



Reforming aged care

Our goal is for all people in Australia to be able to access high-quality and safe aged care, where and when they need it.

What we're doing

The Royal Commission into Aged Care Quality and Safety final report challenges us to create better aged care services and a better standard of care for older people.

The Australian Government is committed to meeting this challenge by making changes to aged care that deliver safety, dignity and quality aged care for every older person across our system.

We are consulting with older people as we develop, trial and deliver these changes to make sure our aged care system meets their needs.

Our plan for aged care

- A registered nurse on site and on duty in every aged care home 24 hours a day, 7 days a week.
- Mandating an average of 215 minutes of care per day for people in residential aged care.
- A pay rise for aged care workers.
- Better food for residents.
- Improved transparency and accountability for how government funding is spent to deliver care and services to older people.

In addition, there will be a cap on how much home care users can be charged in administration and management fees by providers, and monthly reporting directly to users on where their money is going.

All older people will get the care they need, not just for essential medical treatment, but also the basic things like help to shower, get dressed and eat a meal.

What we've delivered so far

- New local, personalised help for older people including in-person help at 80 Services Australia service centres, care finders for vulnerable and socially isolated people and EnCOMPASS: Multicultural Aged Care Connector Program for culturally and linguistically diverse older people and their families and carers.
- New representative voices for older people with the Council of Elders and advice on implementation of aged care reforms through the National Aged Care Advisory Council.
- Initiatives to support providers to grow a skilled workforce including extra training places, scholarships and payments for eligible registered nurses.
- More home care support, including more packages and reduced wait times.
- Improved quality and safety for people living in residential care including extra funding for improved care and services, especially food and nutrition.
- Business support for aged care providers including the Workforce Advisory Service for free, independent and confidential advice to help with workforce planning.

What we're working on now

- A skilled, diverse and compassionate workforce.
- Better pay rates for direct care workers and nurses.
- More informed choice and control over individual needs.
- Culturally safe services that support people with diverse experiences, backgrounds and needs.
- Greater respite and support for carers and families.
- Funding for providers that puts older people first.

What's coming up

- A more person-centred approach to care that improves quality of life.
- Better support to live independent and meaningful lives.
- Adequate coverage of services to meet needs across Australia, including local, personalised help to understand and access aged care.
- Specialist support for people with dementia.
- Accessible information and independent advocacy.
- Timely, appropriate and compassionate care at the end of life.

Let's change aged care together

We invite everyone to continue to have their say about the aged care reforms.



Visit agedcareengagement.health.gov.au



Phone **1800 318 209** (Aged care reform free-call phone line)

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