



# Changing aged care for the better for you



**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 gives you 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.



**Find out more**  
about the Statement of  
Rights on our website

## 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 concern or complaint with them. This is often the easiest and quickest way to resolve things.

You can also raise your concern 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](http://www.agedcarequality.gov.au)
- ✉️ [info@agedcarequality.gov.au](mailto: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 help making a complaint or finding information, contact the Older Persons Advocacy Network (OPAN) for free, independent, and confidential support. Call the Aged Care Advocacy Line on **1800 700 600**.