



Royal Commission into Aged Care Quality and Safety

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

- 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 examined the care provided in cities, as well as in regional and remote areas. It looked at how aged care services could be improved in the future.

The Commission wanted to hear about your experiences, both good and bad. It also wanted your suggestions for ways to improve the aged care system.

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

If you have a concern or complaint regarding the quality of care or services delivered by an aged care provider please contact the Aged Care Quality and Safety Commission.

The Aged Care Quality and Safety Commission provides a free service for anyone wishing to raise concerns about the quality of care or services delivered by Australian Government funded aged care services. The Aged Care Quality and Safety Commission can be contacted by telephone on 1800 951 822 (free call) 9:00am-5:00pm ACDT Monday-Friday – interpreter services are available, or visit its website at www.agedcarequality.gov.au

This document is also available [translated into community languages](#)