



Choice, dignity, respect – older people’s rights in aged care

Community Information Toolkit

May 2026



About this toolkit

The Aged Care Quality and Safety Commission is the national regulator of Government funded aged care services. It is our role to uphold the rights of older people and protect and enhance their safety, health, wellbeing and quality of life.

Our regulatory functions include listening to the experiences of older people and supporting them to be informed about their aged care rights. We also support and educate providers and workers about those rights and their obligations in meeting them.

We are running a [public information program](#) to ensure older people, their families and supporters understand that stronger rights and protections exist under the *Aged Care Act 2024*. A [video](#) provides an overview of the program.

We know that older people and supporters are more likely to raise concerns with their provider when they feel reassured that:

- it is safe to speak up and they know who they can speak to
- they will be listened to and taken seriously
- raising a concern will not negatively affect their care.

Our public information program is about reaffirming to older people, their families and supporters that they can feel safe to raise concerns and give feedback directly with their provider, and to trust they will be listened to with respect.

This toolkit has been developed for community organisations to **support you in distributing and promoting information to older people, their families and supporters about key topics including:**

- the rights of older people in aged care
- raising concerns when something doesn't feel right
- the role of the aged care provider in supporting older people to speak up
- the role of the Commission and Aged Care Complaints Commissioner.

We have also created materials to help communicate this information through your channels, including newsletter copy, social media posts, links to videos and printed resources for display and dissemination in key community locations.



What's in this toolkit?

- [Key messages](#)
- [Webpages](#)
- [Social media copy and tiles](#)
- [Editorial copy](#)
- [Resources for older people, their families and supporters](#)
- [Videos](#)

Call to action

You can promote the messaging and resources in this kit to older people, their families and supporters via:

- social media
- newsletters
- notice boards (as relevant)
- making hard copy resources available in appropriate locations or via community settings.

When sharing materials we recommend the below calls to action:

- promote the [Statement of Rights](#) and what they mean in practice to older people
- encourage them to watch the video explaining the [Statement of Rights – introduction for older people](#) or [Rights-based complaints handling – an overview by the Aged Care Complaints Commissioner](#)
- remind older people and their supporters about the importance of feeling safe and supported to [speak up if they have a concern](#) and ensure they understand their provider's complaints process
- explain that support is available via the [Older Persons Advocacy Network](#) and the [Aged Care Quality and Safety Commission](#).

Diverse audiences

We recognise that older people from diverse cultural, linguistic and life backgrounds may have unique needs and preferences. Their background and experience impacts on how they access and engage with aged care supports. This includes differences in language, traditions, identity and family structures.



We are committed to making sure our information is inclusive, culturally safe and responsive. Every older person should feel safe, understood, respected and able to make choices that reflect who they are. If someone you care for has difficulty speaking or understanding English, you can use an interpreting service to communicate in their preferred language.

If you would like any of our resources that are not currently translated, please contact us at communications@agedcarequality.gov.au.

We have developed dedicated information and resources to help provide good, culturally safe aged care for First Nations older people. You'll find these on the [First Nations Hub](#) on our website.

Translating and interpreting services

If you need an interpreter when contacting the Commission, you can ask us to arrange one when you call. Or you can contact one of these services and ask them to help you contact the Commission:

- [Translating and Interpreting Service \(TIS\) – 131 450](#)
- [Aboriginal Interpreter Service \(AIS\) – 1800 334 944](#)
- [Aboriginal Interpreting Western Australia – 08 9192 3981](#)

Our document [Translated information for people receiving aged care poster](#) has information in different languages about how to contact the Commission using an interpreter and is available for download.

The [National Relay Service](#) provides support for people who have a hearing or speech impairment:

- TTY users: call [1800 555 677](#) then ask for the Commission's number [1800 951 822](#)
- Speak and Listen users: call [1800 555 727](#) then ask for the Commission's number [1800 951 822](#)
- Internet relay users: connect to the [National Relay Service](#) and enter [1800 951 822](#).

Sign language interpreting and captioning services

The National Sign Language Program (NSLP) provides free sign language interpreting and captioning services through Deaf Connect for eligible older people. The NLSP can help you with:



- using aged care services and taking part in professional and social activities
- health and medical appointments that are covered by Medicare.

To make a booking, call [1300 773 803](tel:1300773803), email interpreting@deafconnect.org.au or go to the [Deaf Connect website](#).

Orderable resources and translated materials

The materials in this information kit are available in digital and hard copy format. You can find the resources listed in this information kit on our [website](#).

If you require hard copies of any of these resources, or if you're looking for translated materials, you can order them via our [Order resources page](#).



Key messages

You can use the below key messages when engaging with older people, their families and supporters about rights and raising concerns.

- Older people now have stronger rights and protections following recent changes to aged care laws in Australia.
- These changes include a [Statement of Rights](#) for older people receiving aged care services. They include the right to make their own decisions, to be respected, and to feel safe.
- Older people also have the right to communicate their needs and preferences, to have their culture and identity respected, and to stay connected with their community.
- If an older person has a concern about their aged care services, they have the right to speak up.
- They can talk to their provider first. Their provider must respect their rights and have a complaints process that is easy to understand and use.
- They can choose to have a family member or supporter raise a concern on their behalf.
- If older people need help making a complaint or finding information, they can contact the [Older Persons Advocacy Network \(OPAN\)](#) for free, independent, and confidential support. Call the Aged Care Advocacy Line on [1800 700 600](#).
- The Elder Care Support program is also available to support older Aboriginal and Torres Strait Islander people and their families to understand, navigate and access the aged care services they are entitled to. Find your [local Elder Care Support organisation](#).
- If an older person prefers, they can contact the [Aged Care Quality and Safety Commission](#) directly to make a complaint or give feedback.
- The new Aged Care Complaints Commissioner works within the Commission to make sure every concern is handled in a way that is confidential, timely and fair.



Webpages

The webpages listed below provide key information for older people receiving aged care services.

[Choice, dignity, respect – your rights in aged care](#)

Find out more about older people's rights in aged care, provider obligations in supporting older people to raise their concerns, and the role of the Aged Care Quality and Safety Commission.

[How to raise a concern – for older people](#)

Find out more about what to do if you have a concern, older people's rights and protections under the new *Aged Care Act 2024*, and how the Aged Care Quality and Safety Commission can help.

[Make a complaint](#)

Access the Aged Care Quality and Safety Commission's online complaints form or find out more about making a complaint by phone or in writing.

[Aged care complaints FAQs](#)

Detailed answers to a range of questions about complaints, including how the Commission can help, what to know before, during and after making a complaint, and useful services.


[First Nations Hub](#)

Information and resources about providing good, culturally safe aged care for First Nations older people.



Social media copy and tiles

We've developed a series of social copy and tiles to raise awareness about rights for older people in aged care, sharing feedback or making a complaint. Share these with your networks across your social media channels.

Channel	Copy	Social media tile
LinkedIn Facebook	<p>Older people have the right to make their own decisions, to be respected and to feel safe. The Aged Care Quality and Safety Commission is raising awareness about older people's rights in aged care.</p> <p>Everyone has the right to choice, dignity and respect and to feel safe, heard and supported.</p> <p>Learn more at agedcarequality.gov.au or call 1800 951 822.</p> <p>#ACQSC #Complaints #AgedCareQuality #AgedCareRights</p>	<p>Embed video: Rights-based and person-centred care – what it means for older people</p>
LinkedIn Facebook	<p>Everyone has the right to choice, dignity and respect in aged care. The Aged Care Quality and Safety Commission is encouraging older people to speak up if something isn't right in aged care.</p> <p>If you have a concern, you can talk to your provider first.</p> <p>You can also contact the Aged Care Quality and Safety Commission for independent information, feedback or complaints.</p> <p>Visit agedcarequality.gov.au or call 1800 951 822.</p> <p>#ACQSC #Complaints #AgedCareQuality #AgedCareRights</p>	<p>Embed image: www.agedcarequality.gov.au/media/102380</p> 



LinkedIn	<p>Culturally safe care is your right. The Aged Care Quality and Safety Commission has created new resources to support First Nations providers, workers and older people understand their rights and obligations in ensuring First Nations older people get the good quality, culturally appropriate and safe aged care everyone is entitled to.</p> <p>This video discusses the importance of cultural training for aged care workers to deliver good quality, culturally appropriate and safe aged care for Australian First Nations older people.</p> <p>Choice, dignity, respect – your rights in aged care.</p> <p>Find out more at agedcarequality.gov.au or call 1800 951 822.</p> <p>#ACQSC #Complaints #AgedCareQuality #AgedCareRights</p>	Embed video: Culturally safe care is your right
Facebook	<p>Good aged care means you are safe and cared for in the right way. It means respecting your connection to family, your community and your Country.</p> <p>New aged care laws include the Statement of Rights to help make sure everyone is getting good and safe aged care.</p> <p>You can find more resources to support older First Nations people, their families and aged care workers and providers who care for them at agedcarequality.gov.au/FirstNations</p>	Embed video: Your rights in aged care



Editorial copy

Use this newsletter article to promote the rights of older people receiving aged care and how they can raise a concern or make a complaint.

Choice, dignity, respect – older people’s rights in aged care

You now have stronger rights and protections following recent changes to aged care laws in Australia. These changes include a [Statement of Rights](#) that include the right to make your own decisions, to be respected and to feel safe.

You also have the right to communicate your needs and preferences, to have your culture and identity respected, and to stay connected with your community. The Statement of Rights recognises that everyone is an individual and your preferences and needs are unique to you.

If you have a concern about the aged care you or someone else is receiving, you can speak with your provider. This is often the easiest and quickest way to resolve things. Your provider must respect your rights and have a complaints process that is easy to understand and use. You can ask a friend, family member or a supporter to help you raise a concern.

Advocacy support is also available through the Older Persons Advocacy Network (OPAN). If you require information or support with government-funded aged care services, OPAN’s Aged Care Advocacy Line can provide free, confidential, and independent support. You can speak with an advocate by calling [1800 700 600](tel:1800700600) or visit opan.org.au.

The Aged Care Quality and Safety Commission

If you don’t feel comfortable talking to your provider or if speaking to your provider hasn’t helped, you can speak with the [Aged Care Quality and Safety Commission](#). The Commission is the national regulator of Government funded aged care services. They have a range of information and resources available about raising a concern or making a complaint.

They can help by:

- listening to you and explaining the rights of older people
- finding out what you’d like the provider to do differently
- explaining their role and how they can best help.

You can contact the Commission by:

- calling [1800 951 822](tel:1800951822) between 9am – 5pm Monday to Friday
- writing to Aged Care Quality and Safety Commission, GPO Box 9819, in your capital city
- emailing info@agedcarequality.gov.au
- visiting their [website](#).



Resources

For older people, their families and supporters

The Commission has a range of information and resources available about raising a concern or making a complaint. You can find out more on our [website](#).

You can order hard copies of these resources (including translated versions) via our [Order resources webpage](#).

Statement of Rights

The Aged Care Act 2024 includes a Statement of Rights that explains the rights older people will have when accessing aged care services funded by the Australian Government.

The Statement of Rights will help make sure you are at the centre of your aged care.

You will have the right to:

- make your own decisions about your own life
- have your decisions not just accepted, but respected
- get information and support to help you make decisions
- communicate your wishes, needs and preferences
- feel safe and respected
- have your culture and identity respected
- stay connected with your community

If you have concerns about the aged care you are receiving, you can:

- talk to your aged care provider
- ask for an advocate on 1800 700 600 or at OPAN.org.au
- contact the Aged Care Quality and Safety Commission on 1800 951 822 or at [AgedCareQuality.gov.au](#)

More information

Read the full Statement of Rights, including how you can make sure your rights are upheld: www.health.gov.au/our-work/aged-care-act-2024

Fact sheet – Your rights in aged care

Statement of Rights

The Aged Care Act 2024 includes a Statement of Rights that explains the rights older people will have when accessing aged care services funded by the Australian Government.

The Statement of Rights will help make sure you are at the centre of your aged care.

You will have the right to:

- make your own decisions about your own life
- have your decisions not just accepted, but respected
- get information and support to help you make decisions
- communicate your wishes, needs and preferences
- feel safe and respected
- have your culture and identity respected
- stay connected with your community

If you have concerns about the aged care you are receiving, you can:

- talk to your aged care provider
- ask for an advocate on 1800 700 600 or at OPAN.org.au
- contact the Aged Care Quality and Safety Commission on 1800 951 822 or at [AgedCareQuality.gov.au](#)

More information

Read the full Statement of Rights, including how you can make sure your rights are upheld: www.health.gov.au/our-work/aged-care-act-2024

Poster – Your rights in aged care

What is the Aged Care Quality and Safety Commission?

At the Aged Care Quality and Safety Commission, our job is to protect people who use Australian Government-funded aged care services.

When you receive aged care services, you have the right to:

- quality and respect
- safe and quality care that meets your needs.

We help ensure that services give the best care possible and deliver services in line with the Statement of Rights.

We do this by:

- requiring providers to deliver aged care
- checking that providers meet the Aged Care Quality Standards
- ensuring providers and workers behave in a way that meets the Aged Care Code of Conduct
- holding you responsible about aged care services
- requiring providers to change if they don't meet standards or respect people's rights
- ensuring that providers properly manage fees, costs, budgets and funding
- ensuring that prospective aged care or guardians are made aware
- investigating serious incidents
- publishing information about our findings
- explaining what good care means and what to expect from services.

Our work covers most aged care services but does not include retirement villages.

Fact sheet – What is the Aged Care Quality and Safety Commission

What to expect when you raise a concern with us

How to raise a concern

Aged care providers receive feedback from their workers and residents of their people.

If you have a concern about an aged care provider, worker or responsible person, you can speak with the provider or with us. A responsible person is a person who is responsible for the aged care services delivered by the Australian Government. If you have a concern about aged care, it's important to speak up. It's your right.

Older people can have a range of rights and preferences. If you want to raise a concern, it's important to speak up. It's your right.

Older people can have a range of rights and preferences. If you want to raise a concern, it's important to speak up. It's your right.

How we can help

- We'll get you the information you need to raise a concern with us.
- We'll get you the information you need to raise a concern with us.
- We'll get you the information you need to raise a concern with us.

Fact sheet – What to expect when you raise a concern with us

Top tips for raising a concern

If you have a concern about the aged care services you or someone else is receiving, you can speak up.

Older people can have a range of rights and preferences. If you want to raise a concern, it's important to speak up. It's your right.

Older people can have a range of rights and preferences. If you want to raise a concern, it's important to speak up. It's your right.

Before raising a concern

- It's important to think about what you want to say before you speak up.
- It's important to think about what you want to say before you speak up.
- It's important to think about what you want to say before you speak up.

Fact sheet – Top tips for raising a concern

What support is available?

The Older Persons Advocacy Network (OPAN) is a free advocacy and support service. They will listen to your concerns and help by:

- giving you information about your rights
- giving you advice on how you can give feedback or make a complaint to your provider
- giving feedback or making a complaint to the provider for you.

Advocates are independent from the Commission. They will keep your information confidential and always ask for your permission before taking action.

With your permission, we can phone an advocacy agency for you, explain your concerns and arrange for them to contact you.

Contacting the Commission is easy and free

- Phone 1800 951 822
- Web agedcarequality.gov.au
- Write Aged Care Quality and Safety Commission, GPO Box 9819, in your capital city

Do you have concerns about an aged care provider, worker or responsible person?

The Aged Care Quality and Safety Commission can help.

Brochure – Do you have concerns about an aged care provider, worker or responsible person



Do you have concerns about an aged care provider, worker or responsible person?

You can do something about it. If you have concerns about the aged care you or someone else is receiving, you can raise them with your provider or us.

You have the right to make a complaint. We encourage you to raise your concerns or make a complaint to your provider first. This is often the easiest and quickest way to resolve a complaint, and it gives your provider an opportunity to improve their service. It should not feel overwhelming or embarrassing to make a complaint.

If you still support your provider, their services may be able to help. Call the Older Persons Advisory Network (OPAN) on 1800 951 822 for more advice or help. You can make a complaint or provide feedback to us about aged care services, such as individual care, overall feedback, or a complaint about your provider. It's a way to tell us about your concerns without being involved with how we handle them. You can share your concerns anonymously or confidentially if you wish.

If you're supported under your contract, their services may be able to help. Call the Older Persons Advisory Network (OPAN) on 1800 951 822.

You need to be eligible to speak with us. Call us if you're aged 16 or over, you're in Australia, and you're not a responsible person for your provider.

1800 951 822
1800agedcarequality.gov.au
1800agedcarequality.gov.au
1800agedcarequality.gov.au

Poster – Do you have concerns about an aged care provider, worker or responsible person

Safe, quality care is your right

Dear reader,

Older people now have stronger rights and protections following recent changes to aged care laws in Australia.

These changes include a Statement of Rights for older people receiving aged care services. They include the right to make your own decisions, to be respected and to feel safe. You also have the right to communicate your needs and preferences, to have your culture and identity respected, and to stay connected with your community.

The Statement of Rights recognises that everyone is an individual and your preferences and needs are unique to you.

Your rights in practice

You can expect that you are treated with dignity and respect. Some ways in which your rights can look in practice could include that your provider will:

- support you to make informed decisions about your care
- support your preferences for your daily routine
- listen, learn and respond to your feedback and concerns
- make sure you can access the things you need
- make sure you are only taking the medicines you need and have been prescribed to you
- provide food and drink options that you like
- keep you connected with the people who are important to you

If something about your aged care worries you, or just doesn't feel right, it's good to speak up. Raising your concerns or giving feedback to your provider can help to improve your aged care experience and that of others around you.

What you can do if you have a concern

If you have a concern about your aged care, you can speak with your provider. This is often the easiest and quickest way to resolve things.

Your provider must respect your rights and have a complaints process that is easy to understand and use.

If you don't feel comfortable talking to your provider or if speaking to your provider hasn't helped, you can speak with us.

Letter from the ACQSC Commissioner and Aged Care Complaints Commissioner – Safe, quality care is your right

Changing aged care for the better for you

The new Aged Care Act puts the rights of older people first. It includes a Statement of Rights for older people. These changes start from 1 November 2025.

The Statement of Rights means you are at the centre of your aged care. It gives you the right to:

- make your own decisions about your own life
- have your decisions not be accepted, but respected
- get information and support to help you make decisions
- communicate your wishes, needs and preferences
- not be taken advantage of
- have your culture and identity respected
- stay connected with your community

If you have any concerns or complaints about your aged care, the Aged Care Quality and Safety Commission is here to help.

1800 951 822
agedcarequality.gov.au
info@agedcarequality.gov.au

Poster – Diverse audiences: Changing aged care for the better

You have the right to quality and safe aged care

The new Aged Care Act will put the rights of older people first. It includes a Statement of Rights for older people. These changes start from 1 July 2025.

The Statement of Rights will help make sure you are at the centre of your aged care. It includes the right to have your culture and identity respected and to stay connected to your community.

You have the right to feel safe and respected, and to be treated with dignity and respect by the people caring for you.

This includes the right to access funded aged care services that:

- value and support your identity, culture and background
- respect your experience, including any trauma
- are accessible and meet your needs
- are free from violence, abuse and neglect.

How to make sure your rights are upheld

Your provider must understand and follow the Statement of Rights. If they don't, you can raise your concerns or complaints with them. This is often the easiest and quickest way to resolve things.

You can raise your concerns or make a complaint with the Complaints Commissioner:

- 1800 951 822** between 9am – 5pm Monday to Friday
- Aged Care Quality and Safety Commission**, GPO Box 9819, in your capital city
- online at www.agedcarequality.gov.au
- at info@agedcarequality.gov.au

If you need an interpreter, call us on **1800 951 822** and ask us to arrange one. You can also call the Translating and Interpreting Service (TIS) – **131 450** and ask them to call us for you.

If you need support to make a complaint or find information, you can call the Older Persons Advisory Network (OPAN) on **1800 700 600**. OPAN has free, independent and confidential advocates to help you.

Fact sheet – Diverse audiences: You have the right to quality and safe aged care

Your rights for good, safe aged care

Please know there may be things that will be people's lives passed on to the next generation.

The new Aged Care Act puts the rights of our Elders and older people first. It includes a Statement of Rights for people who get aged care.

About your Statement of Rights

The Australian Government is changing Australia's aged care laws. The Statement of Rights is one of the new laws. They start on 1 November 2025. The Statement of Rights is one of the changes.

The Aged Care Quality and Safety Commission makes sure all aged care providers follow the Statement of Rights.

What the Statement of Rights means for you

Good aged care means our people are safe and cared for the right way. It means respecting your culture, your concerns or beliefs, your community and Country or land where you live.

You have the right to:

- Have your culture and identity respected**
 - being supported in Country or land where you live
 - using your language
 - getting to know and maintain
- Make choices about your care**
 - the means through that
 - having a say about who cares for you
 - how you spend your time
 - how you spend your money
 - what you want to do with

First Nations Statement of Rights Information Sheet

Aged care and your rights

This storyboard explains aged care, what your rights are and what to do if your provider or worker isn't helping you.

1800 951 822
agedcarequality.gov.au

First Nations – Visual Storyboard – Aged care and your rights



Videos

Promote these videos on your website, in newsletters, and on social media.



[Rights-based and person-centred care – what it means for older people](#)



[Statement of Rights – introduction for older people](#)



[Statement of Rights – introduction for providers and workers](#)



[Commission complaints handling process](#)



[Rights-based complaints handling – an overview by the Aged Care Complaints Commissioner](#)



[First Nations – Your rights in aged care](#)



Thank you for your continued commitment to supporting older people to feel safe, respected and heard. If you have any queries or feedback about this program, please reach out to us via communications@agedcarequality.gov.au.



Phone
1800 951 822



Web
agedcarequality.gov.au



Write
Aged Care Quality and Safety Commission
GPO Box 9819, in your capital city