Feedback and Complaints

We value your feedback

We value your feedback and complaints and use them to improve our services

The Benevolent Society welcomes your feedback. Your feedback can be about any aspect of your experience with The Benevolent Society. We also want to hear when we may have made a mistake or have not met your expectations. Your feedback gives us a chance to improve our services for you and for others.

Anyone has the right to make a complaint. This includes clients, a family member, an independent advocate, carer or guardian, volunteer, another organisation or government organisation.

Outcomes

We aim to resolve most complaints within 21 days. If you are not happy with the outcome of your complaint, you can ask for a review by the Risk & Quality Coordinator or our Chief Executive Officer. An independent advocate can also ask for a review on your behalf.

Will I be treated differently?

Providing feedback or making a complaint will not disadvantage you in any way. The Benevolent Society welcomes feedback and complaints and has processes to deal with your complaint professionally and openly. Anonymous complaints are also welcome.

How do I provide feedback?

- Speak to a team member at The Benevolent Society. You can do this over the phone or in person.
- Complete the feedback and complaints form in this brochure. You can give the completed form to a team member or post it to our National Office or your local office.
- Write to the Risk & Quality Coordinator at:
  The Benevolent Society
  PO Box 257, Broadway NSW 2007
- Contact us through our website at www.benevolent.org.au/contact
- Call our National Office on 1800 236 762.
- Send an email to feedbackandcomplaints@benevolent.org.au

Still unsure about our feedback process?

If you still have questions about our feedback process, please speak to your local office or contact our Risk & Quality Coordinator on 1800 236 762 or send an email to feedbackandcomplaints@benevolent.org.au

Do you need assistance to contact us?

We can arrange an interpreter or you can contact us through the Translating and Interpreting Service on 131 450.

If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service. For more information, visit www.relayservice.gov.au

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Feedback & Complaints

We try our best to resolve and close complaint within 21 Business Days however, it might take longer depending on the complexity of the complaint.

Providing Feedback

[Translating and Interpreting Service (TIS) available on 13 14 50]

Anyone can give a compliment, raise an issue, make a suggestion or a complaint to us by:
Speaking with a staff member or manager at The Benevolent Society on **1800 236 762**

Sending an email to **customercare@benevolent.org.au**

Writing to: Feedback & Complaints, PO Box 257, Broadway NSW 2007

You can also contact The Benevolent Society through an independent advocate.

Complaint Reponse Timeframe

Acknowledge Complaint
Within 2 Business Days

Engage with Complainant
Within 3 -5 Business Days

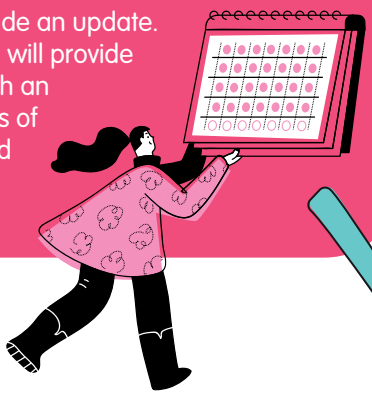
Review or Investigate Complaint
Within 14 Business Days

Provide Outcomes to Complainant
Within 20 Business Days

Resolve and Close Complaint
Within 21 Business Days

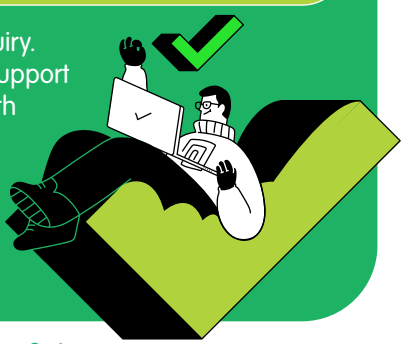
Review and update

Within 21 business days, we will aim to complete the review of the complaint and provide an update. If it takes longer, we will provide the complainant with an update on the status of the investigation and any actions taken.



If you are satisfied with the outcome of complaint

We will close the enquiry. This information will support Benevolent Society with continuous quality improvement



If you are unhappy with the outcome of the complaint

You can ask for a review by a more senior person within The Benevolent Society.

An independent advocate can also ask for a review on your behalf.

Feedback will be shared internally to support The Benevolent Society with continuous quality improvement.

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Privacy collection

The Benevolent Society respects your privacy and collects personal information about you in order to consider your feedback/complaint. The information may be disclosed to others who help us with our business functions or deliver services or as required by law. The information you provide to us is on a voluntary basis.

However, with a complaint, if you do not provide requested follow-up information, we may not be able to progress your complaint. We do not disclose personal information overseas unless it's part of a specific service or we have your consent.

Our privacy policy explains:

(i) how we store and use, and how you may access and correct your personal information;

(ii) how you lodge a complaint regarding the handling of your personal information; and

(iii) how we will handle any privacy complaint.

Our full privacy policy can be found at benevolent.org.au. If you would like any further information about our privacy policies or practices, please contact us at privacy@benevolent.org.au.

Lodging complaints with complaint handling agencies

You can contact these agencies at any time, or if you are not happy with our response to your complaint:

National

National Disability Insurance Agency

- 1800 800 110
- https://www.ndis.gov.au/contact/feedback-and-complaints
- feedback@ndis.gov.au

NDIS Quality and Safeguards Commission

- 1800 035 544
- https://www.ndiscommission.gov.au/about/complaints
- contactcentre@ndiscommission.gov.au

Aged Care Quality and Safety Commission

- 1800 951 822
- https://www.agedcarequality.gov.au/making-complaint/lodge-complaint/
- https://www.agedcarequality.gov.au/resources/do-you-have-concern-or-complaint-brochure
- info@agedcarequality.gov.au

Department of Social Services

- 1800 634 035
- https://www.dss.gov.au/contact/feedback-compliments-complaints-and-enquiries
- complaints@dss.gov.au

New South Wales

NSW Ombudsman

- 02 9286 1000
- 1800 451 524 (Toll free outside Sydney metro)
- www.ombo.nsw.gov.au
- nswombo@ombo.nsw.gov.au

Older Persons Advocacy Network

- 1800 700 600
- www.opan.org.au
- https://opan.org.au/information/download-resources/
- enquiries@opan.org.au

Seniors Rights
- 1800 424 079
- www.seniorsrightsservice.org.au
- info@seniorsrightsservice.org.au

Queensland

Department of Children, Youth Justice and Multicultural Affairs
- 1800 080 464
- https://www.cyjma.qld.gov.au/contact-us/compliments-complaints
- feedback@csyw.qld.gov.au

Queensland Government - Department of Education, Early Childhood Education and Care
- 13 74 68
- https://earlychildhood.qld.gov.au/contact-us/complaints
- ecec@qed.qld.gov.au

Queensland Human Rights Commission
- 1300 130 670
- https://www.qhrc.qld.gov.au/complaints
- enquiries@qhrc.qld.gov.au

South Australia

Health and Community Services Complaints Commissioner SA
- 08 8226 8666 or toll free country SA 1800 232 007
- https://www.hcscc.sa.gov.au/making-a-complaint/raise-a-complaint-with-hcscc/
- info@hcscc.sa.gov.au

SA Ombudsman
- (08) 8226 8699
- 1800 182 150 toll free (outside metro SA only)
- https://www.ombudsman.sa.gov.au/make-a-complaint
- PO Box 3651, Rundle Mall SA 5000
- ombudsman@ombudsman.sa.gov.au

Australian Capital Territory

ACT Human Rights Commission
- (02) 6205 2222
- hrc.act.gov.au/complaints
- HRCIntake@act.gov.au

ACT Ombudsman
- 02 6276 3773
- 1800 060 789 (Indigenous Line)
- https://www.ombudsman.act.gov.au/making-a-complaint
- GPO Box 442, Canberra ACT 2601

Community Services Directorate, Access Canberra
- 13 22 81
- https://www.accesscanberra.act.gov.au/s/feedback-and-complaints

Council on the Ageing ACT
- 02 6282 3777
- www.cotaact.org.au
- contact@cotaact.org.au

ACT Disability, Aged and Carer Advocacy Service
- 06 6242 5060
- www.adacas.org.au
- adacas@adacas.org.au

Feedback and complaints

Your details (optional)

Name: _____

Phone/Email: _____

Are you giving feedback or making a complaint?

☐ Feedback ☐ Complaint

Are you making a complaint on behalf of another person? ☐ Yes ☐ No

If yes, please provide their name and telephone number: (optional)

Your feedback/complaint

(Please tell us about your experience including the service involved, location, what happened, dates and who was involved. You can attach additional pages if you need to.)

What would you like us to do?

(Please outline the things you want to happen now.)

To find out more information about our services, go to

benevolent.org.au

Or connect with us at:

1800 236 762

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National Office
The Benevolent Society
2E Wentworth Park Road
Glebe NSW 2037

The Benevolent Society acknowledges the Traditional Owners of Country throughout Australia and recognises Aboriginal & Torres Strait Islander continuing connection to land, waters and community. We pay our respects to Elders both past and present.

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