



Royal Commission into Aged Care Quality and Safety

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The Royal Commission into Aged Care Quality and Safety has been set up to look at the quality of aged care services and whether those services are meeting the needs of the Australian community. This includes:

- care for older people living at home
- people living with dementia, and
- people living in residential aged care including younger people with disabilities.

The Commission will examine the care provided in cities, as well as in regional and remote areas. It will look at how aged care services can be improved in the future.

The Commission wants to hear about your experiences, both good and bad. It also wants your suggestions for ways to improve the aged care system. You can tell your story to the Commission by:

- calling: 1800 960 711 (between 8:00am-8:00pm AEDT Monday-Friday except on public holidays). Interpreter services are available.
- writing to: GPO Box 1151, Adelaide SA 5001 (we will translate your letter)
- filling in the online form at:
<https://agedcare.royalcommission.gov.au/submissions/Pages/default.aspx>
- emailing: ACRCenquiries@royalcommission.gov.au

If you have a problem with an aged care service that requires immediate action

The Royal Commission cannot resolve individual disputes or complaints. It cannot order a care provider or person to take particular action or pay compensation. However, the Aged Care Quality and Safety Commission may be able to assist in this situation as it is the complaints agency for aged care services that are subsidised by the Australian Government.

If you want to make a complaint about the quality of aged care services being delivered to a person right now, you can contact the Aged Care Quality and Safety Commission on 1800 951 822 or visit agedcarequality.gov.au. Interpreter services are available.