



What is the Aged Care Quality and Safety Commission?

1800 951 822

agedcarequality.gov.au



The Aged Care Quality and Safety Commission's job is to protect the rights and interests of people who use Commonwealth-funded aged care services.

If you receive aged care services at home, or live in an aged care home, you have the right to be treated with dignity and respect. You also have the right to care that is safe, high quality, meets your needs, and helps you to live the best life you can.

The Aged Care Quality and Safety Commission makes sure that aged care services provide the best care possible and respect your rights, in line with the [Charter of Aged Care Rights](#).

We do this by:

- checking aged care services to make sure they meet the [Aged Care Quality Standards](#)
- looking into complaints about services made by people receiving care, their families and others
- requiring aged care providers to make changes when they are not meeting the standards or respecting the rights of aged care consumers
- making sure that aged care providers manage your fees and contributions properly, as well as the government funding they receive
- making sure that new organisations that want to provide aged care services are suitable
- investigating serious incidents that happen in aged care services

- publishing information about our findings when we check on services
- explaining what good quality care is, and what you can expect from services.

We look into the quality of residential aged care or home services funded by the Australian Government. This covers most aged care services but does not include retirement villages.

If you were assessed and approved for services through My Aged Care, then we can help you.

How can we help you?

If you have a concern or problem with your care, you have the right to ask your aged care service to work with you to fix it. They must have a process for responding to feedback and complaints and should tell you what they are doing about your concern.

Your service must not treat you differently because you have raised a concern or complaint about your care. Your right to raise a complaint is protected by the [Charter of Aged Care Rights](#).

If you are not happy with how your service deals with your concern or you have a question about your aged care service or your rights, you can talk to us. We will listen to you, give you information and work with you and your service to resolve your concern. A family member, friend or advocate can contact us for you, with your permission. You can talk to us confidentially or anonymously if you prefer.

Our complaints service is free.

You can [contact us](#) by phone, online form, email or post.

Where else can you get help?

You can ask an aged care advocate to help you sort out a problem with your service. An advocate is an independent person who helps you understand your rights and supports you to sort out your aged care problems. They can help you talk to your service about a problem or raise a complaint with us.

You can get free and confidential help from the Older Persons Advocacy Network by calling **1800 700 600** or visit their website: [Older Persons Advocacy Network - OPAN - Australia wide support](#).



Phone

1800 951 822



Web

agedcarequality.gov.au



Write

Aged Care Quality and Safety Commission
GPO Box 9819, In Your Capital City