How we manage your personal information

The Aged Care Quality and Safety Commission regulates government-funded aged care services in Australia.

This includes auditing your aged care provider against the strengthened Aged Care Quality Standards as part of the registration process to make sure you receive safe, quality care.

We work with your provider before and during the audit. They'll provide documents to us, and we may visit your service.

What to expect when we visit

When we visit, you can tell us about how well you feel your provider cares for you, if you want. Sharing your views is an important part of the audit process. It helps us check that your provider is meeting your needs and respecting your rights.

When we speak with you, we may collect some of your personal information.

We keep your personal information confidential. We only share it if:

- you give us permission
- the law allows it
- we believe someone's safety or wellbeing is at risk.

You don't have to speak with us or tell us your personal information if you don't want to.

You can find more information about how we collect, use and manage personal information in our Privacy Policy at agedcarequality.gov.au/privacy-policy.

Privacy complaints

If you're not happy with how we handle your personal information, you can contact us to make a complaint. You can do this by:

- using the form on our website: agedcarequality.gov.au/contact-us/feedback-about-commission
- emailing us: privacy@agedcarequality.gov.au
- writing to us or calling us using the contact details below.

January 2026

1800 951 822
agedcarequality.gov.au
Aged Care Quality and Safety Commission
GPO Box 9819, in your capital city

EEC071