



What to expect from us when you raise a complaint



Our role at the Aged Care Quality and Safety Commission is to make sure aged care services are high quality. Complaints can help improve the quality of aged care. That's why we take all complaints seriously.

Everyone who receives aged care services at home, or lives in an aged care home, has the right to be treated with dignity and respect. Older people have the right to care that:

- is safe
- is high quality
- meets their needs
- helps them to live the best life they can.

How can we help?

If you need help to raise or resolve concerns about the care that you or someone else is getting from an aged care provider, you've come to the right place!

Depending on what's concerning you, we can help by:

- listening to your concerns and explaining your rights
- understanding what's worrying you and the effect it's having
- finding out what you'd like the provider to do differently
- contacting the provider to discuss the issues and talk through possible solutions
- making sure providers do what they should
- helping you and the provider come to an agreement on what to do to resolve your concerns
- contacting an advocacy agency so they can help you with your complaint (free of charge)
- making sure you know where to take your complaint if we aren't the right people to help.

Is it okay to complain?

Yes, it's okay to raise any concerns you have about the quality of aged care services.

Your provider isn't allowed to punish you for raising your concerns. To make raising concerns safe and easy, we make sure that:

- our services are always free and easy to access
- your complaint can stay anonymous (if you'd like)
- your identity, or the identity of another person named in the complaint, can stay confidential (if you'd like)
- your provider follows a fair and reasonable complaints process.

If you're worried, our friendly customer contact team staff are here to help.

What types of aged care services can we help with?

Our role is to ensure the quality of care and services provided by aged care providers that are funded by the Australian Government.

This can include aged care services in someone's home or in an aged care home (including respite care).

We can't help with concerns about service providers not funded by the Australian Government. If we can't help you, we'll let you know who can.

What types of complaints can we help with?

Aged care providers have responsibilities they must meet to receive government funding. If you're concerned that your provider may not be meeting those responsibilities, we can help.

Some issues people have raised with us include things like:

- poor quality meals
- not always getting the right medication at the right times
- feeling unsafe
- not being involved in decisions about care options
- not being listened to
- fees and charges
- incidents where things have gone wrong.

You can talk to us about any concerns with aged care services and we'll help you work out what to do.

How important is your complaint?

All complaints are important. They help your provider to understand your needs and how they can improve.

Your complaint can also help others. The information you give us can help us work with providers to make sure everyone receives high quality care and services.

Complaints can help protect the safety and wellbeing of people receiving aged care. Please don't hesitate to speak up.

Working together

While every situation is different, we find the following tips can help:

- let us know about any communication needs you have so that we know how to help you
- be as clear as you can on what your concerns are
- provide as much information as you can, as soon as you can
- tell us what steps you've already taken to raise your concerns with the aged care provider (if any)
- treat us with courtesy and respect
- give us feedback on our services at any stage.

Contacting the Aged Care Quality and Safety Commission is easy and free

Phone 1800 951 822

Web agedcarequality.gov.au

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

Form www.agedcarequality.gov.au/making-complaint/lodge-complaint



Web
agedcarequality.gov.au



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1800 951 822



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GPO Box 9819, in your capital city