



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
- seek, listen 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.

What we can do to support you

If you have a concern we can help by:

- listening to you and explaining your rights
- finding out what you'd like your provider to do differently
- explaining our role and how we can best help you.

As the national regulator of Government-funded aged care services, we protect and support your rights so that you feel confident that your care will be safe, quality, meet your needs and help you to live the best life you can.

The independent Aged Care Complaints Commissioner works within the Commission to make sure concerns and complaints are handled in a way that is confidential, timely and fair.

Your privacy is important

The ways in which we can support you are designed to be flexible and helpful. When you call us to share a concern you decide on how we proceed, and your privacy is protected at all times.

You can make a complaint and be part of the resolution process. You can also ask for your concern to be in-confidence or to remain anonymous.

You can also choose to have a family member or supporter raise a concern for you.

We want you and your family and supporters to feel confident to raise issues and concerns, and know they will be considered fairly and transparently, without any fear of possible consequences.

We are committed to protecting and enabling your rights.



A handwritten signature in black ink that reads "Liz Hefren-Webb".

Liz Hefren-Webb
Aged Care Quality and Safety
Commissioner



A handwritten signature in black ink that reads "Treasure Jennings".

Treasure Jennings
Aged Care Complaints
Commissioner

More information

- Contact the Older Persons Advocacy Network (OPAN). If you require information or support with government-funded aged care services, the Aged Care Advocacy Line can provide free, confidential, and independent support. You can speak with an advocate by calling **1800 700 600** or visit **opan.org.au**.
- Contact the Aged Care Quality and Safety Commission on **1800 951 822** (free call) or **agedcarequality.gov.au** to give feedback on your provider or to make a complaint.

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Phone
1800 951 822



Web
agedcarequality.gov.au



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