

- working out what you would like the provider to do differently
- helping you and the provider come to an agreement about how they will fix the issue, restore the relationship and prevent it from happening again
- making sure the provider is meeting their obligations
- keeping you and your supporters informed about how your complaint is progressing and how we make decisions, if you want
- making sure you know where to take your complaint if we aren't the right people to help.

## Tips for getting the best outcome from your complaint

While every situation is different, these tips can help us to address your complaint:

- be as clear as you can on what your concerns are and the resolution you want, keeping in mind the resolution should be reasonable and proportionate
- provide us with as much information as you can, as soon as you can
- tell us about anything you have already done to raise your concerns
- let us know about any accessibility needs you have so that we know how best to help you
- treat us with courtesy and respect
- tell us what you think of our services at any stage.

## What support is available?

The Older Persons Advocacy Network (OPAN) is a free advocacy and support service. They will listen to your concerns and help by:

- giving you information about your rights
- giving you advice on how you can give feedback or make a complaint to your provider
- giving feedback or making a complaint to the provider for you.

Advocates are independent from the Commission. They will keep your information confidential and always ask for your permission before taking action.

With your permission, we can phone an advocacy agency for you, explain your concerns and arrange for them to contact you.

## Contacting the Commission is easy and free



**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



**Australian Government**

**Aged Care Quality and  
Safety Commission**

Engage  
Empower  
Safeguard



**Do you have concerns  
about an aged care  
provider, worker or  
responsible person?**

The Aged Care Quality and Safety  
Commission can help

## **Our role is to protect the rights, wellbeing and interests of older people who use aged care services funded by the Australian Government.**

The Statement of Rights outlines the rights that older people who receive aged care from a registered (funded) provider have under aged care law. This includes the right to make a complaint, be treated with dignity and respect, and to receive aged care that is safe, quality and meets their needs. Older people have the same rights whether they receive aged care at home or in residential aged care.

### **What can we help with?**

We can help if you're concerned about the way care or services are provided. You can make a complaint or provide feedback to us about an aged care provider, worker, or responsible person. Providing feedback is a way to tell us about your concerns without being involved with how we handle it.

Some issues people have raised with us include concerns about:

- meal quality
- not receiving the right medication at the right times
- treatment by staff
- not feeling involved in decisions about care options

- fees and charges
- a provider or worker not acting in line with the rights of an older person.
- fees and charges
- incidents where things have gone wrong.

### **Who can make a complaint or give feedback?**

Anyone can give feedback or make a complaint. If your concern is about the aged care someone else is receiving, you should try and talk to them about it first.

### **Is it ok to make a complaint or give feedback**

Yes. The safety and wellbeing of people receiving aged care is important and protected by law. Complaints and feedback help improve the quality and safety of aged care services.

Our complaint services are free and accessible. Providers can't punish anyone in their care or treat someone differently if they speak up.

When you make a complaint to us, you:

- can choose to not tell us any identifying details
- can choose to not share the identity of anyone involved in the complaint with the provider
- will have certain rights and protections, if you give us information about a provider, worker or responsible person failing to act in line with aged care law

- can be involved in the complaint process, including receiving regular updates, if you provide your contact details.

### **Where should you start?**

The first step is to raise your concerns with your provider, if you can. This is often the simplest way to resolve your complaint.

If you don't feel comfortable doing this, there are advocacy services that can support you. You can always contact us, and we can help too.

### **How can we help?**

We are committed to empowering older people to be an active partner in their care. If you make a complaint or give feedback to us, we will work with you and the provider to make sure your concerns are understood and the provider is acting in line with the Statement of Rights.

Depending on what your complaint is about, we can help by:

- listening to your concerns and explaining your rights
- explaining our role and how we can best help you
- understanding what's troubling you and the effect it's having on you to inform a proportionate response
- putting you in touch with a free advocacy service so they can help you