



Places to people: embedding choice in residential aged care

The Australian Government is making changes to residential aged care so you have more choice.

We are designing a new residential aged care system that assigns places directly to older people living in Australia from 1 July 2024. The changes will mean that:

- people who need residential care will have more choice to enter into care with an approved provider that best meets their needs
- people will receive simple information to make more informed decisions about their care
- providers will have an incentive to provide high quality care and more innovative models of care
- providers will be able to offer more services in more locations with less administrative burden.

What does this mean if I am already in care?

The new system will start on 1 July 2024. In the meantime, you don't have to do anything.

If you are in care from 1 July 2024 onwards, the main difference is that it will be easier to move to a new provider of your choice.

Government funding will still be provided directly to your chosen provider on your behalf.

We will deliver additional support to help you and your family navigate the new system and make informed choices about your care needs. A range of measures will be introduced to help you make better choices about your care.

These include:

- a new Star Rating system
- more face-to-face support

- enhancements to My Aged Care
- more transparent accommodation information
- increased advocacy.

What if I need residential care, but am not yet receiving care?

The current system will remain in place until 30 June 2024. This means that if you are not yet in care, you:

- must first undergo an assessment with an Aged Care Assessment Team (ACAT) and receive an approval for residential care
- can only enter into care with a provider that has a vacant place.

If you need more information or think it's time to look into residential aged care facilities, My Aged Care is here to help. You can contact [My Aged Care](https://www.myagedcare.gov.au) on 1800 200 422 or visit the website.

How can I have my say?

We want to speak to older people, their families and carers so that we can hear about what matters most to you. Information on how to participate will be provided on the Department of Health and Aged Care website. You can stay informed and register for engagement activities through the Aged Care Engagement Hub.

Learn more

For more information and updates on [competition in residential aged care](#), you can visit the Department of Health and Aged Care website. You can stay informed and register for engagement activities through the [Aged Care Engagement Hub](#).



Phone **1800 200 422** (My Aged Care's free call phone line)



Visit **agedcareengagement.health.gov.au**

For translating and interpreting services, call 131 450 and ask for My Aged Care on 1800 200 422. To use the National Relay Service, visit nrschat.nrscall.gov.au/nrs or call 1800 555 660.