



# The complaints service we offer you

1800 951 822  
[agedcarequality.gov.au](http://agedcarequality.gov.au)

## What do we do?

We can assist with your concerns about the quality of care or services you or someone else is receiving from Australian Government funded aged care providers. These services can be aged care services for help at home or in an aged care home, including:

- residential care or residential respite care
- Home Care Packages
- Commonwealth Home Support Programme
- flexible care, including transition care, and the national Aboriginal and Torres Strait Islander Flexible Aged Care Programme.

We can support you to resolve your concerns directly with the service provider. We can also examine complaints relating to a service provider's responsibilities. This includes, for example, care, choice of activities, discrimination, catering, communication or the physical environment.

We use different approaches to resolve concerns depending on the circumstances of each case. This allows us to select the most relevant, practical, and efficient approach based on your concerns.

## Consider regulatory action

The issue you have raised or information about a complaint may be provided to our Quality Assessment and Monitoring Group to consider a regulatory response. This is usually related to a service's performance against the Aged Care Quality Standards. Information about the quality of care and services you are receiving or information about systemic issues that have been identified may be used to prioritise

or plan a site audit or quality review, or other compliance monitoring visits to a service. More significant issues may prompt an urgent visit to a service to assess the quality of care and services. This is where we are concerned that the service may not be meeting the Quality Standards and consumer's safety, health or wellbeing is at risk.

## We cannot:

- examine concerns about an aged care service that isn't funded by the Australian Government
- examine concerns that are not related to a service provider's responsibilities under the *Aged Care Act 1997* or their funding agreement with the Australian Government
- say who should make financial, legal or health decisions on behalf of someone receiving aged care
- comment on the service provider's employment arrangements such as wages or employment conditions
- provide legal advice
- ask service providers to terminate someone's employment
- investigate the cause of death, this is the role of the coroner
- always determine whether or not a specific event occurred, especially if we receive conflicting accounts of the event
- provide clinical advice about what treatment a person should receive.

We can refer complaints that fall outside of our scope to other organisations. If we cannot help you, we will try to identify who can.

**The Aged Care Quality and Safety Commission will:**

**How you can help us:**

Tell you as soon as we can if your complaint is not within our scope and, where possible, give you the details of other organisations that may be able to assist you.

Clearly identify the complaint issue/s and work with us to achieve the best outcome for the person receiving aged care.

Acknowledge complaints as quickly as possible.

Tell us promptly of any special needs you have so we can assist you.

Explain how we will resolve your complaint. We will choose the best way to resolve your concerns from simple approaches to more formal lengthy processes.

Tell us what steps you have already taken to raise your concerns.

Contact and work with all relevant people involved in a complaint.

Cooperate with us and respond to our requests for information as quickly and accurately as possible.

Provide you with the name of the contact person for your complaint and talk to you regularly about how your complaint is progressing.

Provide as much information as you can, as early as you can.

Listen to you and give you reasonable opportunities to provide relevant information so we can explore your concerns.

Treat us with courtesy and respect and without discrimination.

Tell you the reasons for any decisions we make and give you opportunities to have your say.

Provide feedback about our service at any stage of the process.

Resolve your complaint effectively and provide feedback to you on the outcome.

Tell you about your review rights.

Act fairly, ethically, impartially, and objectively.

Treat you with courtesy and respect and without discrimination.

Learn from complaints and act on opportunities to improve aged care.

All information in this publication is correct as of January 2020.



**Phone**

1800 951 822



**Web**

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**Write**

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