



# 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. When the new Aged Care Act begins on 1 November 2025 the changes will mean that:

- people who need residential care will have more choice to enter into care with a 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.

## Older people currently living in residential care

If you already live in a residential care home, you do not need to do anything to prepare for this change.

The main difference you will see when places are assigned to people, is it will be easier for you to move to a new aged care home of your choice, if you want to. The government will continue to provide funding directly to your chosen aged care home on your behalf.

## Older people planning for residential care

Until the new Act commences, the way you access residential care will stay the same. If you are thinking about moving to a residential care home:

- you must first be assessed by an Aged Care Assessment Team and receive an approval for residential care
- once approved, you can then find and enter into residential care with a provider who has a vacancy.

## Finding help

We will be here to support and help you and your family to understand what these changes mean and the options available to you.

We are also making more information about aged care providers available to help you make better and more informed choices about where to access the care that's right for you. This includes the publication of Star Ratings for residential care providers, together with more transparent accommodation information.

My Aged Care is also here to help you.

- Visit the [My Aged Care](#) website to find information about how to access aged care services.
- You can apply for an assessment online and search for local aged care providers who meet your needs.
- You can call **1800 200 422** Monday to Friday, 8am to 8pm, and Saturday, 10am to 2pm.

## Stay up to date

Visit our website for more information and updates on [Places to people – Embedding choice in residential aged care](#).

There are also plenty of opportunities for you to have your say about the changes to aged care:

- Sign up to receive *EngAged*, our monthly newsletter for older people: [health.gov.au/aged-care-newsletter-subscribe](https://health.gov.au/aged-care-newsletter-subscribe).
- Visit the Aged Care Engagement Hub to find out about the latest consultation opportunities and outcomes: [AgedCareEngagement.health.gov.au/get-involved](https://AgedCareEngagement.health.gov.au/get-involved).

## Start a conversation about aged care

Transforming aged care laws to put the rights of older people first.



Visit **MyAgedCare.gov.au**



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

For translating and interpreting services, call 131 450 and ask for 1800 318 209.

To use the National Relay Service, visit [nrschat.nrscall.gov.au/nrs](https://nrschat.nrscall.gov.au/nrs) to choose your preferred access point on their website, or call the NRS Helpdesk on 1800 555 660.