



**Australian Government**  
**Department of Health and Ageing**

## **New website for the Aged Care Complaints Scheme**

The Aged Care Complaints Scheme has launched the [Aged Care Complaints Scheme news](#) website, the main source for the latest information about the Aged Care Complaints Scheme and the reforms to strengthen the Scheme.

The site will keep aged care providers, consumers and stakeholders up-to-date on progress implementing reforms to the Scheme; provide information about the complaints process; and address topics of interest through regular blog posts and the 'frequently asked questions' section. The website will also be an important channel for consumers and the industry to provide feedback and help us improve the information we provide.

New information will be posted regularly. Go to <http://agedcarecomplaints.govspace.gov.au> and save the site as a 'Favourite' to make it easier to check back.

You can help us spread the word about the website in the following ways:

- Add a link to Aged Care Complaints Scheme news on your website, blog or online community – we may be able to return the favor and link to your website
- Let your clients, colleagues, counterparts and customers know about the new website
- Post a short article or update about the new website in your newsletter or other publication.

Our goal is to make sure the aged care industry, as well as care recipients, their carers and their families, know where to go for the latest online information about the Scheme. We'd greatly appreciate your assistance with achieving this.

If you would like further information, or have an idea for an article or update, please email us at [agedcomplaintscomms@health.gov.au](mailto:agedcomplaintscomms@health.gov.au)

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