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Media Release

New provider-level complaints data increases transparency in aged care

For the first time, complaints data for individual aged care providers and residential aged care homes has been made publicly available in the Aged Care Quality and Safety Commission's 2025–26 Annual Report.

The provider- and home-level data complements the Commission's regular sector-performance reporting, giving older people, families, supporters and providers greater visibility of the complaints issues being raised about particular services.

Aged Care Quality and Safety Commissioner Liz Hefren-Webb said the publication of the data in the Commission's annual report represented an important improvement in transparency across the sector.

"Publishing complaints data for individual providers and residential aged care homes is an important step forward in transparency and accountability across aged care."

The data covers complaints received and resolved from 1 November 2025 to 30 June 2026. The report also provides information about the number and types of complaints, outcomes, timeliness and requests for reconsideration.

"For the first time, people can see the complaints issues being raised about individual aged care providers and residential aged care homes, providing another source of information when making decisions about care," the Commissioner said.

The publication of provider-level data also gives providers greater insight into complaints about their services and supports accountability and continuous improvement.

"Complaints provide valuable insights into people's experiences of aged care. Publishing this information helps providers identify emerging risks and opportunities to improve their services, and contributes to better outcomes for older people," the Commissioner said.

The Commissioner said the data should be interpreted in the context of the provider and the services it delivers.

"Complaint numbers do not, by themselves, provide a complete measure of the quality or safety of care. They should be considered alongside other relevant information, including the size of the provider and the types of services it delivers."

The new reporting requirements are established under the *Aged Care Act 2024* and *Aged Care Rules 2025*. Detailed tables showing the number and types of complaints received about registered providers and residential aged care homes are included in the appendix of the Annual Report available on the Commission's website here.

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Further information

The detailed provider and residential care home complaint tables published in Appendix 3 (pages 176 – 314).

About the Aged Care Quality and Safety Commission

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

More information is available at: www.agedcarequality.gov.au.