

MEDIA RELEASE

Thursday, 9 October 2025

OPAN WELCOMES APPOINTMENT OF TREASURE JENNINGS AS THE AGED CARE QUALITY AND SAFETY COMPLAINTS COMMISSIONER

The Older Persons Advocacy Network (OPAN) welcomes the appointment of Treasure Jennings as the Aged Care Quality and Safety Complaints Commissioner.

Ms Jennings will commence in the new role on 1 November, which coincides with the new Aged Care Act taking effect.

OPAN CEO Craig Gear said the appointment is a significant milestone in fostering a fairer and safer sector.

“We welcome this appointment and congratulate Treasure Jennings,” Mr Gear said.

“Treasure brings a wealth of invaluable experience and a track record of leading consumer complaints and dispute resolution across the public and private sectors.

“Older people consistently inform us of the need for improved complaints mechanisms, and this is an important step in ensuring high quality aged care.

“Our independent aged care advocates are a key pillar in supporting older people and work alongside the complaints system and Complaints Commissioner.

“OPAN and other community organisations pushed for this role to be independent and have a direct line of responsibility to the Minister for Aged Care and Seniors. This will help build trust and deliver strong restorative justice pathways, ensuring complaints are managed in a timely manner.

“We look forward to working with Treasure and her team to ensure the rights of older people accessing aged care are respected and promoted.

“We thank the Albanese Government for delivering on this crucial role.”

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When reporting about older people please refer to the [media reporting guidelines](#) and for more information or media enquiries visit our [Media Centre](#).

IMPORTANT NOTICE TO MEDIA FOR STORIES RELATING TO OLDER PEOPLE

It is critical to provide older people with an avenue to get support when covering stories about aged care. We strongly encourage you to include the following message in your story to enable older people to seek support:



For information or support regarding aged care, please call the Aged Care Advocacy Line on 1800 700 600 or visit opan.org.au