



# Aged Care Complaints Commissioner: The service we offer

## What do we do?

We can assist with concerns about the quality of care or services you are receiving from Australian Government funded aged care providers. They may be aged care services you are receiving in your home or in an aged care home, including:

- Residential care or residential respite care
- Home Care Packages
- Commonwealth Home Support Programme
- Flexible care, including Transition care, and the National Aboriginal and Torres Strait Islander Flexible Aged Care Program

We can support people to resolve their concerns directly with the service provider. We can also examine complaints relating to a service provider's responsibilities. This includes, for example, care, choice of activities, discrimination, catering, communication or the physical environment.

We have a high degree of flexibility in deciding how to resolve concerns. This enables us to select the most relevant, practical and efficient approach.

## We cannot:

- examine concerns about an aged care service that isn't funded by the Australian Government
- examine concerns that are not related to a service provider's responsibilities under the *Aged Care Act 1997* or their funding agreement with the Australian Government
- say who should make financial, legal or health decisions on behalf of a care recipient
- comment on industrial matters such as wages or employment conditions
- provide legal advice
- ask approved providers to terminate someone's employment
- investigate the cause of death; this is the role of the coroner
- always determine whether or not a specific event occurred (especially if we receive conflicting accounts of the event)
- provide clinical advice about what treatment a person should be receiving

We can refer complaints that fall outside of our scope to other organisations. If we cannot help you, we will try to identify who may be able to help you.

### Phone

1800 550 552\*

\* 1800 calls are free from fixed lines;  
however calls from mobiles may be charged.

### Web

[agedcarecomplaints.gov.au](http://agedcarecomplaints.gov.au)

### Write

Aged Care Complaints Commissioner  
GPO Box 9848  
In your capital city

## The Aged Care Complaints Commissioner will

## How you can help us

- |   |   |
|---|---|
| <ul style="list-style-type: none"><li>• Tell you as soon as we can if your complaint is not within the Complaints Commissioner's scope and, where possible, give you the details of other organisations that may be able to assist you.</li></ul> | <ul style="list-style-type: none"><li>• Tell us promptly of any special needs you have so we can assist you.</li></ul>  |
| <ul style="list-style-type: none"><li>• Acknowledge complaints as quickly as possible.</li></ul>  | <ul style="list-style-type: none"><li>• Clearly identify the complaint issue and work with us to achieve the best outcome for the person receiving aged care.</li></ul> |
| <ul style="list-style-type: none"><li>• Explain how we will resolve your complaint. We can choose to resolve your concerns in a number of ways, ranging from simple, quick approaches to more formal lengthy processes.</li></ul>                 | <ul style="list-style-type: none"><li>• Tell us of any other action you have taken in relation to your complaint.</li></ul>   |
| <ul style="list-style-type: none"><li>• Contact and work with all relevant people involved in a complaint.</li></ul>  | <ul style="list-style-type: none"><li>• Cooperate with us and respond to our requests for information as quickly and accurately as possible.</li></ul>                  |
| <ul style="list-style-type: none"><li>• Talk to you regularly about the status of your complaint and provide you with the name of the contact person for your complaint.</li></ul>  | <ul style="list-style-type: none"><li>• Provide as much information as you can, as early as you can.</li></ul>  |
| <ul style="list-style-type: none"><li>• Listen to you and give you reasonable opportunities to provide relevant information so we can explore your concerns.</li></ul>  | <ul style="list-style-type: none"><li>• Treat us with courtesy, respect and without discrimination.</li></ul>   |
| <ul style="list-style-type: none"><li>• Tell you the reasons for any decisions we make and give you opportunities to have your say.</li></ul>   | <ul style="list-style-type: none"><li>• Provide feedback about our service at any stage of the process.</li></ul>   |
| <ul style="list-style-type: none"><li>• Resolve your complaint as quickly as possible and provide feedback to you on the outcome.</li></ul>   |   |
| <ul style="list-style-type: none"><li>• Tell you about your review rights.</li></ul>  |   |
| <ul style="list-style-type: none"><li>• Act fairly, ethically, impartially and objectively.</li></ul>   |   |
| <ul style="list-style-type: none"><li>• Treat you with courtesy, respect and without discrimination.</li></ul>  |   |
| <ul style="list-style-type: none"><li>• Learn from complaints and act on opportunities to improve aged care.</li></ul>  |   |

### Our vision:

People trust that making a complaint is worthwhile; that it will lead to resolution for the individual and improve care for others

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