

Abound Communities Resident Feedback and Dispute Resolution Procedure

The ***Retirement Villages Act 2025 and Regulations 2026*** and the ***Aged Care Act 2024*** requires Abound Communities to establish and maintain a procedure for dealing with complaints made by residents against Management, or by residents against other residents. This is the procedure for Abound Communities.

1. Complaints against Management

A “management complaint” is a complaint by a resident against the Management of Abound Communities about:

- 1.1. the control, management or administration of the Village/Residential Aged Care Home;
- 1.2. any action or failure to act by Management which affects the resident’s use or enjoyment of the Village/Residential Aged Care Home; or
- 1.3. the provision of services by Abound Communities or a failure by Abound Communities to provide services.
- 1.4. A management complaint may be made in accordance with this procedure.

2. Resident disputes

2.1. A “resident dispute” is a dispute between residents in the Village or Residential Aged Care Home about any act (or failure to act) by a resident which affects the use and enjoyment of the Village or Residential Aged Care Home by other residents or the use of services provided by Abound Communities

2.2. If you have a “resident dispute”, you may:

- 2.2.1. have it dealt with in accordance with this procedure; or
- 2.2.2. attempt to resolve it with the assistance of the residents’ committee of the Village (if there is one);

2.3. Abound Communities cannot take any action to deal with the dispute if:

- 2.3.1. all the relevant parties do not consent to Management’s involvement; or
- 2.3.2. the dispute is already being dealt with by the residents’ committee of the Village (if there is one).

3. How to lodge a management complaint or resident dispute

You may lodge a management complaint or resident dispute:

- 3.1. in person by speaking to staff of the Village or Residential Aged Care Home during business hours.
- 3.2. by telephone by calling the relevant site reception of the Village/Residential Aged Care Home of Home Care Services via 03 9433 1180
- 3.3. during business hours or leaving a message outside business hours.
- 3.4. by the online Feedback form via the QR code
- 3.5. in writing by using the 'Resident Feedback form' or by writing a letter and:
 - 3.5.1. placing it in the resident feedback box located at reception during business hours.
 - 3.5.2. delivering it by hand to Reception at the Village sites during business hours.
 - 3.5.3. giving it to Abound Communities staff during business hours.
 - 3.5.4. posting it to Abound Communities via 399 St Helena Road, St Helena 3088 at any time;
 - 3.5.5. emailing to feedback@aboundcommunities.org.au at any time; or
 - 3.5.6. via the 'Feedback' section of the Abound Communities website: <https://www.aboundcommunities.org.au/contact-us/feedback>, at any time.

4. How will your complaint or dispute be handled?

- 1.1. Upon receipt of your complaint or dispute we will record it in the feedback register for Abound Communities
- 1.2. If appropriate, the relevant Manager of the service will attempt to resolve a dispute or complaint within 72 hours of receiving it (not including weekends and public holidays).
- 1.3. If your complaint is a "management complaint" and is not resolved within 72 hours, we will:
 - 1.3.1. as soon as practicable, provide you with a written summary of:
 - a) our understanding of your complaint and the outcome you seek;
 - b) the steps we intend to take;

c) the date by which we expect to provide further advice to you; and

1.3.2. advise you of the outcome of the steps we took, and any action which we propose to take with your consent so as to address your complaint; and

1.3.3. advise you if we consider that the complaint is resolved (and how it has been resolved). If we do not believe that the complaint can be resolved we will advise you of the reasons for that belief and inform you that you may contact either Consumer Affairs Victoria, or The Aged Care Quality and Safety Commission for advice, mediation or seek independent legal advice about the matter.

1.4. If your complaint is a “resident dispute” and is not resolved within 72 hours, we will:

1.4.1. as soon as practicable, provide you with a written summary of:

a) our understanding of your complaint and the outcome you seek;

b) the steps we intend to take; and

c) the date by which we expect to provide further advice to you;

1.4.2. with your consent, advise the other resident of your complaint and request that the resident provide us with the resident’s response to your complaint;

1.4.3. if the other resident agrees to provide a response, and once that response is received by us, we will, with that resident’s consent, notify you of the resident’s response;

1.4.4. if appropriate, facilitate a meeting between you and the other resident to attempt to resolve the dispute, if you both agree to attend the meeting;

1.4.5. if appropriate, take further steps notified to you; and advise you if we consider that the dispute is resolved (and how it has been resolved). If we do not believe that the dispute can be resolved we will advise you of the reasons for that belief and inform you that you may contact Consumer Affairs Victoria, conciliate the complaint/dispute under Part 6E of the Retirement Villages Act 2025 or The Aged Care Quality and Safety Commission, or seek independent legal advice about the matter.

1.4.6 Abound will retain the record of your complaint/dispute for 7 years after the day it is created in line with legislation requirements.

5. Can you be represented by another person?

Yes. You may be represented throughout the resolution process by another person.

6. Report to six monthly meeting of residents

3.1. Abound Communities is required to report to the annual meeting of residents on the following matters:

- 3.1.1. the nature of any dispute or complaint and the action taken to resolve the complaint or dispute;
- 3.1.2. the number and types of complaints or disputes handles in the year;
- 3.1.3. action taken to resolve the complaints or disputes and their outcomes;
- 3.1.4. any changes made or proposed to address any issues identified as requiring a broader response.

We are required to maintain confidentiality of the parties concerned. For that reason, the report will be general in nature and will not identify the parties concerned.

Contact Information

The Aged Care Quality and Safety Commission (ACQSC)

GPO Box 9819, Melbourne, 3000 or

Telephone - 1800 951 822 for general complaints.

1800 844 044 for food, nutrition and dining related complaints.

<https://www.agedcarequality.gov.au/making-complaint/lodge-complaint>

ACQSC offers a free service.