



Let's find a solution

Let us know if you have a problem and we'll work with you to resolve your concerns.


RETIREMENT LIVING
WITH AGED CARE



This is an overview of our Feedback and Complaints policy only. Please ask your Village Operations Manager for the full policy if you wish to read it. Village residents can access a copy in the resident library.

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We want to provide you with the best service but sometimes we may fall short of your expectations.

Summerset is committed to resolving your concerns as quickly and fairly as possible.

Our commitment to you and your family

- 1.** We are committed to treating every complaint seriously, whether made in writing, verbally or in person.
- 2.** We are committed to dealing with, and responding to, complaints in a sensitive, timely, objective and professional manner that gives consideration to cultural, religious, identity and spiritual needs.
- 3.** We give an assurance that continuity of service will be maintained and residents will not be adversely affected by exercising their right to complain.
- 4.** We are committed to an open process and will recognise complaints received from a resident's extended family and friends, and the wider community.
- 5.** We will adhere to the procedures detailed in this booklet and do our best to respond within the timeframes indicated.
- 6.** While some complaints can be resolved quickly, more complex complaints may require further investigation and a longer time to resolve. In this case, Summerset undertakes to keep you informed of any delay in responding to your concerns.
- 7.** If a complaint is about your Residence and Management Contract, any proposed action will be suspended until the complaint is resolved.
- 8.** Summerset is a signatory to the Retirement Living Code of Conduct, and is committed to upholding your rights under the Code. Summerset is also committed to ensuring its delivery of funded aged care services is compatible with the Statement of Rights and the Code of Conduct for Aged Care.
- 9.** We recognise a complainant's right to seek independent advice and support (through agencies such as OPAN - Older Persons Advocacy Network), or refer their complaint to an outside agency (e.g. The Aged Care Quality and Safety Commission, Dispute Settlement Centre of Victoria, Victorian Civil and Administrative Tribunal, or the Retirement Living Code Administrator).
- 10.** Summerset will cooperate with independent mediators or other agencies.
- 11.** Where a concern or complaint is received from a representative acting on behalf of a resident (excluding an authorised representative), we will check with the resident that the representative has the authority to act on their behalf in respect of the complaint.



Your rights as a Summerset resident

Your rights as a Summerset care resident

In keeping with our provider obligations under the Aged Care Act 2024, specifically the Statement of Rights, you have a right to:

1. Make your own decisions about your life
2. Have your decisions respected
3. Receive information and support to help you decide
4. Communicate your wishes and preferences
5. Feel safe and respected
6. Have your culture and identity respected
7. Stay connected with your community
8. Be supported by an advocate or representative

This is an overview of your rights under the Aged Care Act 2024 which will be introduced from 1 November 2025. Further information can be found at www.health.gov.au/aged-care-act

Your rights as a Summerset village resident

In keeping with our provider obligations in relation to the village, which apply to all residents who have entered into a Residence and Management Contract, you have the right to:

1. Any rights afforded to you under the applicable legislation, as well as the right to services and other benefits promised to you in your Residence and Management Contract
2. Request information concerning the village that you reasonably require and we are able to provide
3. Be consulted by Summerset about any proposed action or changes that could have a significant impact on the financial affairs of village residents, the amenity of the village or village residents' way of life
4. Complain and receive a response within a reasonable time
5. An efficient process for resolving disputes between you and Summerset, or between you and other residents in the village
6. Have a support person represent you in your dealings with Summerset or other residents (at your cost)
7. Be treated with courtesy, have your rights respected, and to not be exploited by Summerset, the people who work at the village, and the people who provide services at the village
8. Privacy in your personal accommodation
9. The right to have a say in your retirement village
10. Make choices about your personal and financial affairs with support from family or nominated representative if needed
11. Be informed in a manner that ensures understanding
12. Expect that the details pertaining to your occupancy and care will be managed in a confidential manner
13. Seek impartial advice from the Village Operations Manager in the instance of a disagreement between residents

This is an overview of your rights under the Victorian Retirement Villages Act 1986 and as detailed the Victorian Legislation website. www.legislation.vic.gov.au/in-force/acts/retirement-villages-act-1986/084

How to give feedback or make an informal complaint

If your complaint can be resolved quickly and does not require a formal investigation and response, or if you would simply like to give us feedback, please feel free to do so by following our process below.

A resident may give feedback or make an informal complaint either verbally or in writing. There are Feedback Forms available in the village centre and the Residential Aged Care Home, which can be handed to any staff member.



If your feedback is a complaint, a staff member will endeavour to fix the problem immediately.



If the staff member cannot resolve your complaint they will pass it to the most senior person on duty to action.



The senior person will resolve your complaint if possible or pass it to the manager for action. If your complaint is not resolved, consider the formal complaints process instead.

How to make a formal complaint

If you feel your complaint is of a more serious or complex nature, please feel free to make a formal complaint to us and we will investigate and respond to you in writing in accordance with our process below.

A resident can make a formal complaint in writing to the Village Operations Manager or Residence Manager. There are also Formal Complaint Forms available in the village centre and the Residential Aged Care Home.



You will receive an acknowledgement letter within 3 working days from receipt of your complaint.



A thorough investigation will then be carried out. The Village Operations Manager or Residence Manager may be in touch to ask for clarification or further information.



After the investigation, you will receive a letter of response from the Village Operations Manager or Residence Manager within 15 working days from receipt of your complaint.



If the complaint is unable to be resolved within 15 working days, the resident will be advised of progress and the reason for the delay and will continue to be regularly updated until the complaint is resolved.



If the Manager cannot resolve your complaint they may escalate it to Australia Head Office.

When a concern or complaint is not resolved to your satisfaction

We encourage residents to take all reasonable steps to resolve the complaint at the village level and to provide sufficient opportunity for the Village Operations Manager to resolve the complaint with the resident. However, if the resident is still not satisfied, they can refer their complaint to Summerset Australia Head Office.

Care resident complaint

If a complaint from a resident receiving funded aged care services either in our Residential Aged Care Home or assisted living apartments is not resolved to your satisfaction, you may refer it to the Aged Care Quality and Safety Commission (ACQSC) on **1800 951 822** or the Health Complaints Commissioner on **1300 582 113**.

You can also access a free, independent and confidential advocacy service, the Older Persons Advocacy Network on **1800 700 600**. If you need language support, we can also arrange an interpreter to assist you. If your complaint is about food, nutrition or dining in Residential Aged Care, the ACQSC hotline is **1800 844 044**.

Village resident complaint

If a complaint from a resident in the village is not resolved to your satisfaction, contact Consumer Affairs Victoria for advice on **1300 372 888**.

A Village resident or Summerset may also refer the matter to mediation and/or a disputes panel through the Dispute Settlement Centre of Victoria on 1300 55 81 81 or The Victorian Civil and Administrative Tribunal on **1300 01 8228**.

Complaints should be addressed through Summerset's formal complaints procedure before referring the matter to external mediation and/or disputes panel.



Who to give your formal complaint to:

In the first instance please forward your formal complaint to your Village Operations Manager or Residence Manager.

If you don't feel this is appropriate, please feel free to forward your complaint to the Complaints Manager at the address below.

Formal Complaints

C/- Summerset Head Office (Australia)

Suite 702, Level 7

412 St Kilda Road

Melbourne VIC 3004

Or email to:

aufeedbackandcomplaints@summerset.com.au

