



PLAY YOUR PART TO ENSURE THE HIGHEST STANDARD OF CARE



HOW CAN I CONTACT THE SCHEME?



1800 550 552

Aged Care Complaints Investigation Scheme

Department of Health and Ageing
GPO Box 9848
In your Capital City



www.health.gov.au/oacqc
and complete the Online Complaints Form.



OUR ELDERLY DESERVE THE BEST.

YOU WILL BE PROTECTED WHEN YOU REPORT AN ASSAULT

If you report a suspected sexual or serious physical assault, the new law requires that your aged care provider protects you against:

- losing your job;
- being treated unfairly; or
- being victimised or threatened by other staff.

Your complaint must be dealt with fairly, promptly and without retribution. The legislation requires that only certain authorised people will be advised that you have made the report.



AGED CARE COMPLAINTS INVESTIGATION SCHEME

1800 550 552

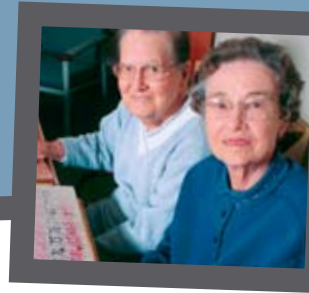
INFORMATION FOR RESIDENTIAL AGED CARE WORKERS

Disclaimer: The Investigation Principles made under the Aged Care Act 1997 contain detailed provisions regarding the operation of the Aged Care Complaints Investigation Scheme. This brochure contains a summary only of these detailed provisions and should not be relied on as a substitute for legal advice.



Australian Government
Department of Health and Ageing

A MEASURE OF ANY SOCIETY IS HOW IT LOOKS AFTER ITS ELDERLY.



As someone who works in an Australian Government-subsidised aged care home, you have a very privileged and responsible role.

Whatever your role – nurse, carer, office worker, kitchen staff or cleaner – you see first-hand, every day, how our elderly people are looked after.

The care that the elderly receive in these aged care facilities is first-class. Aged care workers do a wonderful job. They are the heart and soul of the vitally important aged care industry in this country.

Unfortunately, sometimes people do the wrong thing. Incidents of sexual and serious physical assault on aged care residents are rare, but they do occur and they are highly distressing.

The Australian government is doing all it can to improve quality of care and increase protection of our elderly.

THE AGED CARE COMPLAINTS INVESTIGATION SCHEME

The Aged Care Complaints Investigation Scheme is available to anyone who wishes to provide information or make a complaint about the service and care being provided to elderly people by an Australian Government-subsidised aged care service.

This may include issues surrounding care, catering, financial matters, hygiene, security, activities, choice, comfort, neglect or safety.

If you are concerned about how our elderly are being treated in an Australian Government-subsidised residential aged care home, we want you to speak up.

In fact, under the new law if you suspect a resident is the victim of sexual or serious physical assault, you **MUST** speak up to ensure your aged care provider is acting legally.

From 1 July 2007, all Australian Government-subsidised residential aged care services must report incidents or allegations of sexual or serious physical assault to the Police and the Aged Care Complaints Investigation Scheme.

The legislation provides discretion not to report in certain limited circumstances.

WHAT YOU SHOULD DO

In the first instance, if you have a concern about a matter, talk to your manager. You may be able to resolve the issue quickly and easily.

If you're not comfortable with talking to your manager, or aren't happy with their response, call the Australian Government's Aged Care Complaints Investigation Scheme. It's a free call on 1800 550 552.

CARE IS ESSENTIAL TO THE WELLBEING OF OLDER AUSTRALIANS.

WHAT WE'LL DO

We have experienced staff in every state and territory who can investigate your concerns. They'll listen. They'll deal with all information quickly, consistently and in a confidential manner if necessary. They'll keep you up-to-date on how the matter is being handled.

Complaints can be made openly, anonymously or your name can be kept confidential.