# Four things aged care staff should know about aged care complaints

Your role is important!

## 1. Try to resolve the issue using your service’s complaints process first.

## 2. Contact the Aged Care Complaints Scheme (the Scheme) if resolving the issue within your service isn’t an option.

* The Scheme is a free service that can be contacted by anyone to raise concerns about Australian Government subsidised aged care services.

## 3. The Scheme can only assist with concerns relating to a service provider’s responsibilities.

* These responsibilities can be found in the *Aged Care Act 1997* or in the contractual funding agreement with the Australian Government.

## 4. You can help people feel more comfortable about sharing their concerns.

* Make people aware that you welcome and take seriously any feedback that helps improve your services. Resolving concerns with you can deliver a faster and sustainable result without needing involvement from the Scheme.
* Provide people with information about the Scheme. Anyone can raise a concern with us **openly, confidentially or anonymously**.
* The National Aged Care Advocacy Line can support people who don’t feel comfortable raising a concern on their own. Call **1800 700 600**

## Phone:

1800 550 552

## Write:

Aged Care Complaints Scheme

Department of Social Services

GPO Box 9820

In your capital city

## Online:

agedcarecomplaints.govspace.gov.au

## Scheme resources are available to help

Visit the ‘Resources’ tab on our website or call 1800 200 422 to place an order.

## We are supporting best practice

Visit our online resources under the ‘Industry’ tab to learn more:

agedcarecomplaints.govspace.gov.au/category/for-industry/

Complaints are important as they help identify opportunities to improve services and ensure people are receiving quality care.