



# Aged care workers

## Your voice in improving aged care

**This fact sheet explains how the Aged Care Quality and Safety Commission (Commission) works with and supports aged care workers.**

### When you have a concern

Your voice is key to making sure that people receiving aged care are safe and well.

If you're worried about the way a person is being treated or the care they're getting, it's important that you tell someone about it. The Commission can help. We support people to raise concerns about aged care.

### Your protections

If you have information about a serious issue in aged care, under aged care law there are protections that may be available to you. If you want to know about these protections, contact us on 1800 951 822 (free call) or call your union.

When you share your information with us, you can be:

- **Anonymous:** you don't have to give us your name.
- **Confidential:** you give us your name, but we don't reveal it to anyone.
- **Open:** you give us your name and we can share it with others.

Please let us know the best option for you.

You might want to talk to us about:

- how an older person is being treated
- how clean things are
- issues with staff – like the number or experience of staff
- provider responsibilities under aged care law.

Talking to us can help improve the quality and safety of aged care in Australia. It can also support you to work with your employer to ensure that they meet their responsibilities as an aged care provider.

You can share information with us about concerns you have about your employer and/or workers at your aged care service.

### How you can contact us

You can contact us by:

- **Phone:** 1800 951 822 (free call)
- **Email:** [info@agedcarequality.gov.au](mailto:info@agedcarequality.gov.au)
- **Completing** an [online contact form](#)
- **Writing a letter:** Aged Care Quality and Safety Commission, GPO Box 9819, in your capital city.
- **Making a complaint:** (openly, confidentially or anonymously) by:
  - calling us on 1800 951 822
  - writing a letter or email to us as noted above
  - completing our [web page complaint form](#).

- **Talking to our Quality Assessors** when they visit your workplace. Our Quality Assessors talk with people receiving aged care and their representatives to understand how a provider is performing. They also review documents and interview staff to support assessments. A service must provide, where possible, a private space to have these interviews. You can talk to us while we are visiting your service or at another time. If you don't feel comfortable speaking with our Quality Assessors when you're at work, you can call us and ask for a confidential offsite interview with a Quality Assessor – either face-to-face or over the phone.
- **Lodging a Serious Incident Response Scheme (SIRS) Notification** via the [My Aged Care portal](#), if this is part of your role and duties. If you are not familiar with SIRS, ask your provider for information and training. Further information is available on the [Commission's website](#).

## Need an interpreter?

If you need an interpreter to speak with us, please call the Translating and Interpreter Service on **131 450** and ask for the Aged Care Quality and Safety Commission.

## What happens when you contact us

When you contact us to make a complaint or raise concerns, we'll:

- listen to your concerns
- discuss the outcome you want
- explain what we do and how we can help
- work towards a resolution as quickly as possible
- where we are able to, communicate the outcome at the end of the process if you have requested this.

If we can't help you, we'll give you advice about where to direct the issue instead.

Contacting us regarding your concern does not meet, nor replace, mandatory Health Practitioner Regulation National Law reporting requirements. If you are a registered health practitioner, or employ a registered health practitioner, you should refer to the Australian Health Practitioner Regulation Agency (Ahpra) for mandatory reporting obligations. Visit [Aphra's website](#) for more information.

## What we do with information we receive about concerns with an aged care worker's conduct

The Code of Conduct for Aged Care describes how aged care providers, their governing persons (for example, board members) and workers (including volunteers) must behave and treat people receiving aged care.

Occasionally, we receive information that raises a concern that a person is not behaving or treating people in line with the Code of Conduct. We may also receive information that a person providing aged care is not suitable to be working in aged care.

After we receive information, we:

- **Make an assessment**

Our focus is on the safety, dignity and quality of care of older Australians. We will assess the information we have and may ask for more so that we can fully understand:

- the situation
- the risk to the older person
- how best to respond.

- **Respond to the issue**

How we respond always considers how serious the risks are to people receiving aged care. We look at the best way to make sure that providers and their staff meet the Code and their other responsibilities. This includes how quickly those people need to respond.

We may:

- discuss the issue with the provider or staff member
- conduct an investigation
- make sure a provider takes action to manage the risk.

If we find a provider or person has breached the Code, we may take further compliance action.

How we collect and use personal information is covered by the *Aged Care Quality and Safety Commission Act 2018* and the *Aged Care Quality and Safety Commission Rules 2018*.

## How we protect your rights

We respect your rights as an aged care worker. If we receive information about you that raises questions or concerns for us, before we make any decision that affects your rights we will:

- let you know we have received information about you
- help you understand the issues in the information we've received
- give you a chance to ask any questions and give us any other information
- give you the chance to be heard and respond to any negative information before we reach a decision.

If you're not happy with our decision, or the process, you can ask for a review.

If you are still not satisfied with how we handled your information, you can file a complaint:

- through our [Make a complaint](#) webpage
- or by phoning us on **1800 951 822**.

We will deal with your complaint objectively and without bias, in accordance with our legal obligations.

Read our fact sheet for aged care workers on how we apply [procedural fairness](#) under the Code of Conduct and our Regulatory Bulletin on the [review process](#) for more information.

## When will we contact you?

We may contact you:

- to help us resolve a complaint or assess a serious matter
- if we're concerned that your conduct may not meet the standards of behaviour and treatment of people receiving care as set out in the Code of Conduct.

## How we protect your personal information

We won't share your personal information with any other person or organisation unless:

- you give us permission
- it's authorised or required by law
- it meets one of the other exceptions in the Australian Privacy Principles.

Read our [Notice of Collection](#) form for more details.

December 2023



**Phone**

1800 951 822



**Web**

[agedcarequality.gov.au](http://agedcarequality.gov.au)



**Write**

Aged Care Quality and Safety Commission  
GPO Box 9819, in your capital city