

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2015-16 Budget Estimates Hearings

Outcome Number: 3.1 Access and Information

Question No: SQ15-000571

Topic: Access to Aged Care Facilities

Hansard page: Written

Senator Linda Reynolds asked:

What are the current avenues available for someone with complaints about the standard of care being provided to a resident of an aged care facility, including appealing denial of access?

Answer:

Complaints can be made directly to the aged care facility using the facility's internal complaints process. Alternatively, the Aged Care Complaints Scheme can be contacted for complaints about Australian Government subsidised aged care services. The Scheme can be contacted on 1800 550 552 or by visiting the website: <http://www.agedcarecomplaints.govspace.gov.au>.