

Complaints and Feedback Policy – Consumers, Staff & Others

1. If you have a concern or Complaint about us and/or the care and services we provide, you can make a Complaint or give Feedback in writing or verbally, anonymously, and there is no charge for making, withdrawing or managing a Complaint or for giving, withdrawing or managing Feedback. You can withdraw your Complaint or Feedback at any time during this process.
2. To make a Complaint or give Feedback, you should promptly contact our Complaints and feedback officer. You can also inform one of our staff, who is a Responsible person or Aged care worker, and they will inform the Complaints and feedback officer.
3. Please tell us how you would like to be involved. You may want to be involved in working through the matter with us, or you may simply want to give us your feedback for our consideration. You may want us to keep your identity confidential, or to remain anonymous. We will discuss your preferences with you and follow them, where the law allows us to do so.
4. Our Complaints and Feedback officer can be contacted at:
 - (a) Annabel Chong, Quality & Risk Manager
 - (i) Email: feedback@glenview.org.au
 - (ii) Post: 2-10 Windsor Street Glenorchy Tas 7010
5. We will take appropriate action as soon as practicable to transparently resolve each issue raised in your Disclosure in accordance with our Complaints and feedback system. This may include: acknowledging and if needed, investigating your Complaint or Feedback. Where necessary, this may include discussing it with you and/or anyone else involved; except for anonymous Complaints, keeping you involved and informed in an appropriate way of the progress, the outcome, the reasons for the outcome and resolution of the Disclosure; and reviewing our policies, practices and procedures in light of the Complaint or Feedback.
6. If your concern indicates that we, or someone associated with us, may have contravened a provision of the Aged Care Act, your concern may qualify as a Whistleblower disclosure. We will discuss this with you. You can choose to have the matter dealt with as a Whistleblower disclosure under our Whistleblower Policy, or as a Complaint or Feedback under this Policy. If you choose to have a Whistleblower disclosure dealt with as a Complaint or Feedback, the Whistleblower protections continue to apply to you, but we may need to disclose your identity for the purposes of managing the matter as a complaint.
7. We will take a resolution approach to addressing your concern that: is consistent with the Statement of Rights; is appropriate given the nature of the issue; is centred around each person directly affected by the issue; seeks to address the issue as raised in the Complaint; and will contribute to continuous improvement.
8. We encourage and support any person to make or withdraw a Complaint or Feedback about our delivery of services without reprisal. We will take reasonable steps to ensure that you are not adversely affected as a result of making the Complaint or Feedback and that you do not suffer any

victimisation or discrimination from sharing your concern. We will ensure procedural fairness to you and any person against whom the Complaint is made.

9. Any information that you provided in a Complaint or Feedback will be kept confidential and only disclosed if required by law or is otherwise appropriate in the circumstances.
10. We will maintain an open disclosure process in relation to the subject matter of the concern and if things go wrong in managing or resolving the concern.
11. You may also choose to make a Complaint or Feedback about us and/or the care and services we provide to the Complaints Commissioner. You may do this orally or in writing, anonymously if you choose. We will provide appropriate support and assistance to you (including access to language services) in relation to contacting the Complaints Commissioner.
12. If you are not satisfied with how we have managed your Complaint or Feedback, we will let you know how you can raise a new complaint with the Complaints Commissioner, and we will support you to do so. The Older Persons Advocacy Network can also assist.
13. Independent aged care advocates may be able to assist including with making a new complaint to the Complaints Commissioner. Contact Information:
 - (a) Older Persons Advocacy Network (OPAN)
 - (i) Call: 1800 700 600
 - (ii) Website: opan.org.au
 - (b) Translating and interpreting services
 - (i) Website: <https://www.tisnational.gov.au/>
 - (c) National Relay Service if you have a hearing or speech impairment
 - (i) Website: <https://www.dss.gov.au/contact-us/enquiries-and-feedback/>

More Information

14. If you need more information, please let us know.

Definitions

In this Policy, capitalised terms have the following meanings.

Aged Care Act means the Aged Care Act 2024 (Cth) and the Aged Care Rules 2025 (Cth).

Aged care worker has the meaning given to it in the Aged Care Act and includes our employees, agency staff, contractors and volunteers who deliver funded aged care services on our behalf.

Comment means Feedback that is neither positive nor negative - an observation, an idea or a suggestion - where a response or resolution is not expected or required.

Complaint means an expression of dissatisfaction made to or about us related to our accommodation, care, services, staff or management where a response or resolution is expected or required. It may include wrongdoing or a Whistleblower disclosure that the Whistleblower elects to have treated as a Complaint or Feedback. It does not include a request for services, updates, information or review of a decision (where there is a separate review mechanism).

Complaints and feedback officer means the nominated individual who acts on behalf of us in receiving and managing Complaints or Feedback.

Complaints and feedback system means the system for receiving, managing and resolving Complaints and Feedback.

Compliment means positive Feedback about our care, services or workforce.

Disclosure means a Complaint, Feedback or a Whistleblower disclosure under the Aged Care Act that is to be treated as a Complaint or Feedback.

Feedback means an expression made to or about us related to our accommodation, care, services, staff or management that is either a Compliment or a Comment. A Complaint is not Feedback.

Responsible person has the meaning given to it in the Aged Care Act and includes our directors, senior managers and other persons who exercise control over the delivery of funded aged care services on our behalf.

Statement of Rights means the rights of individuals receiving funded aged care services set out in section 23 of the Aged Care Act.

Whistleblower means an individual who has reasonable grounds to suspect that the provider, a worker, a Responsible person or another entity has, or may have, contravened a provision of the Aged Care Act, and who conveys that information to one of the people listed in our Whistleblower Policy who can receive a Whistleblower disclosure.

Whistleblower disclosure means a disclosure of information by a Whistleblower made orally or in writing (including anonymously) that qualifies for Whistleblower protections under the Aged Care Act.

Whistleblower Policy means our policy for receiving, assessing, managing and resolving Whistleblower disclosures, which sets out the Whistleblower system in detail.

Whistleblower protections means the protections that the Aged Care Act gives to Whistleblowers in respect of a Whistleblower disclosure. The protections include (a) protection from civil, criminal or administrative liability for making the Whistleblower disclosure, including disciplinary action and contractual remedies; (b) confidentiality of identity (we must not disclose the Whistleblower's identity, or any information likely to lead to identification, except as authorised by the Aged Care Act); and (c) protection from victimisation, meaning we must not take, or threaten, any detrimental action against a Whistleblower because they have made or may make a Whistleblower disclosure. Civil penalties apply if these protections are breached.