



# New laws to uphold your rights in aged care



Dear reader,

This is a momentous time of change and opportunity in aged care, giving you a voice and placing you at the centre of your aged care experience.

The new *Aged Care Act 2024* (the Act) which commenced 1 November 2025 gives you new rights to high quality, safe and responsive care. Your providers must make sure that your rights are respected and upheld, and that you are supported to make choices with dignity.

## Delivering transparency and accountability

A key part of the new Act is the introduction of an **independent Complaints Commissioner** to work alongside the Aged Care Quality and Safety Commission. The purpose of this role is to ensure there is transparency and accountability in how complaints and feedback are responded to and resolved.

We want you and your family and supporters to feel empowered to raise issues and concerns, and have them considered fairly and transparently, without any concern about possible consequences.

We are committed to protecting and enabling your rights so that you feel confident that the new aged care laws will deliver care that is safe, high quality and meets your needs and preferences.

## Your rights are law

We feel privileged to be part of this major change. We want you to know that your rights are enshrined in law under the new Act. The Statement of Rights says that you have the right to:

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

## It's ok to raise a concern or complaint

If your rights are not being respected or upheld, we're here to help. We encourage you to raise the issue with your provider first if you can.

Your provider has an obligation to make sure their complaints processes are easy to understand and access, and that you feel supported.

If you prefer not to talk to your provider, you can contact us.

We have processes in place to effectively deal with complaints, and compel providers to remedy the problem, restore your trust and prevent the issue from occurring again. Our focus is on restorative outcomes and improving care for you.

We look forward to supporting you through this important time of reform.

Ensuring aged care is high quality and safe is a shared goal we all care deeply about.

Sincerely,



**Liz Hefren-Webb**  
Aged Care Quality and  
Safety Commissioner



**Treasure Jennings**  
Aged Care Complaints  
Commissioner

Anyone can make a complaint or provide feedback by contacting the Aged Care Quality and Safety Commission on **1800 951 822** (free call) or via our website, **[agedcarequality.gov.au](https://agedcarequality.gov.au)**

You can also contact the Older Persons Advocacy Network (OPAN) on **1800 700 600**. OPAN provide a free, independent, and confidential service to help older people make a complaint. They can also advocate on your behalf.

*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.*

November 2025



**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