



How an aged care advocate can help you



If you're concerned about the quality of aged care services you or someone else is receiving, an advocate can help.

What is an advocate and how can they help?

An advocate is an independent person who can listen to your concerns and give you information. They can speak up and make complaints for you.

An advocate can:

- give you information about your rights
- help you to make decisions about aged care services
- talk to you about your options for solving a problem
- help you to make a complaint with your provider or us at the Aged Care Quality and Safety Commission
- help you to get the best result.

Advocates can give you free, independent help and will try to get the best result for you.

Any discussions you have with an advocate are confidential. An advocate should always ask for your permission before they speak with someone else or do something for you.

How can an advocate help you resolve your concerns with your provider?

Most concerns can be resolved by speaking to your provider. An advocate can help you do this by:

- calling or emailing your provider and raising the issues for you
- helping you work out what can be done to resolve the issues
- telling you about your rights and the provider's responsibilities
- helping you to make a complaint to us if you aren't happy with the provider's response.

If you're not happy with your provider's response, you or your advocate can:

- contact us at the Commission on **1800 951 822**
- lodge a complaint online through our website: agedcarequality.gov.au.

Who can ask for help from an advocate?

You can ask for help from a free aged care advocate if you:

- are receiving aged care services funded by the Australian Government in an aged care home or in your own home
- have received aged care services funded by the Australian Government in the past
- are looking for aged care services
- are the family or a representative of a person receiving or looking for aged care services.

How do you contact an advocate?

To get in touch with an aged care advocate, you can:

- contact the Older Persons Advocacy Network (OPAN) on **1800 700 600**
- visit the OPAN website: opan.com.au.

If you want, we can contact an advocate for you. We will explain your concerns and arrange for the advocate to contact you. We will only do this with your permission.

January 2025



Phone

1800 951 822



Web

agedcarequality.gov.au



Write

Aged Care Quality and Safety Commission
GPO Box 9819, in your capital city