

Blind Citizens Australia

Level 3, Ross House

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Melbourne Victoria 3000

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Toll Free: 1800 033 660

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Email: bca@bca.org.au

Website: www.bca.org.au

Blind Citizens Australia

# My Aged Care

# Helpful Contacts

## My Aged Care Contact Centre

Contact them if:

* You would like to register to receive services through My Aged Care
* Your care needs have changed and you would like to be assessed for a higher level of support
* Your address has changed or someone has passed away
* You have a complaint about a service provider, RAS or ACAT Assessor that you have raised directly with them but you are not satisfied with the outcome

**Phone**: 1800 200 422 (8:00am – 8:00pm Monday – Friday; 10:00am – 2:00pm Saturday; Closed on Sunday and National Public Holidays).

**Fax**: 1800 728 174

**Website**: [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

**Postal Address:** My Aged Care Complaints, PO Box 210 Balwyn Victoria 3103

Complaints made by phone or fax will be acknowledged within 10 days of receiving it and you will be provided with a complaints reference number.

When you receive a response, if you’re unhappy with the outcome, you can send an email to [myagedcaresupport@healthdirect.org.au](mailto:myagedcaresupport@healthdirect.org.au) outling your complaint including your complaints reference number.

For further information, please visit <https://www.myagedcare.gov.au/contact-us/complaints>

## Aged Care Quality and Safety Commission

Contact them if:

* You have a complaint about any Aged Care related service provider, including My Aged Care.

**Phone**: 1800 951 822

**Email**: [info@agedcarequality.gov.au](mailto:info@agedcarequality.gov.au)

**Website**: <https://www.agedcarequality.gov.au/making-complaint>

**Postal Address**: Aged Care Quality and Safety Commission GPO Box 9819, IN YOUR CAPITAL CITY

## National Advocacy and Information Services

Contact them if:

* You would like an advocate to speak on your behalf to a government department or service provider
* You need information about My Aged Care or aged care services

### Older Persons Advocacy Network

**Phone the National Aged Care Advocacy Line**: 1800 700 600

**Website**: [www.opan.com.au](http://www.opan.com.au)

**Online:** [General Enquiry Form](General%20Enquiry%20Form)

## Commonwealth Ombudsman

Contact them if:

* You would like to make a complaint about My Aged Care service you have received

**Phone**: 1300 362 072 (9:00am – 5:00pm Monday – Friday)

**Website**: [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

## First People’s Disability Network

Contact them if

* You are an Aboriginal or Torres Strait Islander person and would like information or advice on any aged care or disability related services or programmes.

**Phone**: 02 9267 4195

**E-mail**: [enquiries@fpdn.org.au](mailto:enquiries@fpdn.org.au)

**Website**: <https://fpdn.org.au/>

**Postal Address:** PO Box A2265 SYDNEY SOUTH NSW 1235

## Department of Human Services

Contact them if:

* You need information about financial assessments for Home Care Programme or residential Aged Care Services.

**Phone:** 1800 227 475

**Website**: <https://www.humanservices.gov.au/individuals/subjects/thinking-about-aged-care>

# State-Specific Advocacy Services

## New South Wales Advocacy Services

### Seniors Rights Service (SRS)

**Phone**: 1800 424 079

**Online**: [Online Enquiry Form](https://seniorsrightsservice.org.au/contact/contact-us/)

**Website**: <https://seniorsrightsservice.org.au/>

**Postal Address**: Level 4, 418A Elizabeth Street, Surry Hills, NSW 2010

## Northern Territory Advocacy Services

### Seniors and Disability Rights Services of Darwin

Servicing Postcodes 0800 – 0850

**Phone**: 08 8982 1111

**E-mail:** [info@dcls.org.au](mailto:info@dcls.org.au)

**Online**: [Contact Form](dcls.org.au/contact-us/)

**Website:** <https://www.dcls.org.au/legal-and-advocacy-services/seniors-and-disability-rights/>

**Postal Address:** GPO Box 3180, Darwin, NT, 0801

### Catholic Care NT

Servicing Postcodes 0852- 0872

**Phone**: 08 8944 2000

**E-mail**: darwin@catholiccarent.org.au

**Website**: <https://www.catholiccarent.org.au/>

**Postal Address**: PO Box 132, Berrimah NT 0828

## South Australia Advocacy Services

### Aged Rights Advocacy Service (ARAS)

**Phone**: 1800 700 600 (Toll free) or 08 8232 5377

**E-mail:** [aras@agedrights.asn.au](mailto:aras@agedrights.asn.au)

**Website**: <https://www.sa.agedrights.asn.au/>

**Postal Address:** PO Box 7234 Hutt Street SA 5000

## Queensland Advocacy Services

### Aged and Disability Advocacy Australia (ADA Australia)

**Phone**: 07 3637 6000 or 1800 818 338

**E-mail:** [info@adaaustralia.com.au](mailto:%20info@adaaustralia.com.au)

**Website**: <https://adaaustralia.com.au/>

**Postal Address:** Head office 121 Copperfield Street Geebung, Qld Australia 4034

## Western Australia Advocacy Services

### ADVOCARE

**Phone**: 08 9479 7566

**E-mail:** [rights@advocare.org.au](mailto:rights@advocare.org.au)

**Website**: <https://www.advocare.org.au/>

**Postal Address**: The Perron Centre, 61 Kitchener Avenue, Victoria Park WA 6100

## Victorian Advocacy Services

### Elder Rights Advocacy (ERA)

**Phone**: 03 9602 3066 or 1800 700 600

**E-mail:** [era@era.asn.au](mailto:era@era.asn.au)

**Website**: <http://era.asn.au/>

**Postal Address**: Suite 4, Level 8, 167 Queen Street, Melbourne, Victoria, 3000

## Tasmanian Advocacy Services

### Advocacy Tasmania Inc.

**Phone**: 1800 005 131 or 03 6224 2240

**E-mail**: [contact@yoursaytas.org](mailto:contact@yoursaytas.org)

**Website**: <https://advocacytasmania.org.au/>