

## Raising concerns with your provider

If you're unhappy with something, there are ways to address your concerns. A good first step is to raise your concerns directly with your provider. If the problem isn't resolved, you have the option of making a complaint or changing provider. There might also be ways that you can get involved to help improve services not just for yourself, but also for other older people.

Most providers do their best to provide quality care, but problems can occur. You have a right to raise any concerns you have.

It's a good idea to keep a list of contacts that you can call on if you have a concern, need to change some arrangements, or find that the service is not what you expected.

### How to raise a concern

It's best to start by raising your concern directly with the person involved. If you don't feel comfortable doing that, you can speak with your case manager or any other manager at your provider. Try to stay calm and say clearly what your concerns are and what you would like done to fix the problem.

### Getting help to raise a concern

You can ask for another person to talk on your behalf or to be present when you meet with the provider. You can also ask for an interpreter.

If you want help to raise a concern or if you aren't happy with the provider's response, contact the National Aged Care Advocacy Line on **1800 700 600**. They will listen and give you information. If you want them to, they will speak up for you, representing your expressed wishes. This is a **free** service with offices in each state.

If your concerns are still not addressed, the next step is to make a formal complaint.