



PARLIAMENT of AUSTRALIA

MEDIA RELEASE

House of Representatives Standing Committee on Health, Aged Care and Sport *Inquiry into the Quality of Care in Residential Aged Care Facilities in Australia*

Issue date: 7 December 2017

Residential Aged Care Inquiry Commences

The Standing Committee on Health, Aged Care and Sport has commenced an *Inquiry into the Quality of Care in Residential Aged Care Facilities in Australia*.

Over 175 000 Australians live in permanent residential aged care. The Australian Government monitors the quality of care provided to aged care residents through the Australian Aged Care Quality Agency, which accredits and reviews aged care facilities, and the Aged Care Complaints Commissioner, which resolves complaints about government funded services.

The Committee Chair, Mr Trent Zimmerman MP, stated that ‘the Committee will be examining Australia’s residential aged care system, in particular, the quality of care and services provided to aged care residents. The Committee will also consider the consumer protections available for aged care residents, including those who do not have family members to help them exercise their rights.’

Submissions from interested individuals and organisations are invited by **Thursday, 8 February 2018**. The preferred method of receiving submissions is by electronic format lodged [online](#) using a My Parliament account.

Further information about the inquiry, including the full terms of reference and details on how to lodge a submission are available on the Committees website at:

https://www.aph.gov.au/Parliamentary_Business/Committees/House/Health_Aged_Care_and_Sport/AgedCareFacilities

The Committee is unable to investigate individual cases, if you have concerns about the treatment of a resident or the quality of service provided in an aged care facility please contact the **Aged Care Complaints Commissioner** on **1800 550 552** or the relevant organisation in your state or territory below.

Australian Capital Territory	Older Persons Abuse Prevention Referral and Information Line	02 6205 3535
New South Wales	NSW Elder Abuse Helpline	1800 628 221
Northern Territory	Northern Territory Police	131 444
Queensland	Elder Abuse Prevention Unit	1300 651 192
South Australia	Aged Rights Advocacy Service Alliance for the Prevention of Elder Abuse	08 8232 5377 (Adelaide) 1800 700 600 (rural)
Tasmania	Elder Abuse Helpline	1800 441 169
Victoria	Senior Rights Victoria	1300 368 821
Western Australia	Advocare Inc.	1300 724 679 (Perth) 1800 655 566 (rural)



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Media enquiries:

Please contact Luke Barnes, Media Advisor from the office of Mr Trent Zimmerman MP, Chair, on 0422 726 621. Luke.Barnes@aph.gov.au

For background information:

House of Representatives Standing Committee on Health, Aged Care and Sport,
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Interested members of the public may wish to track the committee via the website at: <http://www.aph.gov.au/health> Click on the blue 'Track Committee' button in the bottom right hand corner and use the forms to login to My Parliament or to register for a My Parliament account.