



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 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.

How to raise a concern

Aged care providers need to make sure their services suit the needs 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 (how we handle it).

If you want to be involved with how we handle your concern, it's best to make a complaint.

How we can help

When you first contact us to raise a concern, we'll:

- let you know that we received your complaint within 3 business days
- listen to your concerns
- ask you for information and assess any risks

- discuss what you want to happen
- explain what we do and how we can help
- take immediate action if an older person is at serious risk of harm.

Depending on what your concern is about, we can help by:

- explaining your rights
- working out what you'd like the provider to do differently
- making sure the provider is meeting their obligations
- helping you and the provider come to an agreement about how they'll fix the issue, restore the relationship and prevent it from happening again
- putting you in touch with a free advocacy service so they can help you
- making sure you know where to take your concern if we aren't the right people to help.

It's safe to speak up

The safety and wellbeing of older people is important and protected by the [Statement of Rights](#). Speaking up 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.

When you raise a concern with us, you:

- can choose to not share your identity (name, personal information and contact details) with us
- can choose to not share the identity of anyone involved in the complaint with the provider

- can be involved in how we handle your concern, including receiving regular updates, if you give us your contact details
- will have certain rights and protections, if you give us information that shows a provider, worker or responsible person may not be meeting their obligations under aged care law. These are called [whistleblower protections](#).

If you're worried, our friendly customer contact team staff are here to help.

Concerns we can help with

Aged care providers have responsibilities they must meet to receive government funding. If you're concerned that your provider may not be meeting those responsibilities, we can help.

We can help you with concerns about the care you or any older person is receiving, such as:

- a provider, worker or responsible person not [meeting their obligations](#) under the Aged Care Act
- a provider not acting in line with the [Statement of Rights](#)
- personal care, such as services that help you to shower, take medication, eat or move around
- communication, for example how a provider, worker or responsible person shares information with you and responds to your questions or concerns
- your living environment, for example safety, security and cleaning
- some fees and charges.

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- 📞 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/what-to-expect-when-you-raise-concern

