



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

You can do something about it. If you have concerns about the aged care you or someone else is receiving, you can raise it with your provider or us.

You have the right to make a complaint. We encourage you to raise your concerns or make a complaint to your provider first. This is often the easiest and quickest way to resolve a complaint, and it gives your provider an opportunity to improve their service. It should not feel uncomfortable or wrong to make a complaint.

Your local contact within this service is:

If you don't feel comfortable doing this, or if you are having trouble getting your provider to resolve a complaint, please contact the **Aged Care Quality and Safety Commission on 1800 951 822** for free advice or help. 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. You can share your concerns anonymously or confidentially if you wish.

If you'd like support to raise your concern, a free advocate may be able to help. Call the Older Persons Advocacy Network (OPAN) on their Aged Care Advocacy Line on **1800 700 600**.

If you need an interpreter to speak with us, call the Translation and Interpreting Service on **131 450**.



Phone
1800 951 822



Email
info@agedcarequality.gov.au



Web
agedcarequality.gov.au



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