



The service we offer you

On 1 January 2019 the Aged Care Quality and Safety Commission (the Commission) will commence operations. Our role is to protect and enhance the safety, health, well-being and quality of life of people receiving Australian Government funded aged care.

We promote the provision of high quality care and services to safeguard everyone who is receiving Australian Government funded aged care.

The Commission replaces the Australian Aged Care Quality Agency and the Aged Care Complaints Commissioner. Combining these functions into one independent agency strengthens the focus on consumers, streamlines regulation, supports better engagement with consumers and providers, and promotes transparency.

We are responsible for:

- independently accrediting, assessing, and monitoring aged care services funded by the Australian Government
- resolving complaints about the quality of care or services provided
- educating and engaging with the sector to build confidence and trust in aged care, empower consumers, support providers to comply with care standards and promote best practice service provision.

All information in this publication is correct as of January 2019.



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Write

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