

- helping you and the service provider come to an agreement on what they will do to resolve your concerns
- taking action to make sure service providers are meeting their responsibilities
- putting you in touch with an advocacy service so they can help you, free of charge
- making sure you know where to take your complaint if we aren't the right people to help.

Tips for getting the best outcome from your complaint

While every situation is different, these tips can help us to address your complaint:

- be as clear as you can on what your concerns are
- provide us with as much information as you can, as soon as you can
- tell us about anything you have already done to raise your concerns or fix the problem
- be clear about the result you want, keeping in mind it should be reasonable and in the best interests of the person receiving care
- let us know about any special needs you have so that we know how to help you
- treat us with courtesy and respect
- tell us what you think of our services at any stage.

What other support is available?

The Older Persons Advocacy Network (OPAN) is a free support service. They will listen to your concern and help by:

- giving you information about your rights
- giving you advice on how you can raise an issue with the service provider
- raising an issue with the service provider for you.

Advocates are independent from us at the Commission. They will keep your information confidential and always ask your permission before taking action.

With your permission, we can phone an advocacy agency for you, explain your concerns and arrange for them to contact you.

Contacting the Commission is easy and it's free



Phone
1800 951 822



Web
agedcarequality.gov.au



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



Australian Government

**Aged Care Quality and
Safety Commission**

Engage
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Do you have a concern or complaint about an aged care service?

Information for consumers of aged care services, their families, carers and representatives about the Aged Care Quality and Safety Commission

The Aged Care Quality and Safety Commission can help resolve complaints about aged care services

Our role is to protect the rights and interests of people who use aged care services funded by the Australian Government.

Everyone who receives aged care services has the right to be treated with dignity and respect. People have the same rights whether they receive aged care services in their home or in an aged care home. Everyone has the right to aged care that is safe, high quality, meets their needs and helps them to live their best life.

What can we help with?

We can help if you're concerned about the care or services you (or any older person) are receiving from an aged care provider.

You can raise a concern or make a complaint about anything to do with aged care services. Some issues people have raised with us include things like:

- meal quality
- receiving the right medication at the right times
- treatment by staff
- not feeling involved in decisions about care options
- fees and charges
- incidents where things have gone wrong.

Who can raise a concern or make a complaint?

Anyone can raise a concern or make a complaint. This includes:

- people receiving aged care
- their partners, family and friends
- community representatives
- advocates
- staff and volunteers.

If you're raising a concern about the aged care someone else is receiving, you should try and talk to them about it first. Let us know if you're not able to in your situation.

Is it ok to complain?

Yes, it's ok to make complaints or raise any concerns you have about the quality of aged care services. The safety and wellbeing of people receiving aged care services is important and protected by law. Service providers can't punish anyone in their care for making a complaint and aren't allowed to treat someone differently if they complain.

Raising concerns with us is safe and easy. We make sure that:

- our complaint services are always free and accessible
- your complaint can remain anonymous, if you like
- your identity, or the identity of the person you're making the complaint for, can remain confidential, if you like

- your service provider follows a complaints process that meets the highest standard
- If you're unsure about getting started, our customer contact team staff can help you.

Where should you start?

The first step is to raise your complaint with the service provider, if you can. This is often the easiest and quickest way to resolve your complaint.

If you don't feel comfortable doing this, contact us and we can help. We can also help if you're having trouble getting a service provider to resolve a complaint.

How can we help?

We aim to resolve concerns in a way that's fair to you (or the person receiving care) and the service provider. Depending on what your complaint is about, we can help by:

- listening to your concerns and explaining your rights
- explaining our role and how we can best help you
- understanding what's troubling you and the effect it's having on you
- working out what you would like the service provider to do differently
- contacting the service provider for you to talk about the issues and possible solutions