

'How can I make my complaint more effective?'

To help make your complaint more effective and easier to resolve:

- detail the facts and events clearly
- include important background information and outline any steps taken to fix the problem
- be clear about the outcome you want to achieve
- ask a friend or family member to help you raise your complaint or contact an advocacy service.

'Is other support available?'

Advocacy may be able to help you.

An advocate can:

- provide you with information about your rights and responsibilities
- help you to raise your issues with us or the service provider
- support you at any stage during the complaints process.

Advocacy is free, independent and confidential. An advocate will always seek your permission before taking action.

You can call the Older Persons Advocacy Network (OPAN) on **1800 700 600**.

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

More information

Contact us on **1800 951 822**, info@agedcarequality.gov.au, or visit our website agedcarequality.gov.au.

If you are deaf or have a hearing or speech impairment, contact the National Relay Service.

TTY users: phone 1800 555 677 then ask for our number 1800 951 822.

Speak and Listen users: phone 1800 555 727 then ask for our number 1800 951 822.

Internet relay users: connect to the National Relay Service and enter 1800 951 822.

If you need an interpreter, call the Translating and Interpreting Service (TIS National) on **131 450**, and ask the operator to contact us on **1800 951 822**.

More information about aged care

My Aged Care is the starting point to access Australian Government-funded aged care services. The phone line and website can help older Australians, their families and carers to get the help and support they need.

My Aged Care

T: 1800 200 422

W: myagedcare.gov.au

All information in this publication is correct as of April 2022.



Phone

1800 951 822



Web

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 a concern or complaint?

Information for consumers of aged care services, their families, carers and representatives about the Aged Care Quality and Safety Commission

1800 951 822

agedcarequality.gov.au

‘How can the Aged Care Quality and Safety Commission help me?’

We can assist with concerns about the care or services you are receiving from aged care providers funded by the Australian Government. You can also give us feedback about your care, to help us when we assess a service against quality standards.

You can raise a concern, a complaint, or provide feedback about aged care services you are receiving in an aged care home, or in your home, including:

- residential care or residential respite care
- home care packages
- Commonwealth Home Support services
- flexible care, including transition care, and the National Aboriginal and Torres Strait Islander Flexible Aged Care Program.

Your concern, complaint or feedback may relate to any aspect of the care or services provided to you by the service including whether your needs and choices are respected, the quality of personal or clinical care you receive, choice of activities, food, communication, fees and charges or the physical environment.

‘Who can raise a concern or make a complaint?’

Anyone can raise a concern or make a complaint.

This includes people receiving aged care, partners, family, representatives, friends, advocates, staff and volunteers.

If you are raising a concern about the aged care someone else is receiving, you should make sure the person (or their representative) knows about it.

We encourage you to raise your concern with the service provider first.

If you cannot resolve your concern with the service provider, you can contact the Aged Care Quality and Safety Commission on **1800 951 822**. Our complaints service is free.

We will assist you to resolve your concerns and respect your cultural background, disability, gender, sex and gender identity, sexual orientation or any other status.



‘What happens when I contact the Aged Care Quality and Safety Commission?’

We will explain our complaints process, the resolution options available and what can be achieved.

Our focus is on resolving your concern in the best interest of the person receiving aged care.

Please provide as much information as you can when you contact us. This helps us to understand your issues and expectations.

We will select the options most likely to achieve the best outcome, based on the nature of your concern and the risk to the person receiving care.

In some cases, we will ask the service provider to resolve your concern. We can also use other options, such as conciliation, mediation or investigation.

‘Do I need to provide my name?’

No. You can submit your complaint anonymously or confidentially.

However, this can limit what we can do to help, so it is best to submit your concern openly.

We can explain the differences between open, anonymous and confidential complaints when you contact us.

You can also find information about this on our website at agedcarequality.gov.au.