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Media Release

Empowering older people to speak up on aged care rights

The Aged Care Quality and Safety Commission has today launched a national public information program to help older people, their families and supporters better understand their rights and protections in aged care.

The 'Choice, dignity, respect – your rights in aged care' program comes as more people engage with aged care services, with Commission research showing that many older people are still unaware of their right to safe, respectful and high-quality care.

Aged Care Complaints Commissioner Treasure Jennings said the program is designed to help older people feel informed, supported and empowered.

"Every older person deserves to feel safe, respected and heard when accessing aged care," the Complaints Commissioner said.

"This program is about giving people the knowledge and confidence to speak up if something doesn't feel right and to know their concerns will be taken seriously."

It also provides practical guidance on how to make a complaint or give feedback to help resolve concerns quickly.

The program highlights the new Statement of Rights that include the right for every older person to:

- feel safe and respected
- make decisions about their own life
- have their culture and identity respected
- stay connected with their community
- raise concerns without fear of reprisal

The Commission's data shows that thousands of complaints are received each year, with common issues relating to communication, care quality and service delivery.

"If you have a concern about your aged care, you have the right to speak up," the Complaints Commissioner said.

"You can talk to your provider first. They must respect your rights and have a complaints process that is easy to understand and use. And you can choose to have a family member or supporter raise a concern on your behalf.

"If that doesn't work, or you don't feel comfortable, you can contact the Aged Care Quality and Safety Commission directly to raise a concern or give feedback at www.agedcarequality.gov.au or by calling 1800 951 822," the Complaints Commissioner said.

The program will roll out across radio, print and media to reach older people from all backgrounds, including those in regional and remote communities.

Media enquiries: media@agedcarequality.gov.au

About the Aged Care Quality and Safety Commission

The Aged Care Quality and Safety Commission is the national regulator of aged care services in Australia. It is responsible for protecting and enhancing the safety, health, wellbeing and quality of life of people receiving aged care.

More information is available on the Commission's website at www.agedcarequality.gov.au.