



# The Aged Care Complaints Scheme and the Commonwealth HACC Program

This fact sheet outlines the role of the Aged Care Complaints Scheme in resolving complaints about Commonwealth HACC services.

The Commonwealth funds HACC services in all states and territories, except Western Australia and Victoria for people aged 65 and over and Aboriginal and Torres Strait Islander people aged 50 and over.

HACC service providers should work directly with anyone who raises a concern because this can achieve a fast and sustainable solution.

People can also contact the Aged Care Complaints Scheme (the Scheme) if they have a concern about a Commonwealth HACC service. The Scheme encourages people to raise their concerns with the service provider in the first instance, unless a service recipient's health or safety is at risk.

## What is the Aged Care Complaints Scheme?

The Scheme provides a free service for anyone to raise their concerns about the quality of care or services being delivered to people receiving aged care services subsidised by the Australian Government, including:

- residential care
- Home Care Packages
- Commonwealth funded HACC services (in all states and territories except Western Australia and Victoria).

Complaints can be made anonymously or confidentially. However, we encourage people to lodge complaints openly as this gives us the most flexibility in resolving their concerns.

To learn more about the Scheme and HACC complaints, visit our website at [agedcarecomplaints.govspace.gov.au](http://agedcarecomplaints.govspace.gov.au)

## HACC Complaints Framework

Like other complaints managed by the Scheme, the process for resolving HACC complaints draws on the proportionate and flexible approach taken by the Scheme with the aim of achieving timely and quality outcomes for care recipients.

All parties to a complaint have the opportunity to provide information and be heard. We make decisions using available information. These principles are reflected in the HACC complaints framework.

Complaints about HACC services are assessed against a HACC service provider's funding agreement with the Australian Government, which defines the quality of care and services they are required to deliver.



HACC service providers should continue to work directly with people who raise concerns.



## What are HACC services?

The Commonwealth HACC Program supports older Australians and their carers to be more independent at home and in the community. Services may include:

- nursing care, personal care, respite care and allied health care
- meals, other food services, domestic assistance and transport
- home modification and maintenance
- counselling, support, information and advocacy.

Your service provider will be able to tell you if they are funded under the Commonwealth HACC Program. More information about the services provided under HACC is also available at

**[myagedcare.gov.au/aged-care-services/home-and-community-care](http://myagedcare.gov.au/aged-care-services/home-and-community-care)**

## What if I receive Commonwealth HACC services?

If you have concerns about the Commonwealth HACC services you or someone else is receiving we encourage you to raise your concerns directly with the service provider first. Many concerns can be resolved quickly with the service provider without needing assistance from the Scheme.

If you are unable to resolve your concern with the service provider you can contact the Scheme. We can examine concerns about safety or about the care and services being provided. We can use a range of different approaches to resolve a concern. Our focus is on reaching the best outcome for the care recipient as quickly as possible.

If you receive HACC services in Victoria and Western Australia, these continue to be delivered as a joint Commonwealth-State funded HACC program. You submit your complaint via the complaints arrangement in your state.

Find out more about raising a concern online at  
**[agedcarecomplaints.govspace.gov.au/concern](http://agedcarecomplaints.govspace.gov.au/concern)**  
or contact the Scheme on **1800 550 552**.

## What if I'm a Commonwealth HACC service provider?

If you provide Commonwealth HACC services you are required to have effective processes in place to manage complaints within your service. If anyone has a concern about your services you should try to resolve it with them first.

The Scheme has developed a Better Practice Complaint Handling Guide to assist you to resolve complaints within your service. This resource can be found online at **[agedcarecomplaints.govspace.gov.au](http://agedcarecomplaints.govspace.gov.au)**

The Scheme may also examine concerns about the care and services you are providing. We may:

- contact you directly to discuss a concern
- ask you to participate in a conciliation between yourselves and the complainant
- visit where your services are provided to look into a concern
- ask you to examine and address a concern within a specified timeframe.



## Contact the Aged Care Complaints Scheme

**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](http://agedcarecomplaints.govspace.gov.au)**

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