

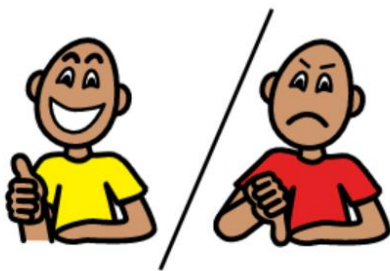
Feedback and Complaints

Easy Read Guide



Your opinion matters to us. We want you to give us your feedback.

This Easy Read Guide will help you to give feedback and make a complaint.



Giving feedback means telling us what you liked and did not like about your experience with The Benevolent Society.

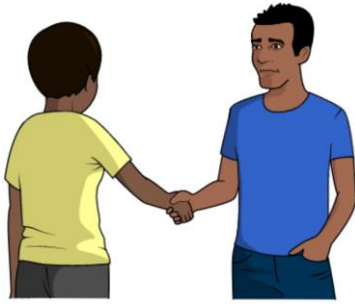
If you are unhappy with your experience, you can make a complaint.



Making a complaint means telling us why you are unhappy. It helps us do better.

Everyone has the right to make a complaint.
You can make a complaint.
Your family member, advocate, carer, or guardian can make a complaint.

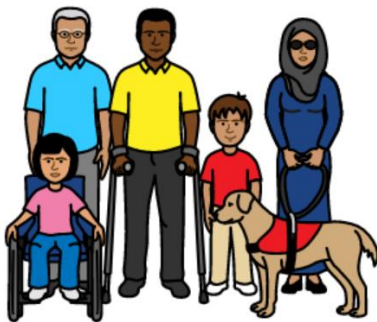
Volunteers, other organisations or government organisations can make a complaint.



We will try to resolve your complaint within 28 days.

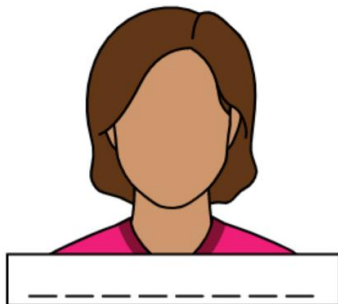
Resolving a complaint means making changes so that we do things better.

If you're not happy with how we resolve your complaint, you can contact the Risk & Quality Coordinator to request a review of your complaint.

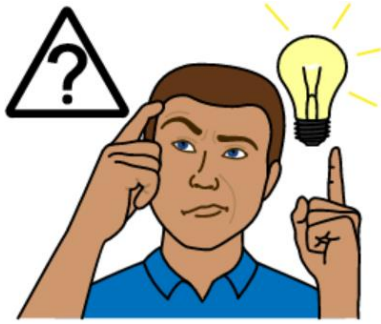


You will not be treated differently if you make a complaint. The Benevolent Society will deal with your complaint professionally.

You can also make an anonymous complaint.



Making an anonymous complaint means making a complaint without telling us who you are.



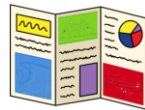
How can I give feedback or make a complaint?

There are lots of ways to give feedback or make a complaint.

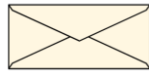
You can:



Speak to a staff member at The Benevolent Society by phone or in person



Complete the feedback and complaints form in this brochure



Write to the Risk & Quality Coordinator at:
The Benevolent Society
PO Box 257, Broadway NSW 2007



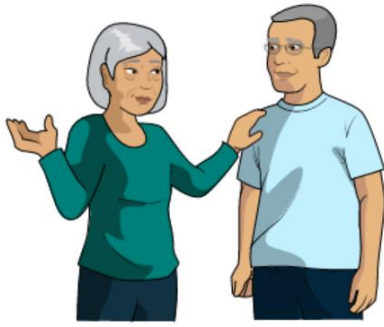
Contact us through our website
www.benevolent.org.au/contact



Phone our National Office on
1800 236 762.



Send an email to
feedbackandcomplaints@benevolent.org.au



How can I get help to make a complaint?

You can get help to give feedback or make a complaint.

You can:



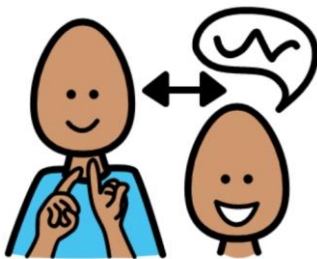
Speak with a staff member



Phone the Risk and Quality Coordinator on
1800 236 762



Email the Risk and Quality Coordinator at
feedbackandcomplaints@benevolent.org.au



If you need an interpreter, you can phone the
Translating and Interpreting Service on 131 450.

You can tell us if you want The Benevolent Society to
call the Translating and Interpreting Service for you.



If you are Deaf, hard of hearing, or have
communication problems, you can use the National
Relay Service.

For information about the National Relay Service, go to
www.relayservice.gov.au




How can I take my complaint further?

You can take your complaint further by contacting the government agency.



Australia


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/>

 info@agedcarequality.gov.au

Department of Social Services

 1800 634 035


 <https://www.dss.gov.au/contact/feedbackcompliments-complaints-and-enquiries>


 complaints@dss.gov.au



New South Wales

NSW Ombudsman

 02 9286 1000 or 1800 451 524


 www.ombo.nsw.gov.au


 nswombo@ombo.nsw.gov.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


Department of Early Childhood Education and Care

 13 74 68

 <https://earlychildhood.qld.gov.au/contact-us/complaints>

 eccec@qed.qld.gov.au

Queensland Human Rights Commission

 1300 130 670


 <https://www.qhrc.qld.gov.au/complaints>

 enquiries@qhrc.qld.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>

Community Services Directorate, Access Canberra


 13 22 81

 <https://www.accesscanberra.act.gov.au/s/feedback-and-complaints>



South Australia


Health and Community Services Complaints Commissioner SA

 08 8226 8666 or 1800 232 007 (toll free country SA)

 <https://www.hcscs.sa.gov.au/making-a-complaint/raise-a-complaint-with-hcscs/>

 info@hcscs.sa.gov.au

SA Ombudsman

 08 8226 8699 or 1800 182 150 (toll free country SA)

 <https://www.ombudsman.sa.gov.au/make-a-complaint>

 ombudsman@ombudsman.sa.gov.au

Feedback and Complaints Form



About the person filling in this form

You can leave this blank if you don't want to tell us who you are.

My name: _____

My phone number or email address:

I am

- ☐ Giving feedback
- ☐ Making a complaint

I am filling in this form

- ☐ Myself
- ☐ On behalf of someone else

About the person making a complaint

(if different from the person named above). Leave this blank if they don't want to tell us.

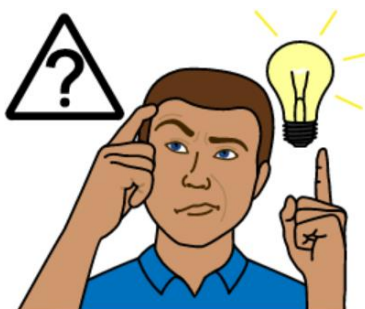
The person's name: _____

The person's phone number or email address:



Tell us about your feedback or complaint.

For example, tell us the date, time, where you were, who was there, and what happened.



Tell us what you want us to do.

How can we make things better?

Privacy Collection Notice



The Benevolent Society respects your privacy. We collect your personal information to help us respond to your feedback or complaint. **Personal information** is information that identifies you.

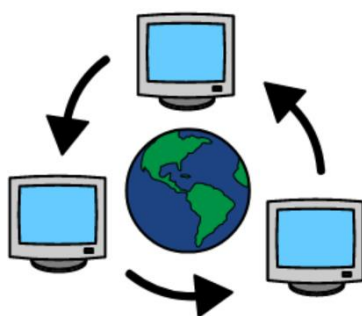
You can choose if you want to give us your personal information when you give feedback or make a complaint. If you do not give us your personal information, we may not be able to respond to your complaint.



The personal information you give us is collected by The Benevolent Society.

We will only give your information to other people if giving your information

- is needed to run our business,
- helps us provide services to you, or
- is required by law.



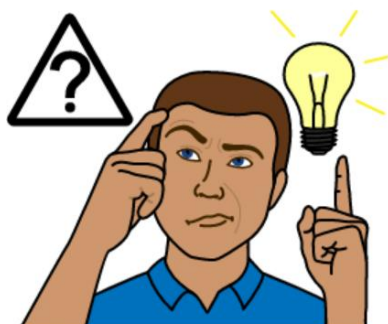
We keep your personal information in Australia.

We will only keep your information overseas if it helps us provide services to you or we have your consent.

How we use personal information is explained in our privacy policy at www.benevolent.org.au

Our privacy policy explains:

- how we keep and use your personal information
- how you can see and change your personal information
- how you can make a complaint about personal information
- how we respond to complaints about personal information.



If you would like more information, please contact us privacy@benevolent.org.au