



Complaints about aged care services – Year in review

July 2023 – June 2024

Stakeholder communications kit



Introduction

The Aged Care Quality and Safety Commission has released its latest complaints report '[Complaints about aged care services – Year in review \(July 2023 – June 2024\)](#)'.

This is our second full year report exploring the complaints we receive about aged care providers. In this report, we review complaints received in 2023-24.

Everyone receiving aged care services has the right to safe, compassionate care. They deserve to be treated with dignity and respect. Providers and their governing bodies are responsible for protecting the rights of people in their care and delivering high-quality services.

In this report, we draw attention to clear patterns and trends in the complaints made about residential care and home services respectively.

Those patterns and trends tell us where we need to target our monitoring and assessment of providers - holding them to account for addressing older people's needs and preferences.

The report provides an overview of:

- complaints received about residential care and home services between 1 July 2023 and 30 June 2024

The report also covers:

- information for people receiving care and the importance of sharing your concerns
- information for providers and how to ensure your complaints management process is meaningful and effective
- the Commission's complaint handling performance.

We want to empower people receiving care to speak up, offer feedback and raise concerns if something doesn't seem right. We also want to help providers to understand their obligations to enable and effectively manage feedback and complaints.

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 (the Commission) has published its latest complaints report – [Complaints about aged care services – Year in review \(July 2023 – June 2024\)](#)

Everyone receiving aged care services has the right to safe, compassionate care. They deserve to be treated with dignity and respect.

Providers and their governing bodies are responsible for protecting the rights of people in their care and delivering high-quality services. Providers need to understand their obligations to enable and effectively manage feedback and complaints.

This report explores the clear patterns and trends in the complaints made about residential care and home services for 2023–2024.

The report also covers:

- information for people receiving care and the importance of sharing your concerns
- information for providers and how to ensure your complaints management process is meaningful and effective
- the Commission’s complaint handling performance.

Older people receiving care should feel empowered to speak up, offer feedback and raise concerns if something doesn’t seem right.

Read the full report - [Complaints about aged care services – Year in review \(July 2023 – June 2024\)](#).



[↓ Newsletter article image](#)

Social media posts

LinkedIn

@AgedCareQuality has published its latest complaints report – [Complaints about aged care services – Year in review \(July 2023 – June 2024\)](#)

This report explores the clear patterns and trends in the complaints made about residential care and home services for 2023–2024.

Providers and their governing bodies are responsible for protecting the rights of people in their care and delivering high-quality services.

If you're a provider of aged care services, you should use the report to examine your own performance and identify areas where you need to improve.

The report also covers:

- information for people receiving care and the importance of sharing your concerns

- information for providers and how to ensure your complaints management process is meaningful and effective
- the Commission's complaint handling performance.

Read the full report - [Complaints about aged care services – Year in review \(July 2023 – June 2024\)](#).

#ACQSC #AgedCare #HomeServices
#ResidentialCare #Complaints

X

@AgedCareQuality has released its latest yearly complaints report. The report draws attention to clear patterns and trends in the complaints made about residential care and home services for 2023–2024.

Read the full report here: [insert link]

#ACQSC #AgedCare #HomeServices
#ResidentialCare #Complaints



↓ [Social media tiles](#)

Social media posts

Facebook

@AgedCareQuality has published its latest complaints report – [Complaints about aged care services – Year in review \(July 2023 – June 2024\)](#).

Everyone receiving aged care services has the right to safe, compassionate care. They deserve to be treated with dignity and respect. Providers and their governing bodies are responsible for protecting the rights of people in their care and delivering high-quality services.

This report explores complaints that the Aged Care Quality and Safety Commission has received about aged care services in 2023–2024.

The report draws attention to clear patterns and trends in the complaints made about residential care and home services.

The report also covers:

- information for people receiving care and the importance of sharing your concerns
- information for providers and how to ensure your complaints management process is meaningful and effective
- the Commission’s complaint handling performance.

Read the full report - [Complaints about aged care services – Year in review \(July 2023 – June 2024\)](#).

Complaints about aged care services can be made to the Aged Care Quality and Safety Commission by telephone on **1800 951 822** or by visiting their [website](#).

#ACQSC #AgedCare #HomeServices
#ResidentialCare #Complaints



↓ [Social media tiles](#)

Social media posts

Instagram

@AgedCareQuality has published its latest complaints report – [Complaints about aged care services – Year in review \(July 2023 – June 2024\)](#).

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

#ACQSC #AgedCare #HomeServices
#ResidentialCare #Complaints

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



Facebook:
@AgedCareQuality

LinkedIn:
@agedcarequality

X:
@AgedCareQuality

Instagram:
@agedcarequality



↓ [Social media tiles](#)



Australian Government

Aged Care Quality and Safety Commission

Engage
Empower
Safeguard

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



Write

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