

Aged Care Services

Feedback, Complaints and Whistleblower Information



Feedback and Complaints

We welcome your feedback. If you need support to raise a complaint you can access an advocate through Elder's Rights Advocacy or Senior's Rights Advocacy.

You, your supporters, family, or appointed decision maker can provide feedback or a complaint in a variety of ways including:

- Speaking directly to an aged care worker
- Speaking with the Manager of the service
- Speaking with the Bendigo Health Consumer Experience and Engagement Team
- Filling out a feedback form and placing it in the home's suggestion box
- Consumer Advisory Body Meeting (resident forum)
- Via the Bendigo Health website feedback form -

There is no cost to you for making a complaint or raising a concern. All complaints and concerns will be dealt with fairly, and objectively. Unless the feedback was given anonymously, we will consult with you. Where you are not the individual receiving care, we will consult with the individual. Where the individual cannot be consulted, we will consult with their supporter. We will ask you what you would like the outcome to be. For example a change in practice, apology or staff education and will work towards that where possible.

We investigate each complaint or concern impartially taking into consideration the nature of the issue.

We will keep you, or the person making the complaint on your behalf, up to date with the outcome of the investigation. If the complaint or concern was made anonymously, we will not be able to do this.

We will keep the information you provide in the complaint confidential. We will only disclose it as we are required to by law or in order to investigate the complaint or concern.

You will not face victimisation or discrimination for making a complaint or providing feedback to us or to the Complaints Commissioner.

Whistleblower Disclosures

We welcome any disclosures. Whistleblowing is when you disclose information to us because you believe that we may have breached the Aged Care Act 2024. Whistleblower disclosures have legal protections under the Aged Care Act 2024.

We will protect the identity of the Whistleblower and protect the Whistleblower from any victimisation. We will not disclose information about the identity of the Whistleblower without their consent or as required by the Aged Care Act, for instance to a police officer, the Department of Health, or the Complaints Commissioner.

The Aged Care Act 2024 prevents the victimisation or threats of victimisation of Whistleblowers who make disclosures to us.

You and your supporters can make a Whistleblower disclosure. Any other person who becomes aware of information about a breach of the Aged Care Act 2024 may also make a Whistleblower disclosure. You can make a Whistleblowing disclosure to any of the following people:

- directly to staff providing care to you
- management staff from your aged care service
- directly to our Bendigo Health Consumer Experience and Engagement Team



- to certain people known as ‘responsible person’s’. These include managers, Directors, board members and our executive team
- to the Aged Care Quality and Safety Commission
- to the Aged Care Complaints Commissioner
- to the Department of Health and Aged Care
- to a police officer
- to an independent aged care advocate

If you choose to make a Whistleblower disclosure to an external body, you can contact them and request information about their disclosure process.

You can make a Whistleblower disclosure to us in the same way that you would make a complaint or raise a concern. Whistleblowing disclosures are all treated in the same manner regardless of who the disclosure is made to. You can make an anonymous disclosure (we don’t know who you are).

We treat all disclosures seriously and, where appropriate, they will be investigated using our internal investigation processes and in line with the Aged Care Act 2024 requirements. We will, for example, gather evidence, interview relevant people, and make decisions on any further actions needed when the investigation is complete.

We will support all Whistleblowers while a disclosure is being investigated by:

- obscuring information that may identify the Whistleblower
- referring to the Whistleblower in a gender-neutral way
- where possible, contacting the Whistleblower to help identify certain aspects of the disclosure which may unintentionally identify them
- having disclosures handled by qualified and appropriate people
- assessing the immediate welfare and protection needs of a Whistleblower
- safeguarding the interests of a Whistleblower in line with the requirements of the Aged Care Act 2024

For further information please talk to

Aged Care Residential Services

Stella Anderson	5434 7507	Carshalton House	5438 1403
Joan Pinder	5434 7504	Golden Oaks	5438 1415
Simpkin House	5434 7591	SDCP	5434 7590

Community Aged Care Programs and TCP

Community Care Services	5454 7835	Community Allied Health	5454 7102
Community Nursing	5454 8078	Home Care Services	5454 7105
TCP	5454 9103	Carer Support Services	5454 7719

BH Consumer Experience & Engagement 5454 9079

External Contacts

Elders Rights Advocacy	1800 700 600
Senior Rights	1300 368 821
Aged Care Quality and Safety Commission	1800 951 822
ACQSC Food, Nutrition and Dining Hotline	1800 844 044
NDIS Quality and Safeguard Commission	1800 035 544
Ombudsman: VIC	1800 806 314
Ombudsman National	1300 362 072



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