

Regulatory Strategy

2025–26

Making sure older people get good
and safe services

Easy Read version



Australian Government

Aged Care Quality and Safety Commission

Engage
Empower
Safeguard

How to use this document

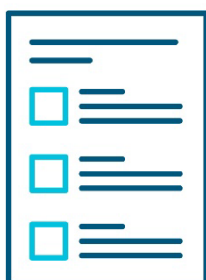


Australian Government

Aged Care Quality and
Safety Commission

We are the Aged Care Quality and
Safety Commission.

We wrote this document.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page [21](#).



You can ask someone you trust for support to:

- read this document
- find more information.



This is an Easy Read summary of
another document.

It only includes the most important ideas.



You can find the other document on our website.

www.agedcarequality.gov.au/resource-library/2025-26-regulatory-strategy

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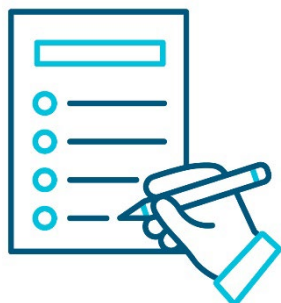
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About our strategy

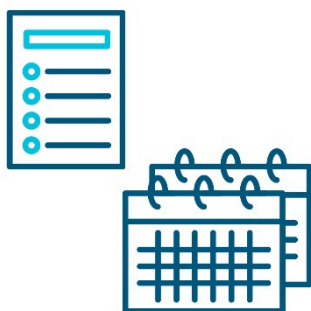


Our job is to protect older people in aged care.



We created the Regulatory Strategy 2025–26.

We just call it our **strategy**.



A strategy is a plan for how we will do things.



Our strategy supports the Aged Care Act 2024.

This is a new law to better protect older people.

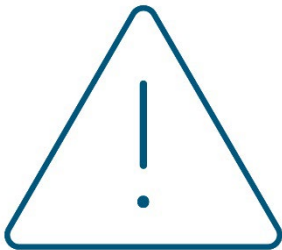
Our strategy is about how we:



- keep older people safe from harm



- support the health and wellbeing of older people



- check people are safe when things go wrong

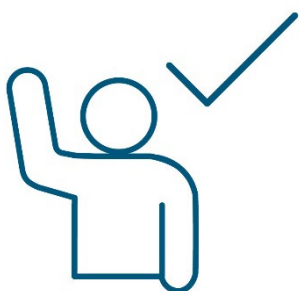


- deal with **complaints** about providers.



A complaint is when you tell someone that something:

- has gone wrong
- isn't working well.



You should not feel bad about making a complaint.

It is important to speak up.

Support



Our strategy explains how we will support:

- older people and their families
- aged care workers
- **providers.**



Providers deliver aged care services to older people.

Rights



Our strategy explains how we protect the **rights** of older people.



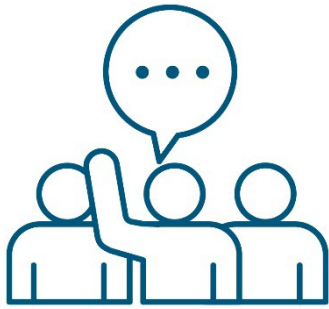
Rights are rules about how people must treat you:

- fairly
- equally
- with respect.



This includes your rights to:

- make decisions that affect you
- feel safe
- be told about your care.



This also includes your rights to:

- share what you think about your aged care
- stay connected to your community
- have your **culture** respected.

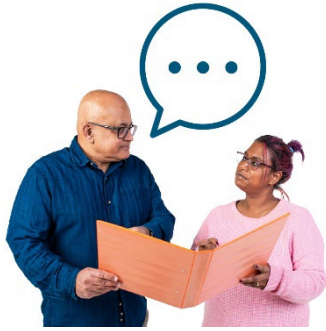


Culture is the way a group of people live and what they believe.



You also have the right to ask for support from:

- your family and friends
- an **advocate**.



An advocate is someone who can:

- support you
- help you have your say
- give you information and advice.



You have the right to choose an advocate.



You have the right to contact an advocate at any time.

Laws



There are new laws to protect older people.

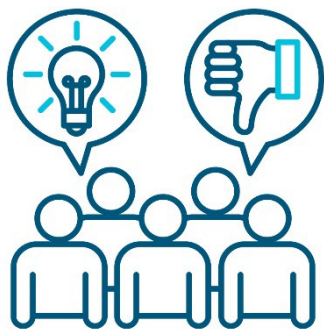


This includes the Aged Care Act 2024.



Our strategy will support aged care workers and providers to follow the new laws.

How we work



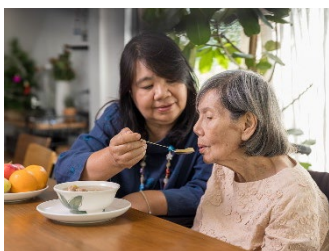
We work with older people and their communities to:

- hear their ideas
- listen to their complaints.

We hear from:



- older people who live in aged care homes



- older people who are cared for in their own home



- people who support older people.

We also hear from:



- providers who get money from the government to offer aged care services



- aged care workers



- health care providers



- organisations that speak up for older people.



We also work with other parts of the government to make sure older people get good care and services.

What we do



Our work focuses on 3 important areas.

Protecting older people

We look at how to:



- stop older people from being harmed



- manage risks to older people.



We use **data** to find out about risks to older people as early as we can.



Data includes information and facts we collect to help us learn about something.



We work with providers to:

- find out how they are managing these risks
- help them get better.



We keep checking on providers to make sure they are managing these risks well.

Improve services



We expect all aged care providers to show they are always improving their services.

We expect providers to:



- listen to older people about what they need



- respect the privacy of older people



- make sure their workers know how to deliver good care.



Providers should make sure older people have a say in their care.

Providers should also:



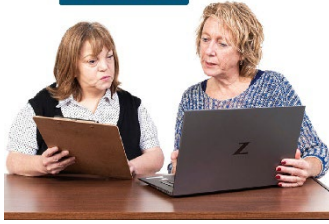
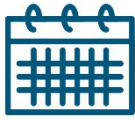
- find out why something went wrong



- fix it so it doesn't happen again



- build trust with people after something has gone wrong.



If we find out a provider is not delivering good care, we will:

- check their services more often
- work with them to improve their services.



If a provider still doesn't improve their services, we can stop them from delivering:

- some aged care services
- all aged care services.



We expect providers to support the needs of different groups in our community.



This includes Aboriginal and Torres Strait Islander peoples.



We also want to support more Aboriginal and Torres Strait Islander providers.

Build trust with the community



We will help build trust with the community by deciding who can provide aged care services.



We only let good providers deliver services to older people.



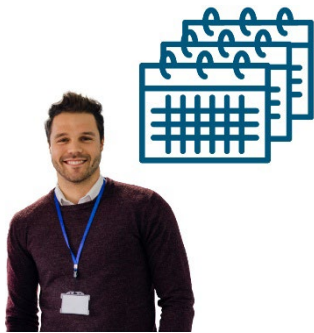
We check they:

- will provide good services
- have the right skills
- can meet the needs of older people.



We also check that providers keep delivering good services.

This includes making sure providers:



- can last a long time



- make older people feel comfortable to make a complaint.



We expect providers to manage complaints in an open way.



They should also include people who support you when they are working to fix the complaint.



Fixing a complaint in this way can build trust after something has gone wrong.



We also need to make sure the way we work is open and fair.



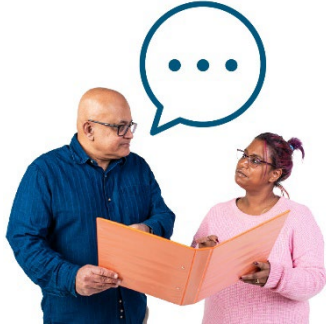
We share information and reports with the community about our work.



When someone makes a complaint to us, we will work with the person and support their choices.

Word list

This list explains what the **bold** words in this document mean.



Advocate

An advocate is someone who can:

- support you
- help you have your say
- give you information and advice.



Complaint

A complaint is when you tell someone that something:

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Culture

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Data

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Providers

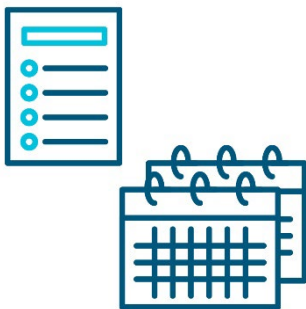
Providers deliver aged care services to older people.



Rights

Rights are rules about how people must treat you:

- fairly
- equally
- with respect.



Strategy

A strategy is a plan for how we will do things.

Contact us



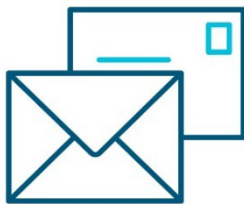
You can call us.

1800 951 822



You can send us an email.

info@agedcarequality.gov.au



You can write to us.

Aged Care Quality and Safety Commission

GPO Box 9819

Then write the name of the capital city in your state or territory.



You can visit our website.

agedcarequality.gov.au



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