



Australian Government



myagedcare

## Making a complaint about My Aged Care

If you have a concern about the service or information you receive from My Aged Care, you should contact them in the first instance to discuss the issue and ask for their help.

If the issue cannot be resolved when you call, you will be given a reference number to track the progress of your complaint. You should receive a response within 10 business days.

You can make a complaint by:

- calling My Aged Care on **1800 200 422**
- lodging an online feedback form on the My Aged Care website at: [myagedcare.gov.au/contact-form](https://myagedcare.gov.au/contact-form)
- faxing your complaint to 1800 728 174 or
- posting your complaint to:  
My Aged Care Complaints  
PO Box 210  
Balwyn VIC 3103

If you are not satisfied with the response you receive, you can make further contact by sending an email with the detail of your complaint, and your My Aged Care reference number, to:

- [myagedcaresupport@healthdirect.org.au](mailto:myagedcaresupport@healthdirect.org.au)

