



Media Release

2 January 2020

Aged Care Quality and Safety Commission now single end-to-end regulator of aged care services

From 1 January 2020, the Aged Care Quality and Safety Commission is now the national end-to-end regulator of aged care services, and the primary point of contact for consumers and providers in relation to quality and safety.

Following the passage of the Aged Care Legislation Amendment (New Commissioner Functions) Bill 2019, the role of the Commission has now expanded to include oversight of:

- approval of all residential and home care providers
- aged care compliance activity
- the administration of compulsory reporting of assaults by approved providers.

These functions were previously the responsibility of the Department of Health.

The Commission will have access to a broader range of regulatory tools to drive improvements in consumer experiences and outcomes of care across the sector and within individual services.

Ms Janet Anderson PSM, Aged Care Quality and Safety Commissioner said the changes should bring confidence to older Australians and their families.

“As the single regulator of aged care services, we now have a broader range of tools to drive improvements in consumer experience and outcomes in care across the sector,” Ms Anderson said.

“Every aged care consumer deserves and has a right to expect to receive safe, quality care that is best practice, tailored to their needs, and optimises their health and wellbeing. The Commission has an important role to play in holding aged care providers to account for the provision of such care, as required under the Aged Care Quality Standards. We complement this role through our work in promoting consumer engagement, providing information and education, and seeking to resolve complaints about aged care providers.”

The Aged Care Quality and Safety Commission commenced operation on 1 January 2019, bringing together the functions of the former Australian Aged Care Quality Agency and Aged Care Complaints Commissioner.

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