

<b>Policy No. POL 44</b>	
<b>Complaints and Feedback Policy</b>	

### Statement

Prestige Inhome Care (Prestige) values a culture of openness and accountability, where people feel safe and supported to speak up without fear of reprisal.

All feedback will be managed respectfully, confidentially, and in line with our commitment to high-quality, culturally sensitive, person-centred care and the rights of individuals.

We welcome all forms of feedback including complaints, concerns, suggestions and compliments as opportunities to learn, improve, and recognise what we do well.

### Objectives

- To promote a culture of openness and continuous improvement by encouraging all feedback (complaints, concerns, and compliments) as a valuable tool for learning and service development.
- To ensure all feedback is handled in a respectful, fair, and timely manner, upholding individuals' rights, protecting confidentiality, and meeting legal and regulatory requirements.

### No Retaliation Disclaimer

Prestige is committed to maintaining a safe and supportive environment for all our clients.

- No person who makes a complaint in good faith will face any form of retaliation or adverse action as a result of their complaint.
- We encourage all individuals to report concerns or complaints without fear of retribution. Your voice is important, and we value your feedback.

### Responsibilities

#### Board of Directors

- Receive reports on complaint trends, risks, and systemic issues as part of governance oversight.
- Ensure complaints management is embedded in organisational policy, culture, and quality systems.

#### Management

- Ensure staff understand and follow complaints handling procedures.
- Investigate complaints that fall within their area of responsibility or oversee the investigation process.
- Oversee serious or escalated complaints and ensure appropriate actions are taken.
- Promote a culture of openness, learning, and consumer engagement.

#### Quality & Risk Manager


- Oversee the complaints management system, ensuring compliance with legislation and standards.
- Analyse complaint trends and report insights to leadership for quality improvement.
- Ensure integration of complaints data into risk management and continuous improvement systems.
- Coordinate internal audits or reviews of complaints processes.
- Support the development and delivery of staff training on complaints handling.

#### Employees

- Treat all feedback and complaints seriously, respectfully, and confidentially.
- Support consumers, families, and advocates to raise concerns without fear of retribution.
- Promptly report complaints to the appropriate person or manager, in line with internal procedures.
- Participate in training and continuous improvement activities related to complaints handling.

### HOW YOU CAN MAKE A COMPLAINT OR PROVIDE FEEDBACK

<b>Verbally</b>	Call the Prestige office on 1300 10 30 10
<b>In writing to</b>	Prestige Complaints Officer, Level 1, Suite 101, 1 Cochranes Rd, Moorabbin VIC 3189
<b>Email</b>	<a href="mailto:feedback@prestigeinhomecare.com.au">feedback@prestigeinhomecare.com.au</a> This email is monitored by Senior Management only and will ensure confidentiality of your complaint and feedback
<b>In person</b>	If you would like to raise or discuss your complaint in person, please contact us on 1300 10 30 10 to arrange a suitable time and place to discuss your complaint

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<b>Prestige Website</b>	<a href="http://www.prestigeinhomecare.com.au">www.prestigeinhomecare.com.au</a> Select 'Contact us' then 'Submit feedback' on our website <b>NOTE:</b> You can choose to submit your complaint or feedback anonymously. However please be aware this may limit our investigation and ability to provide you feedback or updates re the complaint resolution process.
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Complaints should be made in a timely manner to ensure they can be appropriately actioned. It is recommended they be made in writing outlining your concerns and providing as much detail as possible.

Prestige will investigate and resolve the complaint, and in most instances, a response will be given to you within 7 business days. If the matter warrants further investigation, we will contact you and provide a clear time frame for the matter to be handled.

If the complaint is deemed to be of a serious/criminal nature, Prestige may at its discretion, involve external authorities e.g. the police to assist with resolving the matter. Should this be the case, Prestige will ensure this is communicated to you as much as is reasonably practicable.

## OPEN DISCLOSURE

Prestige commits to open and transparent discussion with you when things go wrong during the provision of your care.

We will apply open disclosure when dealing with your complaint by:

- Apologising and/or expressing regret to you when things go wrong.
- Addressing any immediate needs or concerns you may have and providing support.
- Explaining the steps we will take to prevent this happening again.
- Involving any representatives, family members, carers or other support persons that you may wish to be involved.

## LANGUAGE OTHER THAN ENGLISH

If you require assistance from an interpreter to make/discuss your complaint, we can facilitate this through an independent Interpreter service.

If required, we can also provide you with complaints information in other languages.

## ADVOCACY AND ALTERNATE COMPLAINT PATHWAYS

If you prefer or need another person to assist or represent you in making and/or resolving a complaint, Prestige can assist you to access an advocate and will communicate with you through the representative of your choice. Anyone may represent you to make a complaint e.g. advocate, family member, legal or community representative, Member of Parliament or another organisation.

If you are dissatisfied with the outcome of any complaint or how it has been handled, or prefer an alternative complaints pathway, you may request further investigation from:

### **Aged Care Quality and Safety Commission** ([www.agedcarequality.gov.au](http://www.agedcarequality.gov.au))

GPO Box 9819, Melbourne VIC 3000

Phone: 1800 951 822

### **NDIS Quality and Safeguards Commission** ([www.ndiscommission.gov.au](http://www.ndiscommission.gov.au))

PO Box 210, Penrith NSW 2750

Phone: 1800 035 544

### **Older Persons Advocacy Network** ([www.opan.com.au](http://www.opan.com.au))

C/o Seniors Rights Service, L4, 418A Elizabeth St, Surry Hills NSW 2010

Phone: 1800 700 600

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### National Disability Advocacy Support Helpline

Phone: 1800 643 787, Monday to Friday, 8am to 8pm

## WHISTLEBLOWER PROTECTIONS

Prestige is committed to maintaining a workplace where individuals feel safe to raise concerns about misconduct, improper behaviour, or breaches of laws, policies, or ethical standards. Whistleblower disclosures are an important part of our complaints and feedback system.

### Definition of a Whistleblower Disclosure

A whistleblower disclosure is a report made by a current or former employee, volunteer, contractor, or supplier, client or their representatives regarding:

Misconduct or an improper state of affairs in the organisation.

- Breaches of the Aged Care Act 2024, Corporations Act 2001, or other applicable laws.
- Serious misuse of public funds.
- Danger to health, safety, or the environment.
- Attempts to conceal such misconduct.

### Protection of Whistleblowers

Whistleblowers who make a report in good faith are protected by law and by this policy. These protections include:

- **Confidentiality:** The identity of the whistleblower will be kept confidential unless consent is given or disclosure is required by law.
- **No Victimisation:** Whistleblowers are protected from dismissal, demotion, harassment, discrimination, or any form of retaliation.
- **Legal Protection:** The organisation recognises and upholds the protections under the Corporations Act 2001 and the Aged Care Act 2024 for qualifying disclosures.
- **Support:** Access to counselling or other support services may be offered.

### How to Make a Whistleblower Disclosure

- Disclosures can be made through the standard complaints and feedback channels, **OR**
- Through our secure internal online portal <https://prestigeinhomecare.relyplatform.com/home>  
All reports will be reviewed and managed by Prestige's nominated Whistleblower Protection Officers in line with our whistleblower policy; **OR**
- To external regulators such as:
  - The [Aged Care Quality and Safety Commission](#) for issues relating to care delivery or provider compliance
  - [Australian Securities and Investments Commission \(ASIC\)](#) for Corporate or financial misconduct
  - [Australian Prudential Regulation Authority \(APRA\)](#) for Corporate or financial misconduct involving prudential matters

Anonymous reports will also be accepted and investigated to the extent possible.

### Investigation of Whistleblower Reports

All whistleblower disclosures will be investigated promptly and fairly. The whistleblower will be informed of the progress and outcome of the investigation where appropriate, while maintaining confidentiality.

### Related Documents

POL 50 Whistleblower Policy (a copy of this is available on our website)

PRO 44 Complaints & Feedback Procedure