



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

Stakeholder 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 and their 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 peak bodies and advocacy groups with information and resources to **support your members in engaging with 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 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 and links to videos and resources.

What's in this toolkit?

- [Key messages](#)
- [Webpages](#)
- [Social media copy and tiles](#)



- [Editorial copy](#)
- [Resources](#)
 - For providers and workers
 - For older people and their supporters
- [Videos](#)

Call to action

You can promote the messaging and resources in this kit to your members, older people and their supporters, provider and workers, 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:

- talk to your members and to older people receiving aged care about the [Statement of Rights](#) and what they mean in practice
- 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 them of the importance of older people and their supporters 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 has difficulty speaking or understanding English, there are interpreting services 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 First Nations older people understand their rights in aged care and support providers and workers to provide good, culturally safe aged care. You'll find these on the [First Nations Hub](#) on our website.

Translating and interpreting services

We can arrange interpreters for anyone who needs assistance in a language other than English when contacting the Commission. The below services can also assist when contacting 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 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](#), 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 all the resources listed in this provider 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 [orderable resources page](#).



Key messages

You can use the following 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. Their provider can't punish them or treat them differently for raising a concern.
- 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](#).
- 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 following webpages provide key information for providers and workers, older people receiving aged care services and their supporters.

[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 older people can do if they have a concern, their rights and protections under the new *Aged Care Act 2024*, and how the Aged Care Quality and Safety Commission can help.

[Good complaints practice – for providers](#)

An overview of good complaints practice for providers including links to guides, fact sheets and our complaints handling checklist.

[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, covering:

- how the Commission can help older people
- what older people should know before, during and after making a complaint
- information for providers and workers
- supports available for older people.


[First Nations Hub](#)

Information and resources for First Nations older people and providers and workers to ensure good, culturally safe aged care is provided.



Social media copy and tiles

We've developed a series of social tiles and copy 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: https://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 the newsletters articles below to promote the rights of older people receiving aged care and how they can raise a concern or make a complaint. There are two versions – one directed to providers and workers, and one directed to older people, their families and carers.

Provider and worker copy

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

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 for older people 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.

Aged care providers have an obligation to ensure that older people understand their rights and are encouraged to raise concerns. They must have a complaints process that is easy to understand and use. Good complaints practice can:

- fix problems quickly and early, and stop them from happening again
- improve quality of care
- help providers put the needs of older people at the centre of providing aged care
- increase satisfaction and improve relationships between the person receiving care, their family and supporters, the provider and workers.

If you notice something has gone wrong, talk to the person affected and try to resolve the issue before they make a complaint. This helps build trust and confidence in your service.

Older people in your care should be reminded that advocacy support is available through the Older Persons Advocacy Network (OPAN). OPAN provide information or support with government-funded aged care services, and their Aged Care Advocacy Line (1800 700 600) can provide free, confidential, and independent support.

The Commission has a range of information and resources to support providers and workers in understanding their obligations and improving their complaints practices. You can find out more at www.agedcarequality.gov.au.



Older people, families and supports copy

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 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 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.

The Commission also has a range of information and resources available about raising a concern or making a complaint. You can find out more at www.agedcarequality.gov.au



Resources

The Commission has a range of information and resources available about raising a concern or making a complaint. You can find out more at www.agedcarequality.gov.au.

For providers and workers

Use these resources when talking to providers and workers.

 <p>Better practice guide to complaints handling in aged care services</p>	 <p>Top tips for registered providers: Building a strong complaints system</p>	 <p>Complaints handling checklist</p>
 <p>First Nations Stakeholder Communications Toolkit</p>	 <p>First Nations Aged Care Resources</p>	 <p>Aged Care Code of Conduct - responsible persons and aged care worker poster</p>



For older people and their families

Use these resources by:

- promoting them on your website, in newsletters and social media
- making hard copies available at appropriate locations or via community settings.

You can order hard copies of the resources for older people (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
- speak with 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/work/aged-care-act/about

[Fact sheet – Your rights in aged care](#)

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[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:

- dignity 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:

- registering providers to deliver aged care
- checking that services meet the Aged Care Quality Standards
- ensuring providers and workers behave in a way that meets the Aged Care Code of Conduct
- looking into complaints 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, contributions and funding
- ensuring that prospective new aged care organisations are suitable
- 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

Our role at the Aged Care Quality and Safety Commission is to protect the rights, wellbeing and interests of older people who use aged care services funded 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 stronger rights if their concerns follow a recent change to aged care laws in Australia. These changes include a statement of rights for older people receiving aged care services. This includes the right to make your own decisions, to be respected and to feel safe.

Older people also have the right to communicate their views and preferences to have their views and wishes respected, and to stay connected with their community.

How to raise a concern

Aged care providers need to make sure their services are in the best interests of older 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 or has significant influence over the services delivered by a provider.

You can raise your concern with us by giving feedback or making a complaint. Giving feedback is a way to tell us about your concern without being involved in the resolution process that we handle for you.

How we can help

When you have a concern to raise a concern, we'll:

- help you know how to raise your concern with us. It's easier to get help to your concern
- ask you for more information and a clear way to raise your concern.

[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 stronger rights and protection if a recent change to aged care laws in Australia. These changes include a statement of rights for older people receiving aged care services. It's important to speak up. It's your right.

Older people also have the right to communicate their views and preferences to have their views and wishes respected, and to stay connected with their community.

Before raising a concern

It's important to think about what you want to say about your concern. Try to be clear about what you want to say. This can help you get the information you need in a clear way. Try to include as much detail as you can, such as names, dates and times.

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[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 it with your provider or us.

If you don't feel comfortable doing this, or if you are having trouble getting your provider to resolve a complaint, please contact the **Aged Care Quality and Safety Commission on 1800 951 822** for free advice or help. You can make a complaint or provide feedback to us about an aged care provider, worker, or responsible person. Providing feedback to us may not solve your concerns unless being involved with how we handle it. You can share your concerns anonymously or confidentially if you wish.

If you'd like support to raise your concern, a free advocate may be able to help. Call the Older Persons Advocacy Network (OPAN) on their Aged Care Advocacy Line on **1800 706 600**.

Your legal contact within this service is:

If you need an interpreter to speak with us, call the Translation and Interpreting Service on **131 456**.

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

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
- 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 by 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 started 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 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 any concerns or complaints about your aged care, the Aged Care Quality and Safety Commission is here to help.

Kind out more about the Statement of Rights on our website.

1800 951 822
agedcarequality@go.gov.au
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.

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 concerns or complain with them. This is often the easiest and quickest way to resolve things.

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

- **1800 951 822** between Sun – Sun, Monday to Friday.
- Aged Care Quality and Safety Commission, GPO Box 9819, in your capital city
- online at www.agedcarequality.gov.au
- 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 Translation 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 Advocacy Network (OPAN) on **1800 706 600**. 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

Make it to the... 2025

These changes may be big for you, or they may not. But all the people who have passed to the Dreaming.

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 part of the new laws. They start on 1 November 2025. The Statement of Rights is part of the changes.

The Aged Care Quality and Safety Commission makes sure 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 connections to family, community and Country, and your beliefs.

You have the right to:

- Have your culture and identity respected**
 - staying connected to Country or land, home and community
 - using your language
 - getting culture and traditions
- Make choices about your care**
 - having a say about who cares for you
 - keep you spend your time
 - keep you spend your money
 - safety you want help 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 you're worried your rights aren't being met.

If you're aged 60 or over and need help to get your care or health services, you can get help from an aged care home.

Some workers at aged care homes can get aged care in different ways. This can get in your own home or in an aged care home.

Good aged care means you are safe and cared for the right way. It means respecting your culture, your community and your identity.

Have a plan with your family and other people who care for you. This means you can get help with your care. Making a plan is in your best interests.

If you're worried about the quality of your care, you can get help from the Aged Care Quality and Safety Commission. This is an independent organisation that can help you if you have a concern. They can help solve the problem or give advice.

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1800 951 822
agedcarequality.gov.au

First Nations – Visual Storyboard – Aged care and your rights



Videos

Use these videos by promoting them 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 videos](#)



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