



Aged care workers

How we handle complaints and concerns about conduct

This fact sheet explains how the **Aged Care Quality and Safety Commission (Commission)** responds to concerns or complaints about the behaviour of an aged care worker.

When we receive information that raises concerns about an aged care worker

All aged care workers should be aware of the [Code of Conduct for Aged Care](#) (the Code).

The Code describes how aged care providers, their governing persons (for example, board members) and workers (including volunteers) must behave and treat people receiving aged care.

Occasionally, we receive information that raises a concern that a person working in aged care is not behaving in line with the Code. We may also receive information that a person is not considered suitable to be working in aged care.

When we receive information that raises concerns about an aged care worker, we:

• Assess the information

Our focus is on the safety, dignity and quality of care of older people receiving care. We will assess the information we have available, and we may ask the person making the complaint for more information, to fully understand:

- the situation
- the risk to older person/s, and cause of that risk
- how best to respond.

• Respond to the issue

Our response always considers how serious the risks are to people receiving aged care. We look at the best way to make sure providers and their workforce can meet the Code.

If you work in aged care and we have concerns about your conduct, we may:

- work with your provider to make sure they take steps to help you deliver care that is consistent with the Code
- give you a 'reminder of obligations' letter to remind you of your responsibilities under the Code, and prompt you to change your behaviour
- give you a 'caution letter' detailing our concerns with your behaviour, your responsibilities under the Code, how we monitor whether your behaviour of concern continues or reoccurs and what we will do if it does continue or reoccur
- request specific actions, such as undergoing further education or training
- do an investigation into your behaviour and/or suitability to work in aged care, and/or your provider's responsibilities relating to the Code



- issuing a banning order to stop or restrict you from being involved in aged care, either temporarily or permanently.

If you have been issued a reminder of obligations letter or caution letter, we will not make this information public. However, we may share a copy of the letter with your provider when needed to make them aware of the matters raised in the letter, and/or for them to better support you to comply with the Code.

Banning orders

If you have been given a banning order, your identifying information and details of your banning order will be published on the Commission's website in the [Register of Banning Orders](#).

We expect providers to regularly check the register to make sure that people who they currently or are intending to employ (or engage, for example as a volunteer) do not have an active banning order that stops or restricts them from performing their current or intended role.

How we protect your rights

We respect your rights as an aged care worker, and we will protect your personal information in accordance with law. If we receive information about you that raises questions or concerns for us, before we make any decision that affects your rights we will:

- let you know we have received information about you
- help you understand the issues in the information we've received

- give you a chance to ask any questions and give us any other information
- give you the chance to be heard and respond to any negative information before we reach a decision.

If you are not happy with our decision, or the process, you can ask for a review.

If you are still not satisfied with how we handled your information, you can file a complaint:

- through our [Make a complaint](#) web page
- or by phoning us on **1800 951 822**.

We will deal with any complaint about you objectively and without bias, in accordance with our legal obligations.

Read our fact sheet for individuals working in aged care on how we apply [procedural fairness](#) under the Code of Conduct and our Regulatory Bulletin on the [review process](#) for more information.

Read our Notice of Collection form for more details about how we may collect, use, and disclose your personal information.

When we will contact you

We may contact you:

- to help us resolve a complaint or assess a serious matter
- if we are concerned that your behaviour may not meet the standards as set out in the Code.

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Phone

1800 951 822



Web

agedcarequality.gov.au



Write

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