



Australian Government  
Department of Health and Aged Care



# About the Aged Care Act 2024

Easy Read version



# How to use this document



The Australian Government Department of Health and Aged Care (the department) wrote this document.

When you read the word 'we', it means the department.



We wrote this document in an easy to read way.

We use pictures to explain some ideas.



We wrote some words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page **24**.



This is an Easy Read summary of another document.

It only includes the most important ideas.



You can find the other document on our website.

**[www.health.gov.au/resources/publications/  
about-the-aged-care-Act-2024-fact-sheet](http://www.health.gov.au/resources/publications/about-the-aged-care-Act-2024-fact-sheet)**



You can ask for help to read this document.

A friend, family member or support person  
might be able to help you.

# What's in this document?

The Aged Care Act 2024	5
Support to understand the Act	6
What is in the Act	8
Another law to support the Act	20
Share your ideas	22
Word list	24

# The Aged Care Act 2024



The Aged Care Act 2024 explains how we want to make aged care better in Australia.

In this document, we call it the Act.



**Parliament** agreed that the Act should become a law on 25 November 2024.



Parliament is a part of the Australian Government.

They make decisions about our laws.



The Act will start from 1 July 2025.



# Support to understand the Act



We can support people to understand what the Act means for them.

This includes what it means for:



- older people



- families and carers



- workers and **providers**.

Providers support people by delivering a service.

We want to support everyone to understand:



- what is changing
- what they can do to get ready
- how they can get the information they need.

We created a group to work with workers and providers to:



- understand what they need to do
- fix any issues.



You can learn more about this group on our website.

**[www.health.gov.au/committees-and-groups/aged-care-transition-taskforce](http://www.health.gov.au/committees-and-groups/aged-care-transition-taskforce)**

# What is in the Act



There are 8 chapters in the Act.

We explain each chapter on the following pages.

## Chapter 1 – Ideas and goals in the Act



Chapter 1 explains the ideas and goals in the Act.



Chapter 1 explains people's **rights** when they receive aged care.



Rights are rules about how people must treat you:

- fairly
- equally.





Chapter 1 also explains how people and organisations need to behave in aged care.

This includes:



- us – the Department of Health and Aged Care



- people who support older people to make decisions



- workers and providers.

## Chapter 2 – Using aged care services



Chapter 2 explains the rules about who can use aged care services.



For example, the rule about how old a person must be to:

- use aged care services
- live in an **aged care home**.



Aged care homes are places where older people live when they can't live in their home anymore.



Chapter 2 also explains how people will be approved to use aged care services.



This will:

- make it easier for people who need aged care
- depend on the person's need for aged care services.



For example, if someone needs aged care services at home, they can go on the waitlist for the Support at Home program.

This program helps older people who live in their own home.



The wait time for the Support at Home program depends on the person's need for aged care.

## Chapter 3 – Workers and providers



Chapter 3 explains the rules for aged care workers and providers.



It explains how providers become **registered**.

When a provider is registered, it means they:

- can provide aged care services
- must follow certain rules.



Chapter 3 also explains what happens when registered providers don't follow the rules.

## Chapter 4 – Funding and fees for aged care services



Chapter 4 explains how **funding** will work for aged care services.



Funding is money from the government that pays for services and supports.



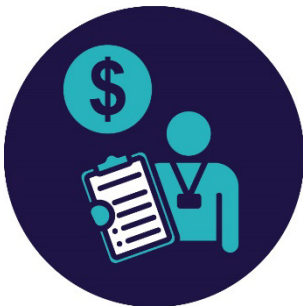
Chapter 4 also explains the **fees** older people might need to pay for aged care services.

Fees are payments people need to make.

Chapter 4 explains:



- how much funding the government will provide



- how funding should be used by providers



- how much providers can ask people using their services to pay.



## Chapter 5 – Managing aged care



Chapter 5 explains the ways a group of organisations will manage aged care services.

This group will include organisations that are:



- part of the government



- not part of the government.



Australian Government

Aged Care Quality and  
Safety Commission

For example, the **Aged Care Quality and Safety Commission (Aged Care Commission)**.



The Aged Care Commission makes sure older people who use aged care:

- are safe
- receive good services.

This group of organisations will:



- set the rules about how providers are registered



- make sure services are safe and fair



- look into problems



- manage **complaints**.



When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.

## Chapter 6 – Handling problems



Chapter 6 explains how the Aged Care Commission will work with us and other organisations to:

- manage problems
- make sure services are safe and fair.



Chapter 6 explains how the Aged Care Commission can get information about providers.



Chapter 6 also explains what the Aged Care Commission can do if providers aren't following the rules.



For example, they can stop a provider from delivering aged care services.

## Chapter 7 – Managing information



Chapter 7 explains the new rules for managing information in aged care.

Chapter 7 explains:



- the type of information that should be private



- who can use or share private information



- when someone can use or share private information.



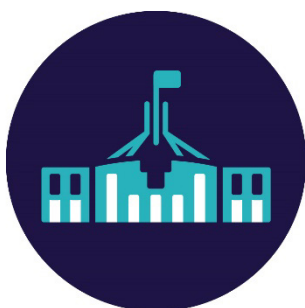
Chapter 7 also explains how the Act will protect people who speak up when things aren't working well.

## Chapter 8 – Other changes to improve aged care



Chapter 8 explains other changes to improve aged care.

For example, it explains when:



- the government can make new rules



- organisations can make decisions or ask for information or payments.



This includes when we can make decisions or ask for information or payments.

## Another law to support the Act



Parliament passed another law on 28 November 2024 to support the Act to work properly.



It is called the Aged Care (Consequential and Transitional Provisions) Act 2024.



This law will make sure older people can still get aged care services while things are changing because of the Act.



This law will support workers and providers to get registered so they can deliver services under the Act.



This law will also:



- make the Act the main law about aged care



- make sure other laws are updated to include the Act



- explain what will happen to other laws now the Act is starting from 1 July 2025.

# Share your ideas



We want to hear your ideas about the Aged Care Rules.



The Aged Care Rules will explain how the Act will work.



This includes:

- what older people need to do
- what workers and providers need to do.



We will use ideas from the community to improve the rules.



This includes ideas we have already heard from the community.

Sharing ideas will also help everyone understand:



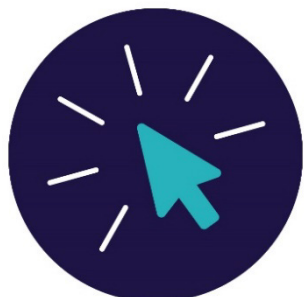
- what the changes will mean for them



- how the rules will affect older people and their care.



Providers will also be able to tell us what they need to get ready for the Act.



You can learn more about how to share your ideas about the Aged Care Rules on our website.

**[www.health.gov.au/our-work/aged-care-act/consultation](http://www.health.gov.au/our-work/aged-care-act/consultation)**

# Word list

This list explains what the **bold** words in this document mean.



## **Aged care homes**

Aged care homes are places where older people live when they can't live in their home anymore.



Australian Government

Aged Care Quality and  
Safety Commission

## **Aged Care Quality and Safety Commission (Aged Care Commission)**

The Aged Care Commission makes sure older people who use aged care:

- are safe
- get good services.



## **Complaint**

When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.



## **Fees**

Fees are payments people need to make.



## **Funding**

Funding is money from the government that pays for services and supports.



## **Parliament**

Parliament is a part of the Australian Government.

They make decisions about our laws.



## **Providers**

Providers support people by delivering a service.



## Registered

When a provider is registered, it means they:

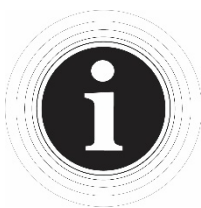
- can provide aged care services
- must follow certain rules.



## Rights

Rights are rules about how people must treat you:

- fairly
- equally.



---

The Information Access Group created this Easy Read document using stock photography and custom images.

The images may not be reused without permission.

For any enquiries about the images, please visit

**[www.informationaccessgroup.com](http://www.informationaccessgroup.com)**.

Quote job number 6063.