



Australian Government
Aged Care Complaints Commissioner

Resolve.
Protect.
Improve.

Complaints Matter

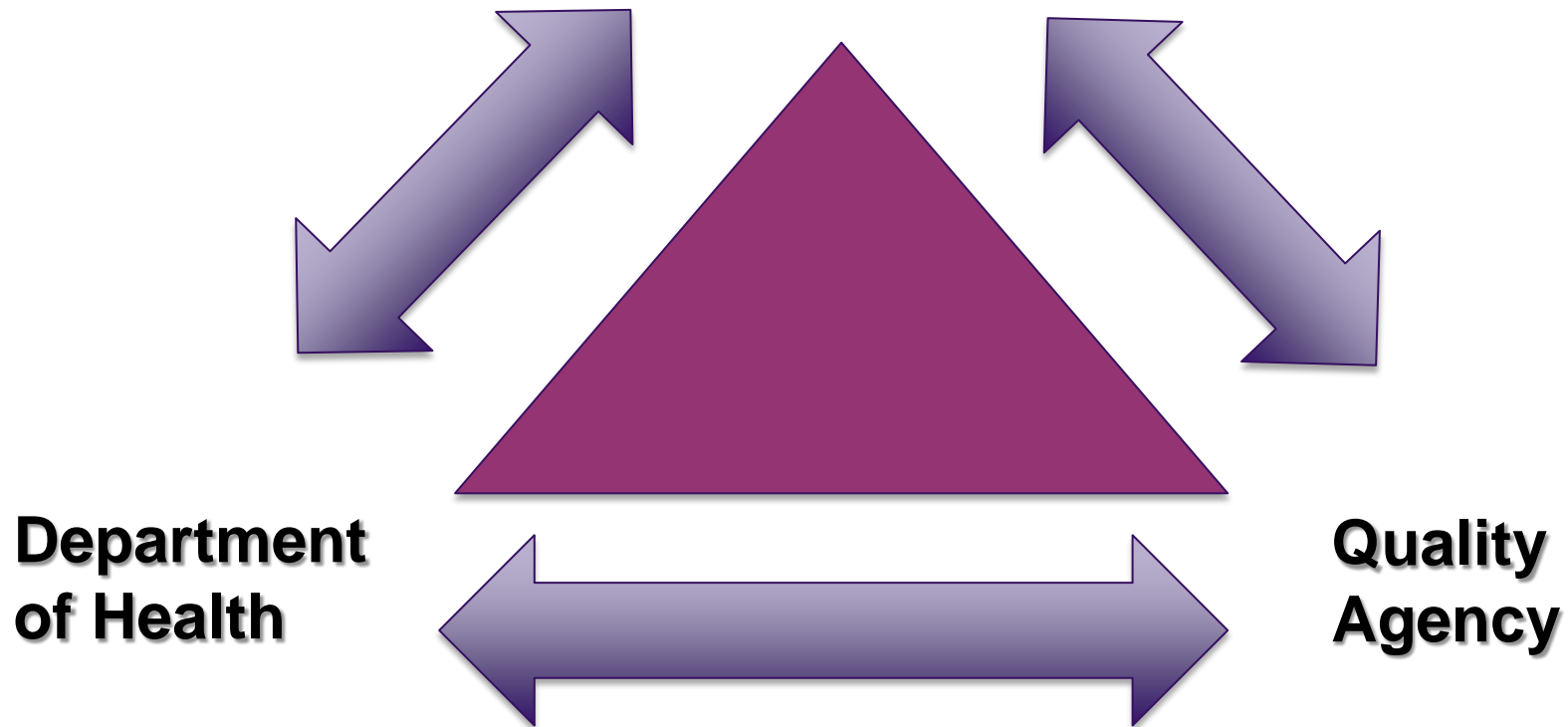


Nepean
Regional
Community Care Forum
9 May 2017



Key relationships

Complaints Commissioner

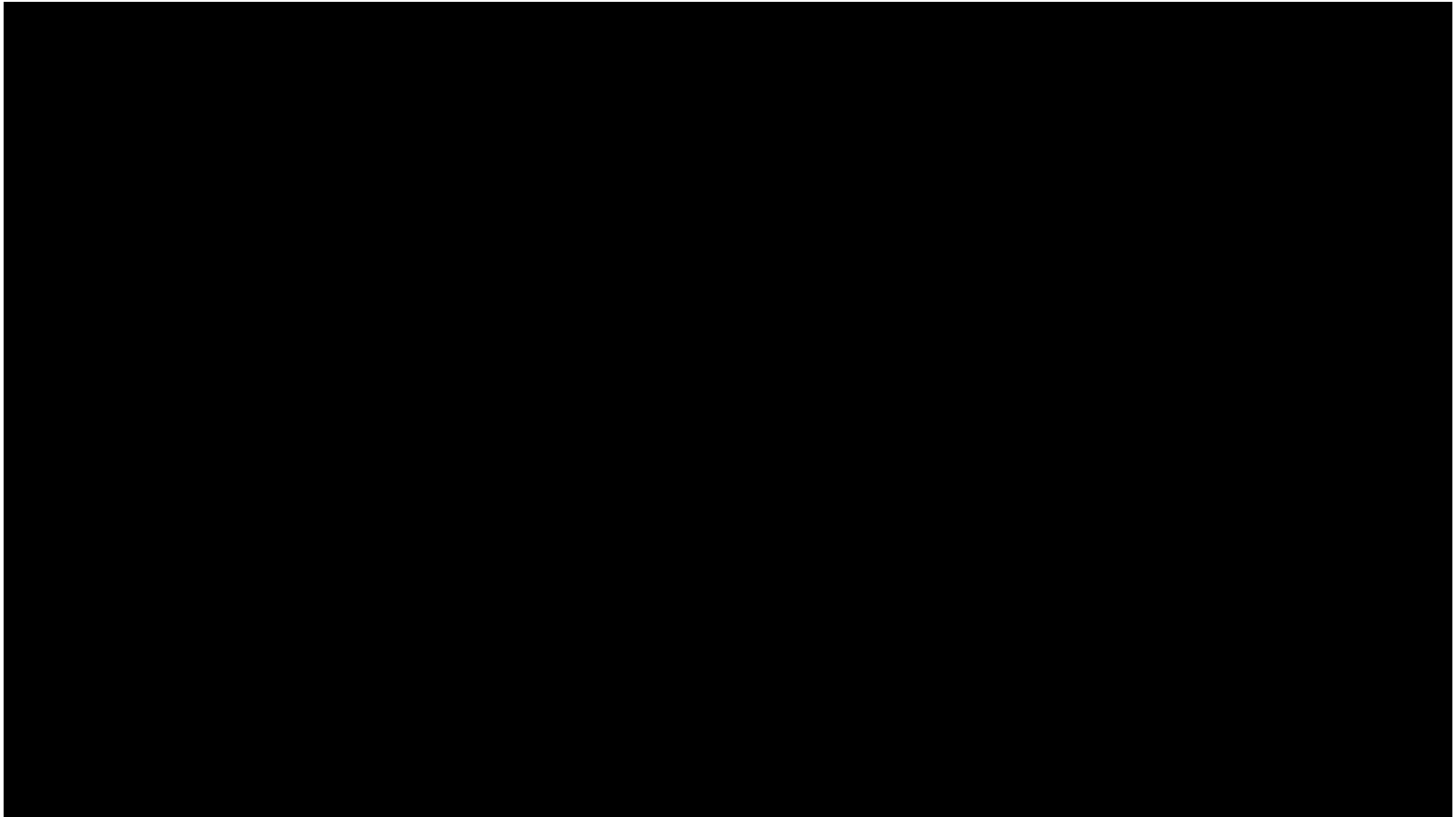




Australian Government

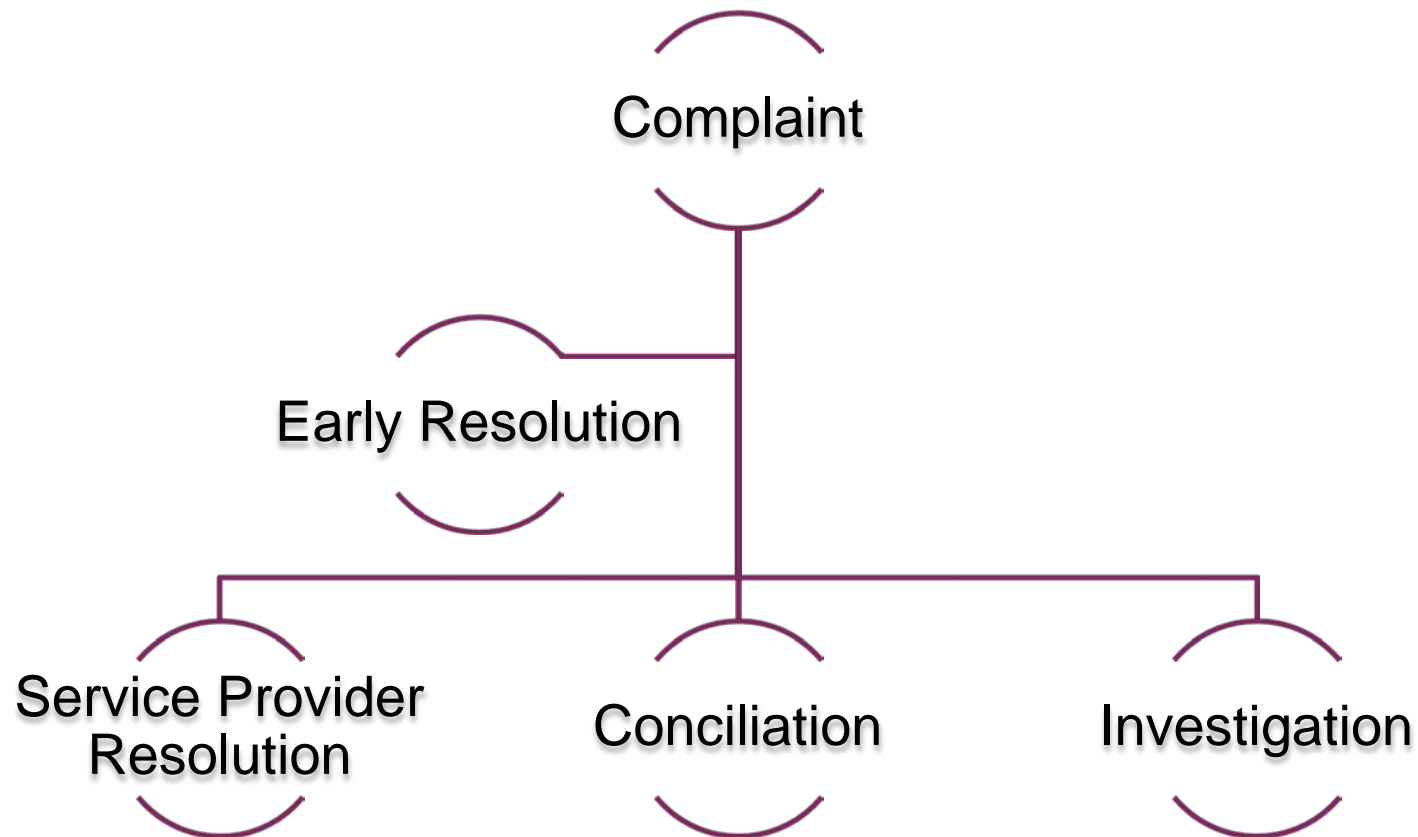
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What we do





Finalising a complaint

SATISFACTION
OF THE
COMPLAINANT

NO FURTHER
ACTION

RESOLVED

ADDRESSED

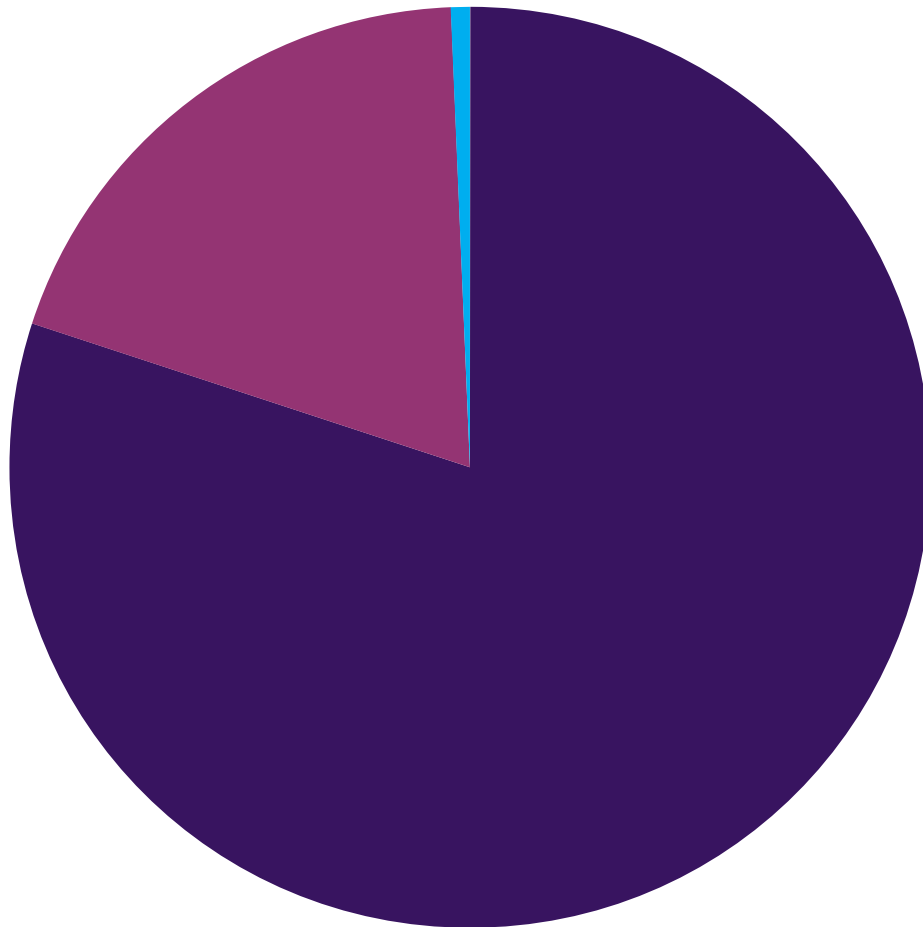
COMPLIANCE
ACTION

REVIEW





Complaints – New South Wales



- Residential Aged Care
- Help at Home
- Flexible Aged Care



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Most Common Complaints:





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Increasing Choices





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Things to remember





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Resources

The screenshot shows the homepage of the Australian Government Aged Care Complaints Commissioner website. At the top, there is a navigation bar with links for 'In your language', 'Subscribe', 'Latest News', 'FAQs', and 'Order Resources', along with a search bar. Below this is a header section with the Australian Government logo, the text 'Resolve. Protect. Improve.', and a prominent red button labeled 'Lodge a complaint' with the phone number '1800 550 552'. A main navigation menu includes 'HOME', 'ABOUT', 'MAKING A COMPLAINT', 'YOUR RIGHTS', 'RESOURCES', 'LATEST NEWS', and 'FEEDBACK'. The main content area features a large image of a woman and an elderly man, with the text 'Welcome to the Aged Care Complaints Commissioner site' and a sub-headline 'Complaints are important. We are here to listen'. Below this is a 'Quick Links' section with four icons: 'In your language', 'Popular Resources', 'FAQs', and 'Keep in touch with us'.

The image shows the cover of a guide titled 'BETTER PRACTICE GUIDE to Complaint Handling in Aged Care Services'. The cover is blue and features the Australian Government logo at the top. At the bottom, there are three cartoon characters representing diverse people.

www.agedcarecomplaints.gov.au



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Questions?

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www.agedcarecomplaints.gov.au

Twitter: @AgedCComplaints