
Level 1, 789 Toorak Road
Hawthorn East VIC 3123

T 1300 23 63 82
F 03 9822 6870
E info@benetas.com.au

benetas.com.au

Founded by the Anglican Diocese of Melbourne in 1948

