



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 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.

Older people also have the right to communicate their needs and preferences, to have their culture and identity respected, and to stay connected with your community.

Before raising a concern

It's important to be as clear as you can on what you're concerned about.

Try writing down your concerns or talking them through with someone you trust. This can help you put the information together in a logical way. Try to include as many details as you can, such as names, dates and places.

This makes it easier for the provider, worker or responsible person to understand what's happened. It also gives you a written record of your concerns.

It's also important to think about what you want to see happen after you raise your concern. Keep in mind that it should be reasonable, achievable and in the best interests of the older person receiving care.

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.

Tips to help you raise your concern

- Talking to your provider first about your concern is often the easiest and quickest way to resolve things. It's safe to speak up, and it can improve the quality of care for everyone. A provider, worker or responsible person can't punish you or treat you differently for raising a concern.
- Ask the provider how they deal with concerns and how long it might take to resolve it.
- If your concerns are about something complex or serious, you could ask to speak with a manager.
- Setting up a time to meet with someone in person may make it easier for them to focus on your concerns.
- Feeling upset, angry or frustrated about things that affect you or your loved one is understandable. However, to help the provider, worker or responsible person assess your concern, it's best to stick to the facts when you describe what happened.
- Ask your provider to repeat your concern back to you to make sure they understand. You can also ask them to put it in writing.
- Raising a concern can be confronting. You might want to ask for help from:
 - a friend, family member or supporter
 - an aged care advocate, which is an independent person who can listen to your concerns and provide information. To find a free aged care advocate, contact the [Older Persons Advocacy Network](#) (OPAN) on **1800 700 600**.
- If you don't feel comfortable talking to the provider about your concern, or if speaking to the provider hasn't helped, you can speak with us.
- Giving feedback is a way to tell us about your concern without being involved with how we handle it. If you want to be involved, it's best to make a complaint.

April 2026

Contacting the Commission is easy and it's free

Anyone can raise a concern with us about aged care, including:

- older people receiving aged care
- family, friends, carers and supporters of people who receive aged care
- aged care workers and volunteers
- health and medical professionals.

To raise a concern, contact us by:

- 📞 1800 951 822
- 🖱️ agedcarequality.gov.au
- ✍️ Aged Care Quality and Safety Commission
GPO Box 9819, in your capital city

Find this resource online

agedcarequality.gov.au/resource-library/top-tips-raising-concern

