

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:



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.



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: 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?

Receive and Acknowledge We'll provide a written acknowledgment within **48 hours**

We'll:

- clarify your expectations and the outcome sought
- outline who'll be investigating the complaint; when you will receive the next update; possible outcomes and further avenues available to you.
- provide expected timeframes for an outcome.

Investigate We'll commence a thorough investigation

We'll investigate by considering:

- the information provided by you;
- the information and guidance provided our employees.
- our policies and procedures
- the relevant legislation

Respond

We'll provide a written response within **15 days** (or another mutually agreed time frame)

The response will outline:

- the steps taken to investigate the complaint.
- Any actions to be undertaken to address the complaint.
- The escalation pathways available, if you are unsatisfied with the response.

Escalate

If you're unsatisfied with the response your complaint may be escalated

You may escalate the complaint by:

- raising it with the next level of management (see Escalation Flowchart) and following the internal dispute resolution process.
- seeking advice from the Residents Committee.
- seeking advice from external services and/or dispute resolution bodies

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

Acknowledge We'll provide written acknowledgment of within 2 business days	thorou and fu	igate commence a ligh review	Respond / Mediation We'll arrange for a informal or formal mediation (if required and agreed) and respond in writing within 15 days	4	Resolution We'll provide written confirmation of the resolution
 We'll: identify the issue and (if needed) re- clarify the expectations and outcome sought. outline who is responsible for any review or further investigation of the dispute. confirm when you'll receive the next update, the possible outcomes and further avenues available to you. provide an expected timeframe for resolution of the 	Dispute between Australian Unity and resident We may: • review and assess the handling of the matter to date. • reassess and review the information provided. • review our policies, procedures and the relevant legislation	Dispute between residents With appropriate consent from all parties, we will mediate between each resident and investigate each party's response.	If required and agreed, we'll arrange: • a time with you to discuss matters in dispute and the avenues available to achieve a resolution. • for an independent third-party mediator to be engaged. The above actions will be clearly communicated to you in writing.		We'll respond in writing with: • the outcome of the mediation process (if applicable) and the proposed resolution to the dispute. • if mediation is not successful or the resolution is not satisfactory to you, confirmation that the dispute may be escalated further for resolution.

dispute.

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

Report dispute or complaint to:	Retirement Community Manager	Resident Committee
	Name:	
	Email:	
If you are not satisfied with the outcome of your	Regional General Manager - NSW/QLD]
complaint/dispute, then your complaint can be referred	Name: Michael McKenzie	
	Email: mimckenzie@australianunity.com.au	
Next level of escalation	General Manager - Retirement Communities	
	Name: Ruth Zammit	
	Email: rzammit@australianunity.com.au	
Next level of escalation	EGM Social Infrastructure - Ryan Banting	
	Name: Ryan Banting	
	Email: rbanting@australianunity.com.au	

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

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.