



Referrals to other organisations

1800 951 822
agedcarequality.gov.au

The Aged Care Quality and Safety Commission handles a range of complaints every day. Some of these complaint issues can be handled solely by us, while others may need to be referred to another organisation.

We work closely with a number of organisations to ensure that your concerns are handled correctly, by the people best placed to deal with them.

There are five organisations we refer complaint information to when required:

Australian Health Practitioner Regulation Agency

The Australian Health Practitioner Regulation Agency (AHPRA) supports 14 National Boards that are responsible for regulating health professions. The primary role of the National Boards is to protect the public and set standards and policies that all registered health practitioners must meet. AHPRA is responsible for:

- handling complaints about registered

health practitioners

- working with Health Complaints Commissions in each state and territory to make sure the appropriate organisation deals with community concerns about registered health practitioners
- supporting the development of registration standards, codes and guidelines, and
- the administration of the National Registration and Accreditation Scheme.

For further information please visit the AHPRA website.

Coroner

The Coroner in each state or territory conducts investigations into reportable deaths. The Coroner determines the identity of the deceased, how the death occurred, the cause of death, any particulars needed to register the death, and ways to prevent similar deaths in the future.

Visit the relevant Coroner website in each state or territory for more information and to view the status of Coroner inquiries.

Department of Health

The Department of Health is responsible for aged care policy development and implementation, and the management of national aged care programs.

For further information please visit the Department of Health [website](#).

Police

The police force in each state or territory is responsible for dealing with matters including: preventing, detecting and investigating crime, monitoring and promoting road safety, maintaining social order, and performing and coordinating emergency and rescue operations.

Visit the relevant police website in each state or territory for more information.

Health Complaints Entities

Generally speaking, Health Complaints Entities (HCE) are responsible for the investigation and resolution of health complaints, however, the functions of the HCE are imposed by the laws of the state or territory in which the HCE is established. State and territory HCE work alongside AHPRA to ensure the appropriate organisation investigates community concerns about registered health practitioners. Referrals regarding unregistered aged care workers can be made to your local HCE.

Visit the relevant Health Complaints Entity website in each state or territory for more information.



All information in this publication is correct as of January 2020.



Phone

1800 951 822



Web

agedcarequality.gov.au



Write

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