

Feedback and Complaints Policy

Regis is committed to fostering a culture of openness, respect, and continuous improvement. We encourage all consumers – residents, clients and their families and carers, and community members – to provide feedback and complaints without fear of reprisal.

Feedback may include compliments, suggestions, concerns, or complaints. Our feedback and complaints management system is designed to be accessible, fair, transparent, responsive, and aligned with the *Aged Care Act 2024*, the Statement of Rights and the Aged Care Quality Standards.

How to give feedback or make a complaint

Any person can give feedback to us or make a complaint about our funded services by any of the following means:

Talk to our Employees

Please discuss any feedback with the employee caring for you or ask to speak to the Clinical Care Manager, Assistant Manager or General Manager at the Home or service.

Provide your feedback or make a complaint in writing

If you prefer to provide your feedback or make a complaint in writing, forms are available in every Regis Home. You can leave your name or provide feedback or make a complaint, anonymously. If you do leave your name, please indicate if you would like a response and we will get back to you.

Alternatively, you can send a letter to our Regis Head Office,
Level 2, 293 Camberwell Road,
Camberwell VIC 3124.

Please include the name of the Home or service the feedback or complaint relates to, so we can respond appropriately.

Contact Regis Advice

If you don't want to raise your feedback or make a complaint with the Home or service, we welcome you to call or email our Regis Advice Team on **1300 998 100** or advice@regis.com.au. You can leave your name or provide anonymous feedback, whichever you are most comfortable with.

Contact Shareline

If you feel there are things we should know but you are more comfortable telling someone else, please contact Shareline. They are an external group who can pass your feedback or complaint onto us. You can contact Shareline by calling **1300 987 621**. They will ensure your feedback is kept anonymous if you wish.

External Bodies

Most feedback and complaints at Regis can be resolved at the Home or Service, and we always welcome the opportunity to speak with you directly about any concerns you may have. However, if you do not feel that we have addressed your concerns adequately, there are a number of external bodies that provide free services to assist with advocacy and complaints resolution:

Older Persons Advocacy Network (OPAN)

Through their advocacy service, the *Older Persons Advocacy Network (OPAN)* can support residents, clients and families to understand and exercise their rights and have their voice heard on the issues that are important to them. You can contact them on **1800 700 600** or for more information refer to opan.org.au.

Aged Care Quality and Safety Commission and the Aged Care Complaints Commissioner

The *Aged Care Quality and Safety Commission* provides a free complaints resolution service. You can contact the *Aged Care Quality and Safety Commission* at **1800 951 822** if you wish to make a general complaint about your experience with Regis, or **1800 844 044** for complaints related to food, nutrition and dining.

NDIS Complaints Commission

Regis is a National Insurance Disability Scheme (NDIS) provider and for residents who are NDIS participants, you are also able to raise your feedback or complaint directly with the *NDIS Complaints Commission*. They can be contacted on **1800 035 544** or for more information refer to www.ndis.gov.au/contact/feedback-and-complaints. This is separate and independent to the Aged Care Quality and Safety Commission and the Aged Care Complaints Commissioner.

Feedback and Complaints management approach

Regis values all your feedback and would love to hear what we can do better at any time. Complaints are always welcome, and we will not make you pay any fee for making, withdrawing or us managing a complaint. We will also not make you pay any fee for giving, withdrawing or managing your feedback.

We will keep the information provided in a feedback or complaint confidential and we will only share where required by the law.

Regis will also deal with feedback and complaints in a fair and impartial way. We will also always tell you when things go wrong, or when we have made mistakes, so that we can work together to resolve any issues. We always use a transparent and collaborative approach to managing feedback and complaints.

You are also allowed to make anonymous complaints or to provide feedback anonymously. However, our ability to investigate and respond may be limited when this happens.

Access to advocates, language services and other assistance

Advocacy

- The National Aged Care Advocacy Program (NACAP) provides free, confidential and independent advocacy support to aged care consumers and their families.
- NACAP is delivered by the Older Persons Advocacy Network (OPAN), with locations in each state and territory.
- To find out more, visit the OPAN website or call **1800 700 600**.

Interpreter or Translation Services

- If you need an interpreter or require this document translated, just ask us and we can arrange for this to be provided.
- Interpreters are available via phone and in person.

National Relay Service

- If you are deaf, hard of hearing or have difficulty with speech, you can contact us through the National Relay Service.
- TTY users: phone **1800 555 677** then ask for our number [**1300 998 100**]
- Speak and Listen users: phone **1800 555 727** then ask for our number [**1300 998 100**]
- Internet relay users: go to <https://nrschat.nrsccall.gov.au/nrs/internetrelay> and enter our number [**1300 998 100**].

How we resolve complaints

We aim to resolve each issue raised in the complaint by taking appropriate action in relation to the issue as soon as reasonably possible after receiving the complaint.

Our resolution approach:

- (a) takes into consideration the nature of the issue;
- (b) considers each individual to whom we deliver funded services who is directly affected by the issue, particularly their safety and wellbeing;
- (c) seeks to address the issue(s) raised in the complaint; and
- (d) will contribute to the continuous improvement of our delivery of funded aged care services.

We will tell you the outcome of the complaint and the reasons for the outcome as soon as possible. If the complaint was made by someone on your behalf, we will tell them and you the outcome of the complaint and the reasons for the outcome. Unfortunately, if the complaint was made anonymously, we will not be able to communicate the outcome.

We will ensure that those making complaints are informed on how the complaint may also be made to the Aged Care Complaints Commissioner and the Aged Care Quality and Safety Commission, as an option available to them. This applies to our Aged Care Services.

Ideally, we would like to resolve complaints within fourteen business days but recognise that sometimes this is not possible. So, we will keep you informed throughout the investigation process.

How we respond to feedback and complaints

Unless the feedback or complaint was given anonymously, we will consult with the person who raised the matter with us. We will also consult with the relevant individual and the individual's supporter (if any and with the individual's consent).

We will take reasonable steps to tell the relevant person how the feedback may also be given to the external regulator, for example the Aged Care Complaints Commissioner and the Aged Care Quality and Safety Commission.

No victimisation

We will make sure that you, or the person the feedback or complaint is about, are not treated unfairly or negatively because the feedback or complaint was made.

We will make sure that no one receiving our services is treated unfairly, punished or made to feel uncomfortable because of a complaint or feedback that was shared.

Further Information

If you require assistance in understanding this policy including support with translation of this document, please contact us on **1300 998 100** or feedback@regis.com.au.