

# Feedback and complaints



## About this booklet



This booklet is from The Benevolent Society.

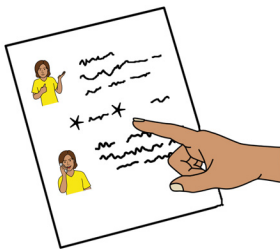
In this booklet we will say Benevolent.



This booklet is written in a way that is easy to understand.



You can read more information about our services on our [website](http://www.benevolent.org.au) [www.benevolent.org.au](http://www.benevolent.org.au)



We add a star before and after **\*hard words\***. Then we explain what the words mean.

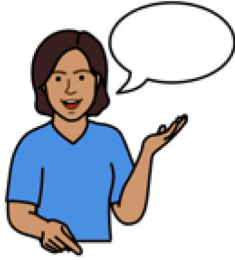


You can ask someone to help you read and understand this booklet.

## Feedback and complaints

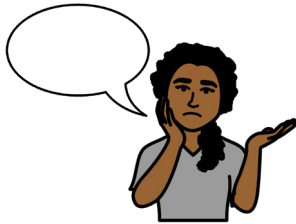


Your opinion matters to us.

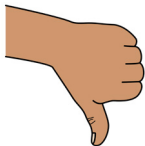


We want you to give us your **\*feedback\***.

Feedback means you tell us what you like or do not like about your experience with Benevolent.



If you are not happy with your experience, you can make a **\*complaint\***.



A complaint means you tell us why you are not happy about your experience with Benevolent.

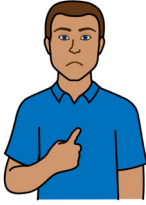


When you give us feedback or make a complaint, it helps us do better.

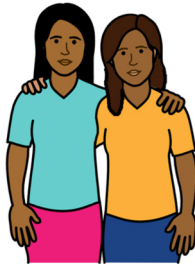


Everyone has the right to make a complaint.

For example



- you



- your family member or guardian



- a carer

- an **\*advocate\***.

An advocate helps you to

- understand information
- say what you want
- make decisions.



Volunteers and organisations can also make a complaint.

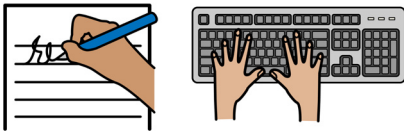


## How to tell us what you think

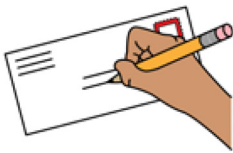
You can tell us what you think in different ways.



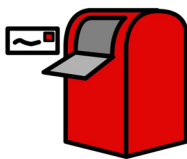
Tell a staff member at Benevolent.



Write or type your feedback or complaint in the Easy Read form in this book.



Write a letter or send an email to the Risk and Quality Coordinator.



### Write to

The Benevolent Society

PO Box 257

Broadway NSW 2007



### Email

[feedbackandcomplaints@benevolent.org.au](mailto:feedbackandcomplaints@benevolent.org.au)



You can call our office to tell someone about your feedback or complaint.



**Call**      1800 236 762



You can contact us through our [website](http://www.benevolent.org.au/contact-us/feedback-and-complaints)  
[www.benevolent.org.au/contact-us/feedback-and-complaints](http://www.benevolent.org.au/contact-us/feedback-and-complaints)



We will treat you with respect if you make a complaint.



You do not have to tell us your name when you make a complaint.



We keep all of the information you tell us private.

## Help to make a complaint



You can ask a family member, friend or someone you trust to tell us your feedback or complaint.



If you need help in your language, contact the Translating and Interpreting Service.



**Call** 131 450



**Website** [TIS National](http://www.tisnational.gov.au)  
[www.tisnational.gov.au](http://www.tisnational.gov.au)



If you need help to speak or listen, the National Relay Service can help you make a call.

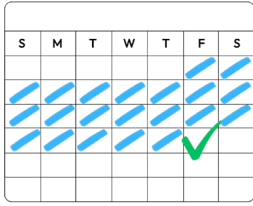


**Call** 1800 555 660



**Website** [NRS Helpdesk](http://www.accesshub.gov.au/about-the-nrs/nrs-helpdesk)  
[www.accesshub.gov.au/about-the-nrs/nrs-helpdesk](http://www.accesshub.gov.au/about-the-nrs/nrs-helpdesk)

## What happens after you make a complaint?



We will try to **\*resolve\*** your complaint in 21 days.



Resolve means we make changes so that we do things better.



If you are not happy with how we resolve your complaint, ask for a review by a more senior person at Benevolent.

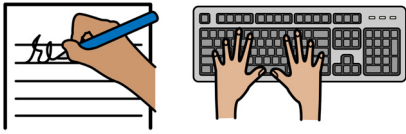


If you are still not happy, contact the government agency in your state or territory.



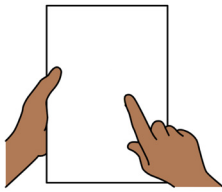
Contact information for government agencies is at the end of this booklet.

## Feedback or complaint form

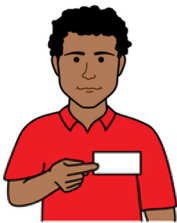


Write or type your feedback or complaint on this form.

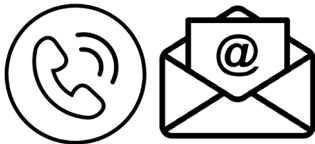
### About you



You can leave this question blank if you do not want to tell us your name.



Your name

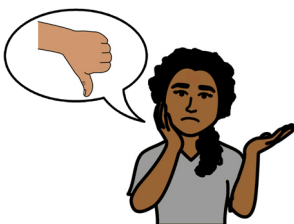


Your phone number or email address



You are

giving feedback.



making a complaint.

## Who is writing in this form?

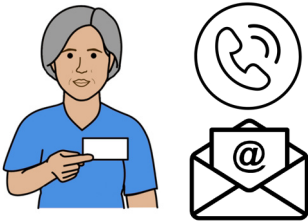


I am writing my own information.



Someone I trust is helping me write this information.

**Write the name, phone number and email address of the person helping with this form.**



We collect your **\*personal information\*** to help us respond to your feedback or complaint.

Personal information is about you, like your name and phone number.



You can choose if you want to give us your personal information.



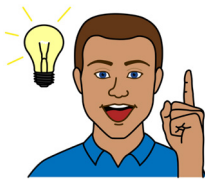
We keep all of your personal information private and safe.

## Your feedback or complaint



**Tell us about your feedback or complaint.**

For example, the date, where you were, and what happened.



**Tell us what you want us to do.**

How can we make things better?

## A list of government agencies who can help you



### Australia

#### National Disability Insurance Agency



**Call** 1800 800 110



**Website** [NDIS website](#)

[www.ndis.gov.au/contact/feedback-and-complaints](http://www.ndis.gov.au/contact/feedback-and-complaints)



**Email** [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)

#### NDIS Quality and Safeguards Commission



**Call** 1800 035 544



**Website** [NDIS Commission website](#)

[www.ndiscommission.gov.au/about/complaints](http://www.ndiscommission.gov.au/about/complaints)



**Email**

[contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)

## Aged Care Quality and Safety Commission



**Call** 1800 951 822



**Website** [Aged Care Commission](http://www.agedcarequality.gov.au/making-complaint/lodge-complaint)

[www.agedcarequality.gov.au/making-complaint/lodge-complaint](http://www.agedcarequality.gov.au/making-complaint/lodge-complaint)



**Email** [info@agedcarequality.gov.au](mailto:info@agedcarequality.gov.au)

## Department of Social Services



**Call** 1800 634 035



**Website** [Department of Social Services](http://www.dss.gov.au/contact-us/enquiries-and-feedback)

[www.dss.gov.au/contact-us/enquiries-and-feedback](http://www.dss.gov.au/contact-us/enquiries-and-feedback)



**Email** [complaints@dss.gov.au](mailto:complaints@dss.gov.au)



## New South Wales

### NSW Ombudsman



**Call** 1800 451 524



**Website** [NSW Ombudsman](http://www.ombo.nsw.gov.au)  
www.ombo.nsw.gov.au



**Email** nswombo@ombo.nsw.gov.au

### Older Persons Advocacy Network



**Call** 1800 700 600



**Website** [Older Persons Advocacy Network](http://www.opan.org.au/information/download-resources)  
www.opan.org.au/information/  
download-resources



**Email** enquiries@opan.org.au

## Seniors Rights



**Call** 1800 424 079



**Website** [Seniors Rights](http://www.seniorsrightsservice.org.au)

[www.seniorsrightsservice.org.au](http://www.seniorsrightsservice.org.au)



**Email** [info@seniorsrightsservice.org.au](mailto:info@seniorsrightsservice.org.au)



## Queensland

### Department of Children, Youth Justice and Multicultural Affairs



**Call** 1800 080 464



**Website** [CYJMA website](http://www.cyjma.qld.gov.au)

[www.cyjma.qld.gov.au/contact-us/  
compliments- complaints](http://www.cyjma.qld.gov.au/contact-us/compliments-complaints)



**Email** [feedback@CSYW.qld.gov.au](mailto:feedback@CSYW.qld.gov.au)

## Department of Early Childhood Education and Care



**Call** 13 74 68



**Website** [Department of Early Childhood](http://www.earlychildhood.qld.gov.au/contact-us#complaints)  
[www.earlychildhood.qld.gov.au/  
contact-us#complaints](http://www.earlychildhood.qld.gov.au/contact-us#complaints)



**Email** [ecec@qed.qld.gov.au](mailto:ecec@qed.qld.gov.au)

## Queensland Human Rights Commission



**Call** 1300 130 670



**Website** [QLD Human Rights Commission](http://www.qhrc.qld.gov.au/complaints)  
[www.qhrc.qld.gov.au/complaints](http://www.qhrc.qld.gov.au/complaints)



**Email** [enquiries@qhrc.qld.gov.au](mailto:enquiries@qhrc.qld.gov.au)



## Australian Capital Territory

### ACT Human Rights Commission



**Call** 02 6205 2222



**Website** [ACT Human Rights Commission](http://www.hrc.act.gov.au/complaints)  
[www.hrc.act.gov.au/complaints](http://www.hrc.act.gov.au/complaints)



**Email** [HRCIntake@act.gov.au](mailto:HRCIntake@act.gov.au)

### ACT Ombudsman



**Call** 02 6276 3773



**Call** 1800 060 789  
For Indigenous people



**Website** [ACT Ombudsman](http://www.ombudsman.act.gov.au/complaints/how-to-make-a-complaint)  
[www.ombudsman.act.gov.au/  
complaints/how-to-make-a-complaint](http://www.ombudsman.act.gov.au/complaints/how-to-make-a-complaint)

**Community Services Directorate,  
Access Canberra**



**Call** 13 22 81



**Website** [Community Services Directorate](http://www.accesscanberra.act.gov.au/s/feedback-and-complaints)  
[www.accesscanberra.act.gov.au/s/  
feedback-and-complaints](http://www.accesscanberra.act.gov.au/s/feedback-and-complaints)

**Council on the Ageing ACT**



**Call** 02 6282 3777



**Website** [Council on the Ageing ACT](http://www.cotaact.org.au)  
[www.cotaact.org.au](http://www.cotaact.org.au)



**Email** [contact@cotaact.org.au](mailto:contact@cotaact.org.au)

**ACT Disability, Aged and Carer  
Advocacy Service**



**Call**      06 6242 5060



**Website**   [ACT Disability, Aged and Carer  
Advocacy Service](http://www.adacas.org.au)

[www.adacas.org.au](http://www.adacas.org.au)



**Email**      [adacas@adacas.org.au](mailto:adacas@adacas.org.au)



## South Australia

### Health and Community Services Complaints Commissioner SA



**Call** 08 8226 8666



**Call** 1800 232 007

Free calls from country SA



**Website** [Health and Community Services  
Complaints Commissioner](http://www.hcsc.sa.gov.au/making-a-complaint/raise-a-complaint-with-hcsc)

[www.hcsc.sa.gov.au/making-a-complaint/raise-a-complaint-with-hcsc](http://www.hcsc.sa.gov.au/making-a-complaint/raise-a-complaint-with-hcsc)



**Email** [info@hcsc.sa.gov.au](mailto:info@hcsc.sa.gov.au)

## SA Ombudsman



**Call** 08 8226 8699



**Call** 1800 182 150

Free calls from country SA



**Website** [SA Ombudsman](http://www.ombudsman.sa.gov.au)

[www.ombudsman.sa.gov.au/make-a-complaint](http://www.ombudsman.sa.gov.au/make-a-complaint)



**Email** [ombudsman@ombudsman.sa.gov.au](mailto:ombudsman@ombudsman.sa.gov.au)



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