



home and community care

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

COMPLAINTS BROCHURE

Do you have a complaint?

As a consumer of HACC services you are entitled to have any complaint dealt with objectively and without fear of retribution.

HACC agency Involvement

The Community Care Common Standards were introduced to ensure you receive the highest possible standard of service from a HACC agency and that the service you receive meets your individual needs.

If you have a complaint, you are encouraged to initially contact the HACC agency providing the service and they will endeavour to resolve the issue. However, if you are unable to approach the agency directly, or you would like assistance to do this, it is recommended you contact Advocare or another advocacy agency of your choice.

Advocates

As the consumer you have the right to involve an advocate of your choice. This can be a family member or friend, or an agency such as Advocare.

Advocare provides a free, independent and client directed service. It provides advocacy, information and education to people receiving aged residential and community care services.

The role of an advocate is not to mediate between the consumer and agency but to speak and act on behalf of the consumer. Your advocate can be involved at each step of the process.

Confidentiality / Anonymity

A request for confidentiality and anonymity will always be respected and does not affect your rights to a thorough investigation of your complaint.

Complaints in writing

If your complaint is not resolved at the agency level to your satisfaction, following the intervention of an advocate, you can request that the complaint is managed through the External Appeal Process. This process will attempt to resolve the issue by aligning it with HACC policies and guidelines.

Your complaint needs to be forwarded in writing to:

*Director
Aged Care Policy Directorate
Department of Health
PO Box 8172
Perth WA 6849.*



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**Government of Western Australia
Department of Health**

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