Aged Care Complaints Commissioner

RAE LAMB
AGED CARE COMPLAINTS COMMISSIONER
COMPLAINTS COMMISSIONER

AGED CARE QUALITY AND SAFETY COMMISSION

DEPARTMENT OF HEALTH

QUALITY AGENCY
"An effective Complaints Commissioner provides answers and redress for individuals, shares lessons that providers can use for quality improvement, and acts as a public watchdog..."
How often are residents in aged care facilities mistreated or abused?
Data on the number of mandatory reports is not a reliable measure of the extent of abuse in aged care.
11,007 contacts

4,713 complaints
What does our data say about abuse complaints?
WHAT DO WE DO WITH A COMPLAINT?
A key element of our services is the protection of complainants and their families.
CHARTER OF CARE RECIPIENTS’ RIGHTS AND RESPONSIBILITIES – RESIDENTIAL CARE

Aged Care Act 1997, Schedule 1 User Rights Principles 2014

1. Care recipients’ rights - residential care

Each care recipient has the following rights:

a) to full and effective use of his or her personal, civil, legal and consumer rights;
b) to quality care appropriate to his or her needs;
c) to full information about his or her own state of health and about available treatments;
d) to be treated with dignity and respect, and to live without exploitation, abuse or neglect;
e) to live without discrimination or victimisation, and without being obliged to feel grateful to those providing his or her care and accommodation;
f) to personal privacy;
g) to live in a safe, secure and homely environment, and to move freely both within and outside the residential care service without undue restriction;
h) to be treated and accepted as an individual, and to have his or her individual preferences taken into account and treated with respect;
i) to continue his or her cultural and religious practices, and to keep the language of his or her choice, without discrimination;
j) to select and maintain social and personal relationships with anyone else without fear, criticism or restriction;
k) to freedom of speech;
l) to maintain his or her personal independence;
m) to accept personal responsibility for his or her own actions and choices, even though these may involve an element of risk, because the care recipient has the right to accept the risk and not to have the risk used as a ground for preventing or restricting his or her actions and choices;
OUR APPROACH
DIRECTIONS
REFERRALS
WE ARE GUIDED BY WHAT THE COMPLAINANT WANTS TO ACHIEVE
Changes ahead
CONTACT US

Free call: 1800 550 552

agedcarecomplaints.gov.au

enquiries@agedcarecomplaints.gov.au

@AgedCComplaints

@AgedCComplaints