

# I can speak up to make aged care better

**Complaints Process**

- 1 Raise the complaint with the care staff first if appropriate
- 2 If they can't help you, talk to the coordinator
- 3 If you are still not happy, you can contact the Aged Care Quality and Safety Commission

I can give feedback and make suggestions to make aged care better.

What do you think we can do better?

COMPLAINT FORMS

**FEEDBACK AND COMPLAINTS**

Come and have a yarn! We want to know how we can make things better for you

GENERAL COMPLAINT FORMS

Mum needs softer food, that meat has been too tough for her.

COMPLAINT REGISTER

COMPLAINT

CARE PLAN

Sorry about your meals, we've fixed the problem. Please speak up if you have any other concerns.

If I need help to be understood I can use an interpreter.

No one picked up Molly for the outing

If I need help to be heard I can use an advocate.

WE CAN HELP SPEAK UP FOR YOU

OPAN (Older Persons Advocacy Network)

CONTINUOUS IMPROVEMENT

HOW TO HANDLE A COMPLAINT?

