

Feedback, complaints and whistleblower protections

At Bene Aged Care, we welcome and encourage all feedback

Your voice helps us continually improve the care and services we provide. From 1 November 2025, the Aged Care Act 2024 strengthens your rights to give feedback, raise concerns, and make complaints safely – without fear of retaliation.

Your feedback helps us tailor services to meet your needs, celebrate what's working well, and identify ongoing improvement opportunities.

Compliments, suggestions, and concerns all help us improve and deliver the best care possible. We investigate all concerns thoroughly and keep you informed throughout the process.

All feedback is taken seriously and handled confidentially.

You will never face retaliation or negative consequences for speaking up.

What has changed?

We have improved our complaints process to ensure your concerns are handled more effectively. Stronger legal protections now safeguard your rights, ensuring you have:

- access to advocacy services to help you understand your rights and guide you through the complaints process
- the ability to choose one or more trusted people to help with decision-making while you retain control over your life
- the option to speak with the independent Aged Care Complaints Commissioner if you want impartial oversight
- legal protections if you report serious issues such as abuse, neglect, fraud, or safety breaches. These protections apply under the Aged Care Act 2024 and Bene's Whistleblower Policy.

How to provide feedback to Bene Aged Care

We've made it easy for you to share your feedback through several channels.

In person: Speak with any team member at your location

Phone: (08) 8131 2000 Monday to Friday during business hours

Online: bene.org.au/feedback

Email: feedback@bene.org.au

Mail: PO Box 2618, Kent Town DC SA 5071

Feedback forms are also displayed at all our sites and available on request.

External advocacy and complaints services

You can also raise a concern with:

Aged Rights Advocacy Service (ARAS)

Email: aras@agedrights.asn.au

Online: sa.agedrights.asn.au

Older Persons Advocacy Network (OPAN)

Phone: (08) 8232 5377

1800 700 600 Freecall

Aged Care Complaints Commissioner

General complaints: 1800 951 822

Food, nutrition & dining complaints: 1800 844 044

Mail: GPO Box 9819, Adelaide SA 5000

Translating and Interpreter Service (TIS): 131 450

National Relay Service (NRS):

- TTY users: Phone 1800 555 677 then ask for our number 1800 951 822
- Speak and Listen: Phone 1800 555 727 then ask for our number 1800 951 822
- Internet relay users: Connect via the National Relay Service and enter 1800 951 822

Visit accesshub.gov.au to learn more about the National Relay Service and other ways to connect.

Whistleblower protections under the Aged Care Act 2024

From 1 November 2025, new whistleblower protections under the Aged Care Act 2024 make it safer and easier to report serious concerns about aged care services. These protections ensure that if you, or someone helping you – such as a supporter or advocate – witnesses serious wrongdoing such as abuse, neglect, fraud, or misconduct, you can report it confidentially and without fear of being treated unfairly.

Disclosure vs complaint – what's the difference?

Protected Disclosure

A disclosure relates to suspected serious wrongdoing such as:

- illegal activity
- abuse or neglect
- fraud
- unsafe or unethical behaviour.

If you make a disclosure, your identity is legally protected, and you cannot be mistreated or disadvantaged for speaking up. Anyone – including family members or members of the public – can make a whistleblower disclosure.

Complaint

A complaint relates to dissatisfaction with a service, such as how care was delivered, a delay in care, or the quality of care.

Complaints are important to us and help us improve. They are managed through our standard feedback system and do not require legal whistleblower protections, although they are still taken very seriously.

If you're unsure whether your concern is a complaint or a disclosure, we can help you determine this. If it qualifies for protection, you can choose how it's handled.

Your protections

If your concern is treated as a protected whistleblower disclosure:

- Your identity will remain private unless you consent to sharing it or the law requires it to protect someone from harm.
- You are protected from being penalised, mistreated, or disadvantaged for speaking up.
- These protections also extend to a family member or carer who supports you.

Whistleblower disclosures – how to make one?

You can make a disclosure directly to our Whistleblower contact via the details below:

You may remain anonymous if you prefer – your concern will be taken seriously either way.

Who can report?

- Residents or clients
- Family members, carers, or supporters
- Staff and volunteers
- Others who become aware of any wrongdoing

Who can you make a disclosure to?

Bene Whistleblower Reporting Manager

Phone: (08) 8131 2000 Monday to Friday during business hours

Online: bene.org.au/feedback

Email: whistleblower@bene.org.au

Mail: Whistleblower Reporting Manager,
PO Box 2618, Kent Town DC SA 5071

If you don't feel comfortable reporting your concern to Bene

You can report your concern to:

Aged Care Quality and Safety Commission
(ACQSC) 1800 951 822

Department of Health, Disability and Ageing
1800 020 103

Police 131 444

OPAN 1800 700 600 or any other independent advocacy service