



Aged care workers

Your voice in improving aged care

This fact sheet explains how the Aged Care Quality and Safety Commission (Commission) works with and supports aged care workers to ensure the safety and wellbeing of people receiving aged care. It provides advice on how you can raise a concern or complaint about the safety or quality of care delivered to older people.

When you have a concern

If you're worried about the treatment or care an older person is receiving, it's important to raise your concern. Start by talking to your employer or manager. This can often solve problems quickly and directly, which can build trust and openness.

The concerns you might have could include:

- how an older person is being treated
- cleanliness
- staff issues – like the number or experience of staff
- provider responsibilities under aged care laws.

If this is not possible, or you do not feel comfortable, or talking to your employer has not helped, the Commission can help you. We'll listen to your concerns, and we'll support you to have your concerns addressed.

We can support you to have your concerns raised with your employer to make sure that they meet their responsibilities as an aged care provider.

Your protections

If you have information about a serious issue in aged care, there are protections under aged care law that may be available to you.

You can contact us at 1800 951 822 (free call) or speak to your union for more information about these protections.

When you share information with us, you can be:

- **Anonymous:** you don't have to give us your name.
- **Confidential:** you give us your name, but we don't reveal it to anyone.
- **Open:** you give us your name and we can share it with others.

It's your choice. Let us know the best option for you.

Aged care workers have the right to raise concerns without fear or retribution from their employer.

What you can expect from us

If you do not feel comfortable talking to your employer or manager, or do not feel that your concerns have been addressed, you can contact us.

We will:

- listen to your concerns
- discuss the outcome you want
- explain what we can do and how we can help
- work towards a resolution as quickly as possible
- communicate the outcome, where we are able to, at the end of the process if you requested this.

The more information you can provide to us, the better we can support you and have your concerns addressed quickly.

To help us understand your concerns and decide on the best response, you may wish to give us details such as:

- **who was involved** (eg. provider/s, aged care workers, older people receiving care, family members and representatives, visitors, or other health care providers)
- **when the incident or issue occurred** (date and time)
- **name/s** of the aged care service or home involved
- **a summary** of the issues and concerns involved, including previous events.

We can support you to have your concerns raised with your employer to make sure that they meet their responsibilities as an aged care provider

If you're a registered health practitioner, or employ a registered health practitioner, you can contact us to raise a concern or complaint, but you should also refer to the Australian Health Practitioner Regulation Agency (Ahptra) for mandatory reporting obligations. This is because contacting us with your concern does not meet, or replace, mandatory Health Practitioner Regulation National Law reporting requirements. You can visit [Ahptra's website](#) for more information.

If we can't help you, we'll give you advice about who else you can contact to raise your concern.

How you can contact us

You can contact us by:

- **phone:** 1800 951 822 (free call)
- **email:** info@agedcarequality.gov.au
- **completing** an online [contact form](#)
- **writing a letter:** Aged Care Quality and Safety Commission, GPO Box 9819, in your capital city
- **making a complaint:** (openly, confidentially or anonymously) by:
 - calling us on 1800 951 822
 - writing to us by letter or email
 - completing our online web page [complaint form](#).
- **Talking to our Quality Assessors**

Our quality assessors visit workplaces to assess an aged care provider's performance, reviewing documents and interviewing staff to form their assessment.

An aged care service must provide, a private space to have these interviews.

You can talk to us while we're visiting your service or at another time. If you don't feel comfortable speaking with our Quality Assessors when you're at work, a confidential offsite interview can be arranged, either face-to-face or over the phone.

- **Lodging a Serious Incident Response Scheme (SIRS) Notification** on the [My Aged Care](#) portal, if this is part of your role. If you're not familiar with SIRS, ask your provider for information and training. More information is available on the Commission's [website](#).

Need an interpreter?

If you need an interpreter to speak with us, please call the Translating and Interpreter Service on **131 450** and ask for the Aged Care Quality and Safety Commission

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.

October 2024



Phone

1800 951 822



Web

agedcarequality.gov.au



Write

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