



Australian Government
Department of Health

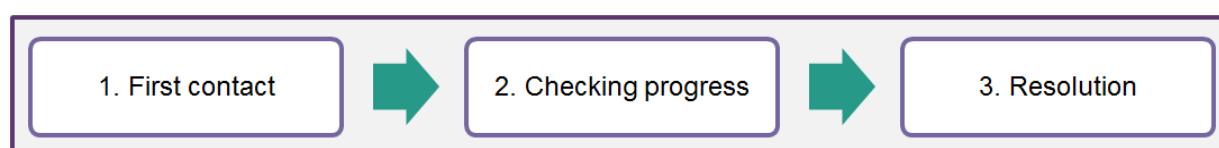


myagedcare

My Aged Care Complaint Management process - for Assessors

This fact sheet outlines the My Aged Care Complaint Management process for Assessors. Complaints provide feedback which is used to ensure that the system and processes associated with My Aged Care are as effective and efficient as possible.

Our complaints process supports the timely and efficient resolution of the complaint at the first point of contact (step 1). In most instances, complaints and escalations will be resolved within 10 business days, however in some instances there are more complex factors to determine the cause, as a result the turnaround time may be longer.



Step 1: First contact

You can make a complaint by:

- Contacting the My Aged Care Provider and Assessor helpline on 1800 836 799 and selecting option 4, or
- Lodging an online feedback form on the My Aged Care website at: myagedcare.gov.au/contact-form

Step 2: Checking Progress

At first contact you will be given a reference number to track the progress of the complaint.

To follow up on the progress of your complaint you will need to call My Aged Care on 1800 836 799, select option 4 and provide your complaint reference number.

Step 3: Resolution

When an outcome is determined you will receive a call back from My Aged Care with findings and recommendations. If you are not satisfied with the response you have received, you can contact myagedcaresupport@healthdirect.org.au with your complaint reference number for further investigation.





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More Information

You can request to make an anonymous complaint however if you would like a response, your name and contact number must be provided.

Based on the nature of your complaint, you should contact the correct area to make a complaint about:

- **Regional Assessment Service (RAS)** Call the My Aged Care Provider and Assessor helpline on 1800 836 799, who will provide the contact details to the relevant RAS.
- **Aged Care Assessment Team (ACAT)** You should talk to the ACAT assessor or manager in the first instance.
- **Aged Care Providers** Contact the Aged Care Complaints Commissioner on 1800 550 552

