



# Consumer advisory body

A resource for older people

1800 951 822  
[agedcarequality.gov.au](http://agedcarequality.gov.au)



**Providers must offer older people and their representatives the opportunity to start a consumer advisory body.**



## **'Your voice is powerful.'**

Providers need to write to you and give you the opportunity to join a consumer advisory body at least once a year.

## Consumer advisory bodies

Consumer advisory bodies can help fix problems and improve your care. They give you a way to talk about care and service quality with others and share this with your provider's governing board.

### Consumer advisory bodies are important because they:



look at the quality of care and services you and others receive



find and communicate older people's needs and issues



provide opportunities for improvement.

If your aged care service is a state or territory authority or a local government authority, it doesn't have to offer to start a consumer advisory body. You can still share your thoughts, ideas and give feedback about your care and the services you receive – talk to your provider today.

## Membership

Consumer advisory bodies need people like you! Members from all backgrounds are welcome to join; diversity means that all older people are represented. This includes people who:

- currently receive aged care or have in the past
- are a family member or representative of an older person
- are Aboriginal or Torres Strait Islander
- are LGBTIQ+
- come from a culturally and linguistically diverse background
- have a disability
- live with a cognitive or physical impairment
- live with mental health issues and/or illness
- are socially or economically disadvantaged
- live in a rural or remote area.

## Provider obligations

### Your provider must:



offer to start a consumer advisory body at least every 12 months – even if you already have one



make the offer in writing – for example, an email, letter, poster or pamphlets around the service



think about feedback the consumer advisory body gives about care and services when making decisions



write to the consumer advisory body to explain how the feedback is used.



## Quality care advisory body

Providers also need to start a quality care advisory body. This must have at least one member that represents an older person's interests (for example, an older person/representative, a member of the consumer advisory body [if established] or an advocate for an older person).

If you don't get an offer to form a consumer advisory body or one isn't started, find out why. Maybe this is because other older people don't have enough information, or they aren't interested in joining. If you want to start or join a consumer advisory body, talk to your family/representatives and other older people to see if they do too. Then, talk to your provider.

## More information

- **Talk to your aged care provider.**
- Phone the Older Person's Advocacy Network (OPAN) Support Line.  
**1800 700 600**  
8am – 8pm Monday to Friday  
10am – 4pm Saturdays  
OPAN helps you and your representatives fix problems you have with Commonwealth-funded aged care services.
- Phone the Aged Care Quality and Safety Commission on **1800 951 822** (free call) to give feedback on your provider or make a complaint.

*The Aged Care Quality and Safety Commission acknowledges the Traditional Owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to Elders both past and present.*

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**Phone**  
1800 951 822



**Web**  
[agedcarequality.gov.au](https://agedcarequality.gov.au)



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