

Complaint and Internal Dispute Handling Information Guide (NSW)

Why we have this form

Australian Unity welcomes compliments, suggestions or complaints from residents, their representatives, relatives and visitors.

Australian Unity is committed to ensuring that residents' lives are as comfortable as they would wish. To enable us to meet that commitment we invite residents or their representatives to provide feedback at any time, either positively as a compliment, as a suggestion or in the form of a complaint.

How do I Provide Feedback?

Australian Unity's internal feedback processes

To ensure that any feedback is dealt with as quickly as possible, you can provide your comments in the following ways using Australian Unity's internal feedback processes:

 <p>If you would prefer to speak to someone, contacting the Administration employees or Community Manager of your residential community.</p>	 <p>In writing</p>	 <p>Completing Australian Unity's Feedback Form and placing into the suggestion box at each Retirement Community</p>
 <p>Completing the enquiry form online at the following link https://www.australianunity.com.au/assisted-living/about-us/contact-us</p>		<p>Using the QR code allows feedback to be lodged easily and efficiently on the smart device.</p> <p>Opening the camera on your tablet or mobile, hovering over the QR code and clicking the link to provide your feedback.</p>

In addition, all residents can access the Resident Committee, external services and dispute resolution bodies to seek advice or support at any time during the complaint or dispute process.

External Services or Dispute Resolution Bodies					
 <p>Residents Committee</p>	 <p>Code of Conduct Administrator Call: (07) 3225 3000 admin@rlcode.com.au</p>	 <p>NSW Fair Trading Call: 13 32 20</p>	 <p>NSW Civil & Administrative Claims Tribunal (VCAT) Call: 1300 006 228</p>	 <p>NSW Community Justice Centres (CJC) Call: 1800 990 777 www.cjc.justice.nsw.gov.au</p>	<p>LawAccess NSW Call: 1300 888 529 www.lawaccess.nsw.gov.au</p>

It is important to note that if a complaint is being dealt with by the Resident Committee, management cannot intervene by dealing with dispute, unless the complaint is against Australian Unity.

How Australian Unity respects your privacy and maintains confidentiality?

We understand that your privacy is important to you and we care about protecting the privacy and security of your personal (including sensitive) information.

We protect the personal information of our residents under Australian privacy laws.

See our [Privacy Policy](#)

What is general feedback, a complaint or an internal dispute?

General Feedback	Requests for information, compliments, general comments, suggestions, recommendations or notifying us of an issue (without it being a complaint).
Complaint	Expression of dissatisfaction made by a resident or a person acting on behalf of a resident in relation to our products, services or employees. A complaint may also relate to our complaint handling process where we are required to provide a response or resolution.
Internal Dispute	Internal disputes may arise or be claimed between: <ul style="list-style-type: none"> • us and a resident or between two or more residents when an issue or complaint has arisen but not been resolved and has been escalated either internally or externally; or • us and a resident in relation to matters raised by us (these generally relate to breaches or potential breaches of the resident’s obligations under their residence contract, the village rules or the retirement village laws).

What is not covered by the Complaint Handling Process and Internal Dispute Handling Process?

- Responding to general feedback
- Service requests
- Employee grievances, issues or concerns.
- Unreasonable Complainant Conduct (any behaviour that, because of its nature or frequency, raises substantial health, safety, resource or equity issues for Australian Unity. It can include persistent and unreasonable demands being placed on staff, lack of cooperation with staff’s efforts to resolve a complaint, argumentative or threatening language, and repetitive submissions of large and often irrelevant volumes of paperwork and communications.)

Who is responsible for managing complaints and disputes?

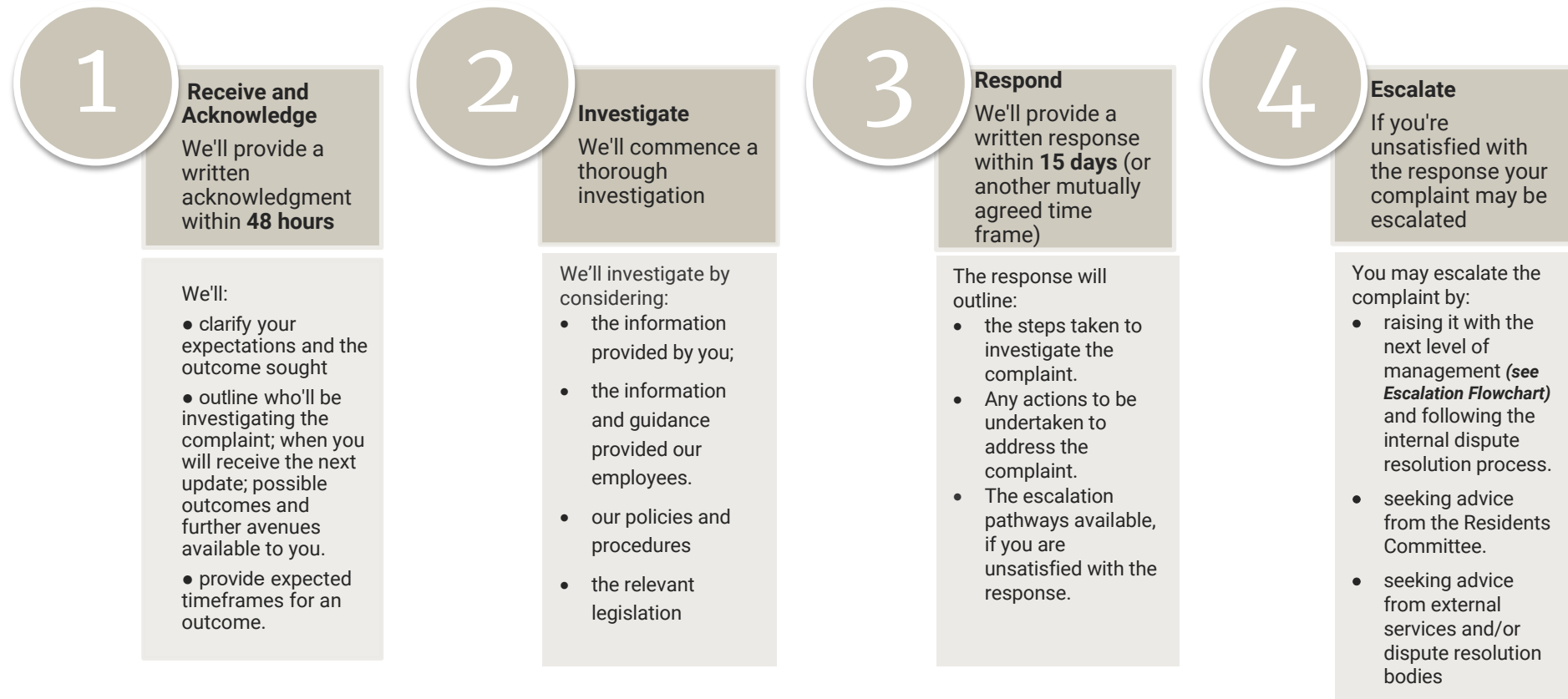
- All relevant Australian Unity employees are responsible for being aware of the complaint and internal dispute management processes and for ensuring that all general feedback, complaints and internal disputes are recorded.
- The Retirement Community Manager is responsible and accountable for managing each stage of the complaint management process.

- The Retirement Community Manager and other senior managers are responsible and accountable for managing each stage of the internal dispute management process.

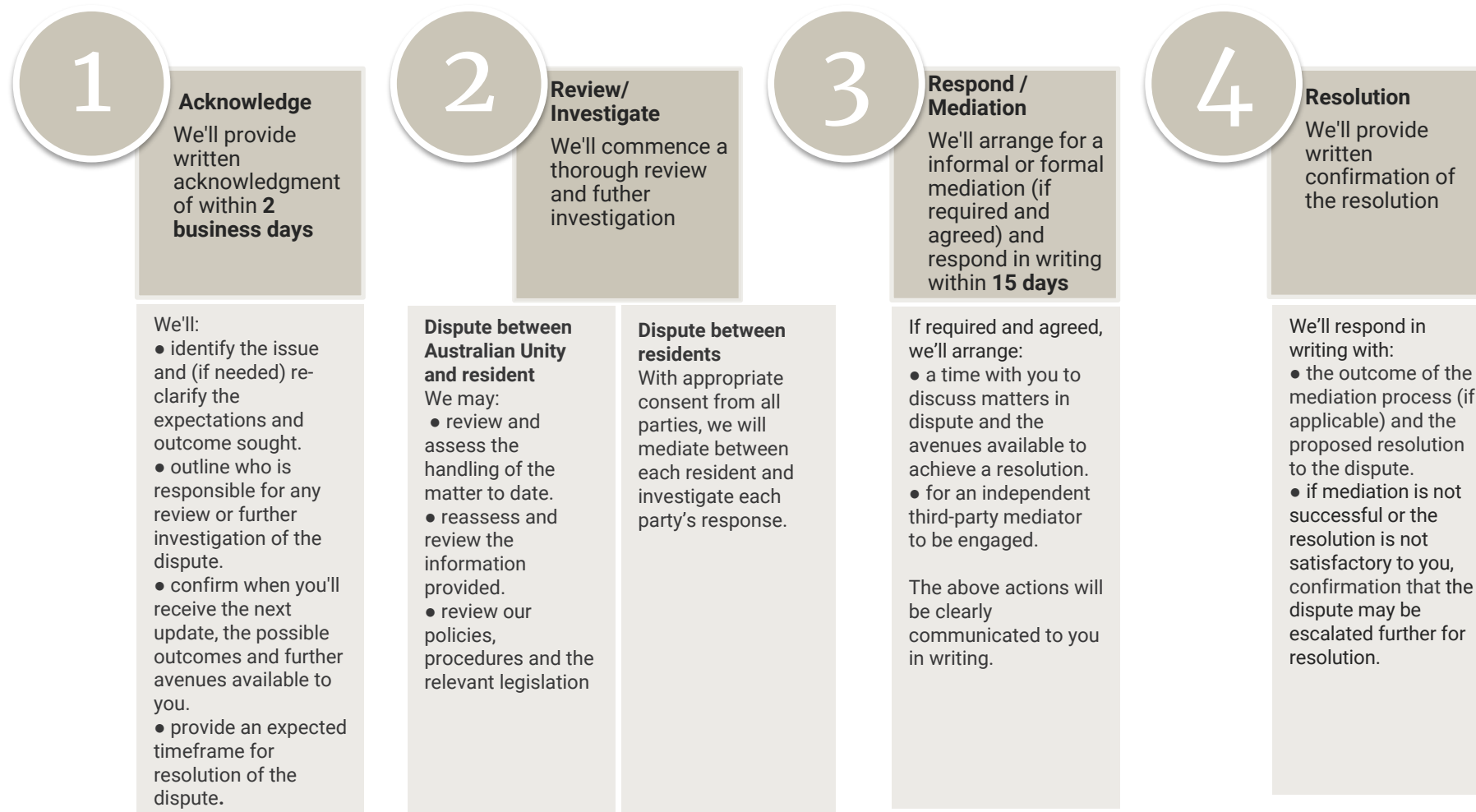
How do we monitor our internal complaints and dispute process?

- We record all complaints and internal disputes that have been raised in our retirement communities and retain these records for at least 5 years.
- We review the complaints and internal disputes in monthly reporting and analyze the type, volume, outcomes, issues and trends. The analysis of these reports is used to identify systemic issues and continuous improvement opportunities.

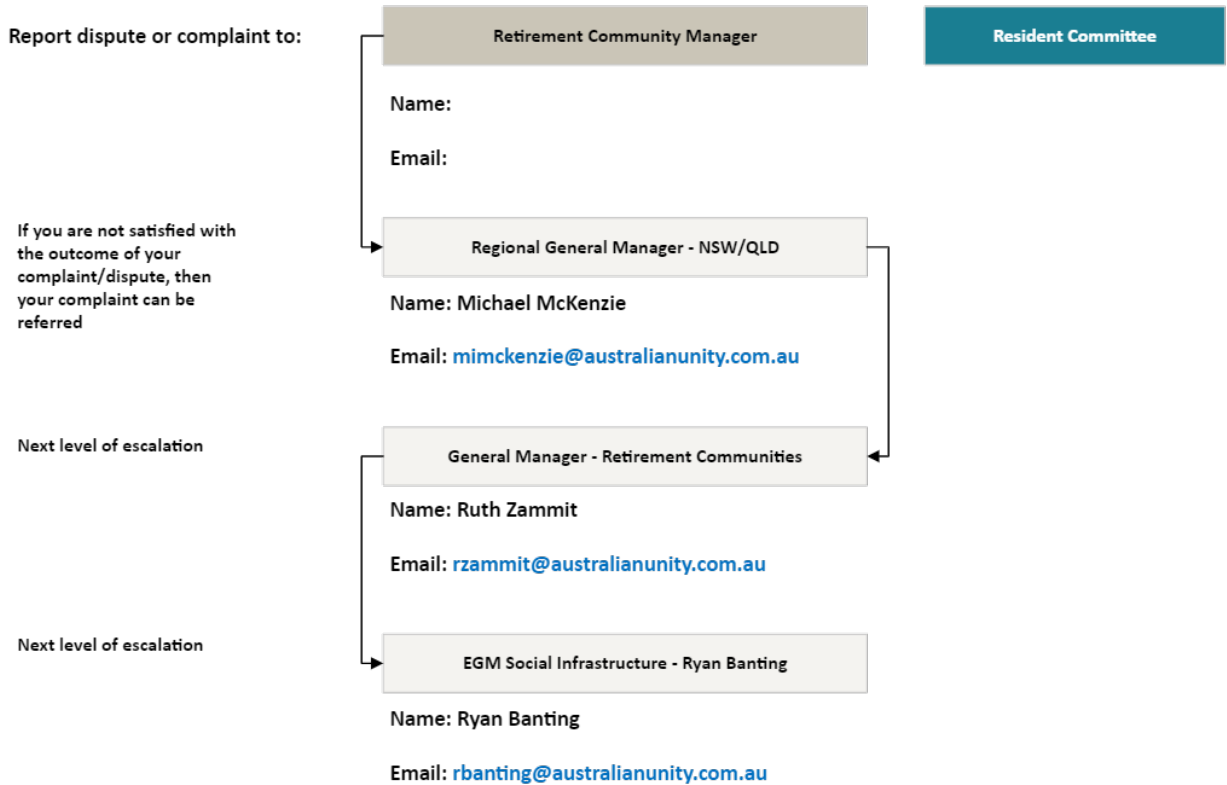
What is Australian Unity's internal complaint handling process?



What is the internal dispute handling process for NSW Retirement Communities?



Where can I escalate by complaint or internal dispute within Australian Unity?



Where can I obtain support, advice or escalate my complaint or internal dispute external to Australian if I am not happy with the outcome?

External Services & Dispute Resolution Bodies			
NSW Fair Trading	NSW Civil and Administrative Tribunal (NCAT)	Code of Conduct Review Panel	NSW Community Justice Centres (CJC)
Phone: 13 32 20 https://www.fairtrading.nsw.gov.au/contact-us	Phone: 1300 006 228	Code Administrator Phone: (07) 3225 3000 admin@rlcode.com.au	Phone: 1800 990 777 www.cjc.justice.nsw.gov.au/

Note: these options are available at any time during the complaint and dispute process.