



# How to make a complaint

There are different ways to make a complaint, depending on what the issue is. You have the right to raise your concerns about the information, service or care you receive from My Aged Care, your assessor or service provider.

Consumer Complaints Pathways

## My Aged Care

Call My Aged Care to discuss your concerns (you will be given a reference number if not resolved).

### Options for lodging a complaint:

- Call My Aged Care on 1800 200 422
- Via the online feedback form located on the website
- Fax (1800 728 174)
- Post (My Aged Care Complaints, PO Box 1237, Runaway Bay, QLD 4216)

If you are not satisfied with the response, send an email with the details of your complaint and reference number to [myagedcaresupport@healthdirect.org.au](mailto:myagedcaresupport@healthdirect.org.au)

## Regional Assessment Service (RAS) Complaint

My Aged Care can provide the contact details for the organisation

If you have any concerns about your assessment, contact your RAS assessor or organisation.

If you are unable to resolve the issue, call My Aged Care on 1800 200 422

## Aged Care Assessment Team (ACAT) Complaint

My Aged Care can provide the contact details for the organisation

If you have any concerns about your assessment or do not agree with the outcome of your assessment, contact your ACAT assessor or manager.

If you are unable to resolve the issue, you can ask to speak to the state or territory department manager.

You can request a review of your assessment decision by writing to the Secretary of the Department of Health within 28 days of receiving your approval letter.

If you do not agree with the outcome of the review, you can go to the Administrative Appeals Tribunal (there is a charge).

## Service Provider Complaint

Talk to your service provider about any aspect of the services and care you receive.

If you are unable to resolve the issue with your service provider, contact the Aged Care Quality and Safety Commission.

Call the Older Person's Advocacy Network (OPAN) to get help with making a complaint to the service provider.

### Contact details and other complaint services

My Aged Care  
1800 200 422

Aged Care Quality and Safety Commission  
1800 951 822

Commonwealth Ombudsman  
1300 362 072

Australian Securities and Investments Commission  
1300 300 630

Administrative Appeals Tribunal  
1800 228 333

Older Person's Advocacy Network (OPAN)  
1800 700 600