



Australian Government

Aged Care Quality and Safety Commission

Engage  
Empower  
Safeguard

# Complaints about aged care home services

– Insights for people  
receiving care

Stakeholder communications kit



# Introduction

The Aged Care Quality and Safety Commission has released its latest complaints report - [‘Complaints about aged care home services – Insights for people receiving care’](#).

In this report we share our insights, data and learnings from the complaints received by the Commission about home services.

The first part of the report provides an overview of:

- home services
- the Commission’s role
- the rights of people receiving care and what they can expect.

Information is also provided on the complaints received and the common issues in home services.

The second part of the report covers how people receiving aged care can get help and raise concerns, as well as how the Commission resolves complaints.

You access the full report via our [website](#).

Our focus is on making sure that people have a great experience of home services. This report aims to help people understand what they can expect from both their provider and the Commission to enable them to experience great aged care.

## We’d like your help

As an important stakeholder in the aged care sector, we’re sharing this kit with you to help us promote the report’s release. We would appreciate you sharing this report with your members, networks and wider community. In this kit we have provided the following materials to assist with the report’s promotion:

- newsletter article
- social media posts



# Newsletter article

The Aged Care Quality and Safety Commission has released its latest complaints report - [‘Complaints about aged care home services – Insights for people receiving care’](#).

In this report, you can read about key insights, data and learnings informed by the complaints received by the Commission about home services.

The first part of the report provides an overview of:

- home services
- the Commission’s role
- the rights of people receiving care and what they can expect.

Information is also provided on the complaints received and the common issues in home services.

The second part of the report covers how people receiving care can get help and raise concerns, as well as how the Commission resolves complaints.

This report aims to help people understand what they can expect from both their provider and the Commission to enable them to experience great aged care.

The Commission also strongly encourages home services providers to review the report for insights and learnings related to common concerns and complaints.

Download the [‘Complaints about aged care home services – Insights for people receiving care report – July to December 2023’](#).



[↓ Newsletter article image](#)

# Social media posts

## LinkedIn and Facebook

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- home services
- the Commission’s role
- the rights of people receiving care and what they can expect.

Information is also provided on the complaints received and the common issues in home services.

The second part of the report covers how older people receiving care can get help and raise concerns, as well as how the Commission resolves complaints.

View the full report here: [www.agedcarequality.gov.au/news-publications/reports/complaints-about-aged-care-services-report](http://www.agedcarequality.gov.au/news-publications/reports/complaints-about-aged-care-services-report)

#ACQSC #AgedCare #HomeServices #Complaints

## Twitter

@ACQSC has released its latest complaints report for people receiving care. The report provides insights on the complaints we receive about home services, the role of the Commission and the rights of people receiving care and what they can expect. View the full report here: [www.agedcarequality.gov.au/news-publications/reports/complaints-about-aged-care-services-report](http://www.agedcarequality.gov.au/news-publications/reports/complaints-about-aged-care-services-report)

#ACQSC #AgedCare #HomeServices #Complaints



↓ [Social media tiles](#)



# Social media posts

## Instagram

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In this report you can read about key insights, data and learnings from the complaints received by the Commission about home services.

The first part of the report provides an overview of:

- home services
- the Commission's role
- the rights of people receiving care and what they can expect.

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The second part of the report covers how older people receiving care can get help and raise concerns, as well as how the Commission resolves complaints.

View the full report via accessing the link in our bio.

#ACQSC #AgedCare #HomeServices #Complaints

**Don't forget to tag us in your social media posts:**



**Facebook:**

@AgedCareQuality

**LinkedIn:**

@agedcarequality

**X:**

@AgedCareQuality

**Instagram:**

@agedcarequality



 [Social media tiles](#)



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*The Aged Care Quality and Safety Commission acknowledges the Traditional Owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to Elders both past and present.*



**Phone**

1800 951 822



**Web**

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



**Write**

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