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 National Aged Care Advocacy Line 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
If you are deaf or have a hearing or speech impairment: call 1800 555 677 (National Relay Service) and ask for 1800 951 822.
If you need an interpreter: call 131 450 (Translation and Interpreting Service) and ask for 1800 951 822.

More information about aged care
The My Aged Care website and national contact centre have been established by the Australian Government to help you navigate the aged care system. They can provide you with information on aged care for yourself, a family member, friend or someone you're caring for.

My Aged Care
T: 1800 200 422
W: myagedcare.gov.au

All information in this publication is correct as of January 2019.
“Who can raise a concern?”
Anyone can raise a concern. We encourage you to raise your concern with the service provider first.
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 his or her representative) knows about it.
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 examine concerns regardless of a person’s cultural background, disability, gender, sex and gender identity, sexual orientation or any other status.

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