



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.

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 concern or complaint 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 9am – 5pm 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 [Translating and Interpreting Service \(TIS\)](#) – **131 450** and ask them to call us for you.

If you need help making a complaint or finding information, contact the Older Persons Advocacy Network (OPAN) for free, independent, and confidential support. Call the Aged Care Advocacy Line on **1800 700 600**.



Find out more
about the Statement of
Rights on our website