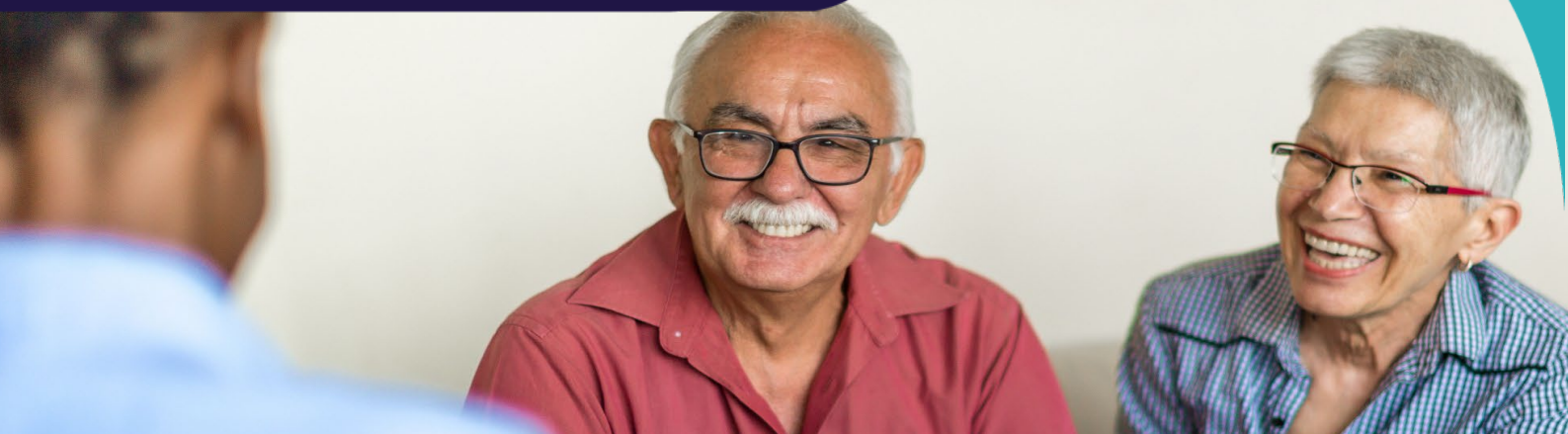




Australian Government

Department of Health, Disability and Ageing



New Aged Care Act

Provider toolkit to support communications with workers and older people

This toolkit provides information and materials to help providers communicate with workers, older people, their families and carers about the new Aged Care Act (the new Act). It includes a supporting infographic and animation that illustrates how the different parts of the new Act fit together.

About this toolkit

This toolkit supports your communication on the new Act. It includes a new infographic and animation that illustrates how the different parts of the new Act fit together.

We encourage you to use both the infographic and the animation in your communication to help explain what the aged care changes will mean for workers, volunteers, older people, their families and carers.

You can use it in presentations, websites and printed materials (such as brochures, newsletters).

What's in this toolkit

- Information about the infographic and animation
- Key messages
- Discussion guide
- Editorial content
- Suggested social media posts

Audiences

- Aged care workers
- Aged care volunteers
- Older people, their families and carers

Call to action

- We recommend using the following calls to action in communication materials:
 - [Download the infographic](#) and [watch the animation](#) to see how the different parts of the new Act fit together.
 - Learn more about the [new Act](#) and [what it means for you](#) on the Department of Health, Disability and Ageing's website.
 - Visit the [My Aged Care](#) website to understand how Australia's aged care system is improving.
 - [Explore the resources, training and guidance materials](#) to help you understand what, and how, changes will impact you under the new Act.

Hashtags

- #AgedCare
- #AgedCareAct

- [#AgedCareReforms](#)

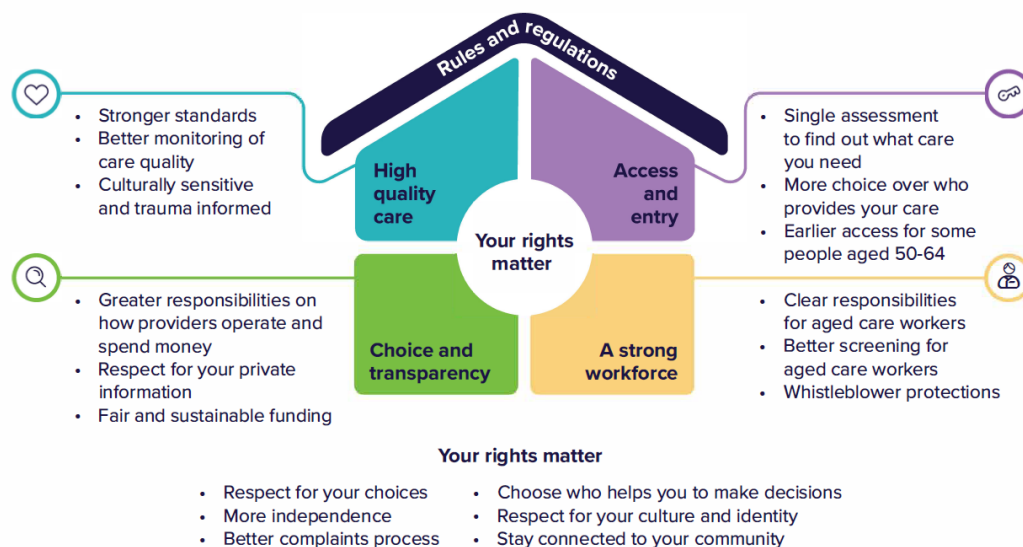
About the infographic & animation

- The infographic and the animation offer a simple and accessible way to explain the new Act to older people who access aged care services.
- It is designed to help older people, their families, and carers understand how the new Act brings together a range of key improvements to Australia's aged care system, including:
 - enhanced rights and protections for older people
 - stronger rules and regulations for providers
 - higher quality care
 - easier access and entry to aged care services
 - greater choice and transparency
 - a stronger workforce.
- The animation is available in a number of different languages – Arabic, Auslan, English, Greek, Italian, Simplified Chinese, Traditional Chinese, Vietnamese.
- Both resources can also help aged care workers and volunteers to understand their new ways of working, and the role they will play in improving aged care service delivery.
- The infographic and animation is shaped like a house because it represents a safe, structured and supportive aged care system.
- Like a home, the new Act provides protection, security and a strong foundation. Aged care in Australia is being reformed to ensure safe and quality care for all older people – now and into the future.

The new Aged Care Act puts you at the centre of your aged care

It will make aged care safer, fairer and more respectful.

This infographic outlines the main parts of the new Act and how they work together.



Key messages

- From 1 November 2025, the new Act will ensure older people are at the centre of aged care. It will make the system safer, fairer and more respectful.
- The new Act infographic and animation helps older people, their families and carers understand how the parts of the Act fit together to improve aged care from 1 November 2025. It also supports aged care workers and volunteers in understanding their new ways of working.
- The infographic highlights the key elements of the new Act, including:
 - enhanced rights and protections
 - stronger rules and regulations for providers
 - higher quality care and better monitoring of care quality
 - easier access and entry to aged care services
 - greater choice and transparency
 - a stronger workforce.
- Older people will have the right to make their own decisions about their own life. They will have a greater say and a more independent voice about the care and services they receive. This includes support to speak up when they're not satisfied and better equipping providers to handle complaints effectively.
- All aged care programs will operate under a similar registration model with the same obligations to deliver services that place older people at the centre of aged care.
- Strengthened quality care standards and better monitoring of providers will improve safety. This will also ensure services acknowledge and respond to the rights of all older people accessing aged care. This includes Aboriginal and Torres Strait Islander people and those from culturally and linguistically diverse (CALD) backgrounds.
- A simpler and fairer entry process will allow older people to choose what services they want and who provides it.
- Providers will be more accountable, with clearer rules on how they operate, spend money and protect older people's personal information. This will equip older people with the information they need to make an informed choice about their aged care.
- Workers will have clearer job responsibilities under the new Act. They must also meet enhanced screening requirements to work in aged care. Whistleblowers will also be protected under the new laws so people can raise concerns without fear.

Discussion guide

Guidance

This discussion guide can be used to guide conversations with workers, volunteers, older people, their families and carers about the changes under the new Act.

Why is there a new Act?

- The new Act directly responds to recommendations 1 to 3 of the Royal Commission into Aged Care Quality and Safety. In total, the new Act addresses or partially addresses 58 recommendations.
- The Royal Commission found the existing *Aged Care Act 1997* is no longer fit for purpose. It does not adequately consider the rights and needs of older people in the delivery of aged care services.
- The new Act will ensure older people are at the centre of aged care. It will make the system safer, fairer and more respectful.

When do the changes start?

- The Australian Government recently announced that the start of the new Act, and the new Support at Home program, would be briefly deferred to 1 November 2025.
- Implementation of the new programs under the Act will take a staggered approach. For example, the new Support at Home program and the new regulatory model will launch from 1 November 2025, while the worker screening model depends on separate laws being passed at the state and territory level before it can be implemented in 2026.
- Existing rights and obligations under current laws and policies will continue to apply until the new Act starts.
- The Australian Government is working with providers, workers and the broader sector in the lead up to 1 November 2025.
- The Department of Health, Disability and Ageing is also working closely with the Aged Care Quality and Safety Commission and Services Australia to deliver supports to help everyone transition to the new Act.

Why was the start date for the new Act delayed?

- While some providers were ready for the new Act to start on 1 July 2025, others indicated they need more time to prepare.
- The deferral to 1 November 2025 ensures:
 - older people accessing care are prepared
 - provider operations and systems are ready
 - workers are trained and supported.
- Until the new Act starts, the way care and services are both delivered and received will not change.

- A [frequently asked questions \(FAQs\) document](#) is available on the department's website which further explain what the deferred start date means for you.

What rights do older people have under the new Act?

- The new Act introduces a Statement of Rights to ensure older people have the right to independence, autonomy, respect and quality care.
- It gives older people the right to:
 - make their own decisions about their own life
 - have their decisions not just accepted, but respected
 - get information and support to help them make decisions
 - communicate their wishes, needs and preferences
 - feel safe and respected
 - have their culture and identity respected
 - stay connected with their community.
- A summary of the Statement of Rights is available on the department's website in [plain language](#) and [Easy Read](#) format.

How will the new Act support aged care workers?

- The new Act will deliver a better-regulated work environment so aged care workers can focus on delivering safe, quality care.
- The Statement of Rights outlines the rights that older people will have when accessing aged care services. Aged care workers will play a key role in upholding these rights through respectful, kind and consistent behaviour.
- The Statement of Principles introduced under the new Act:
 - guides the behaviour of workers to always help the people they provide care for to feel safe and supported.
 - recognises the valuable role workers play in delivering rights-based quality care
 - supports workers to be innovative and continuously improve.
- Workers' expertise and perspective on quality aged care delivery will also be recognised. The [strengthened Quality Standards](#) will create an expectation that employers listen to workers' opinions when they raise them.
- There will be a greater ability for workers to provide feedback or make complaints without fear of retribution or recrimination.

How can older people and workers make a complaint?

- Under the new Act, both older people and workers will be more empowered to raise concerns or make a complaint without fear of punishment.

- This will apply if you think:
 - an older person's rights have not been met
 - someone has broken the law
 - you are worried about the quality of care being delivered.
- Feedback is an important way for providers to understand what is working well and to identify areas that can be improved.
- You can make a complaint directly to the provider or a responsible person of the provider, such as a CEO or Board Member.
- If you do not feel comfortable raising a complaint with the provider or are not satisfied with the outcome, you can make a complaint to:
 - the [Complaints Commissioner](#) (who is independent from the regulatory functions of the Aged Care Quality and Safety Commission)
 - email info@agedcarequality.gov.au
 - call 1800 951 822 for general complaints
 - call 1800 844 044 for food, nutrition and dining related complaints
 - a staff member of the Aged Care Quality and Safety Commission
 - the Department of Health, Disability and Ageing
 - a police officer
 - an advocate.
- The Australian Government funds the [Older Persons Advocacy Network \(OPAN\)](#) to deliver the National Aged Care Advocacy Program (NACAP). The program provides free, confidential, and independent information and support to older people seeking or receiving government-funded aged care as well as their families of choice and other people who support them.
- If older people need support to make a complaint or find out more information, they can speak to an aged care advocate by calling the Aged Care Advocacy Line on 1800 700 600.

Who can access aged care services under the new Act?

- From 1 November 2025, people eligible for an aged care needs assessment must be:
 - 65 years and over
 - 50 years and over for Aboriginal and Torres Strait Islander people
 - 50 years and over for people who are homeless or at risk of homelessness.
- Younger people currently in the system can continue receiving care under the new Act.
- All people who are seeking government-funded aged care services must have an aged care needs assessment to determine their care needs and the services they are eligible for.

- If a person is already receiving aged care services on 1 November 2025, they will not need to be reassessed to continue to receive those services.
- If a person's circumstances change significantly after 1 November 2025, they may need to be reassessed to ensure their aged care needs are being met.

How do eligible people get assessed for services under the new Act?

- Once eligible, the first step to accessing aged care services is to register on [My Aged Care](#) and apply for an assessment.
- The [Single Assessment System](#) is making it simpler and fairer for older people to access aged care services. It provides one streamlined process for assessing eligibility for all government-funded aged care services.
- The new system is also:
 - helping to reduce wait times to access an aged care needs assessment
 - ensuring assessments adapt to changing needs
 - improving access in regional, rural, and remote areas.
- As part of this, [Aboriginal and Torres Strait Islander assessment organisations](#) will be rolled out in a phased approach from July 2025 to provide more culturally safe pathways for older Aboriginal and Torres Strait Islander people.

Is cultural safety part of the new Act?

- The new Act recognises that people accessing aged care have the right to culturally safe care, including Aboriginal and Torres Strait Islander people and those from culturally and linguistically diverse backgrounds.
- This means care that is trauma aware, healing informed and respectful of culture, spirituality and identity.
- The new Act also supports the right to stay connected to community, Country and Island Home. This is essential to the wellbeing of many Aboriginal and Torres Strait Islander people.
- The new system will make sure these rights are part of both the delivery of, and assessment for, aged care services, making sure care is delivered in a way that is respectful, safe, and meaningful.
- A [fact sheet](#) on how culturally safe care will make aged care better for Aboriginal and Torres Strait Islander people is available on the department's website.

What is being done to prepare providers for these changes?

- The new Act will create a better-regulated and more transparent and accountable aged care system.
- Under these changes, there will be a number of areas where providers and workers will have to meet enhanced obligations. This includes:
 - new registration conditions
 - enhanced screening requirements to work in aged care

- better processes for resolving the concerns and complaints of older people under their care.
- The department is currently working with providers and workers in partnership with the Aged Care Quality and Safety Commission and Services Australia to adjust to these changes from 1 November 2025.
- This includes the [Sector Change Plan](#) that outlines the communication, engagement, guidance and training activities for the sector's transition to the new Act.
- Since September 2024, the department has progressively released the draft Aged Care Rules and collected feedback through a [four-stage consultation process](#).
- Sector input, including from providers and workers, has proven vital in ensuring the final version of the Rules are clear, practical and representative of those working in aged care.
- This consultation process has helped:
 - improve understanding across the sector about what the changes mean in practice
 - clarify how the Rules will affect older people and the quality of care they receive
 - refine the Rules based on feedback from workers, providers and the broader community
 - ensure the Rules reflect what's needed to successfully implement the new Act.

Editorial content

Guidance

This suggested content can be used on your website or in an email, printed newsletter or e-newsletter.

Editorial for older people, their families and carers

New Aged Care Act

From 1 November this year, the new Aged Care Act will ensure you have greater rights and more choice when accessing and receiving aged care services.

The new Act improves key areas of the new aged care system, including:

- putting your rights at the centre of your aged care
- strong rules and regulation to ensure safety, quality and fairness
- quality care through higher standards and cultural safety
- more choice and transparency when accessing services
- simple access and entry into the aged care system
- a strong workforce with clear responsibilities.

What it means for you

The new Act will give you a stronger, more independent voice. This will empower you to make informed decisions about the care and services you receive, and have those decisions not just accepted but respected.

With clearer protections in place, you will have a safer way to speak up if you are not satisfied with your care. Providers will also be better equipped and supported to handle complaints and feedback effectively.

To help you understand these changes and how they come together under the new Act, a supporting [infographic](#) is now available. An [animated version](#) is available in a variety of languages, as well as in [Auslan](#).

There are also [e-learning modules](#) available to better understand the changes under the new Act.

To stay up to date on the aged care changes, [subscribe to EngAged](#), the Department of Health, Disability and Ageing's newsletter for older people.

Visit the [My Aged Care](#) website to understand how Australia's aged care system is improving.

Editorial for workers and volunteers

New Aged Care Act

From 1 November this year, the new Aged Care Act will ensure older people have greater rights and more choice when accessing and receiving aged care services.

As an aged care worker, you play a vital role in bringing these changes to life. You also help older people understand their rights and have an independent voice when it comes to how they receive aged care services.

The new Act improves key areas of the new aged care system, including:

- putting the rights of older people at the centre of aged care
- strong rules and regulation to ensure safety, quality and fairness
- quality care through higher standards and cultural safety
- more choice and transparency for older people accessing services
- simple access and entry into the aged care system
- a strong workforce with clear responsibilities.

What it means for you

The new Act will also support you by providing clearer expectations, stronger whistleblower protections and a better framework for delivering quality care.

To help you understand these changes and how they come together under the new Act, a supporting [infographic](#) is now available. An [animated version](#) is available in a variety of languages, as well as in [Auslan](#).

You can also complete [e-learning modules](#) to better understand the changes introduced under the new Act.

To stay updated on the aged care changes, subscribe to the Department of Health, Disability and Ageing's newsletters and follow them on social media.

Newsletters:

- [Your Aged Care Update \(YACU\)](#)
- [Working in Aged Care \(WACU\)](#).

Socials:

- [Facebook](#)
- [Instagram](#)
- [LinkedIn](#)
- [X](#).

For more information about the new Act, visit the [department's website](#) and the [My Aged Care website](#).

Combined editorial (for both older people and workers)

New Aged Care Act

From 1 November this year, the new Aged Care Act will ensure older people have greater rights and more choice when accessing and receiving aged care services.

The new Act improves key areas of the aged care system, including:

- strong rules and regulation to ensure safety, quality and fairness
- quality care through higher standards and cultural safety
- more choice and transparency for older people and their families
- simpler access and entry into aged care
- a strong workforce with clear responsibilities
- rights at the centre, with more independence and support

What it means for you

For aged care workers, the new Act provides clearer expectations, stronger whistleblower protections and a better framework to help you deliver safe, high-quality care. Workers will also play a vital role in supporting older people to understand their rights and have an independent voice when it comes to how they receive aged care services.

For older people, the new Act gives them a stronger, more independent voice. The new system will be safer, fairer and more respectful, and empower older people to make informed decisions about their care and to have those decisions respected. With clearer protections in place, older people will be able to speak up if something isn't right.

To help you understand these changes and how they come together under the new Act, a supporting [infographic](#) is now available. An [animated version](#) is available in a variety of languages, as well as in [Auslan](#).

There are also [e-learning modules](#) available to better understand the changes under the new Act.

Stay informed


- Visit [My Aged Care](#) to learn how the aged care system is improving.
- Follow the department on: [Facebook](#) | [Instagram](#) | [LinkedIn](#) | [X](#).
- [Subscribe](#) to the Department of Health, Disability and Ageing's newsletters:
 - Your Aged Care Update (YACU) for providers and workers
 - Working in Aged Care (WACU) for workers
 - EngAged for older people, their families and carers.

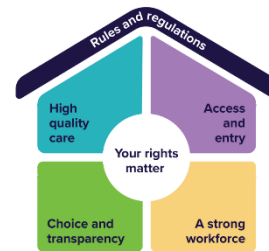
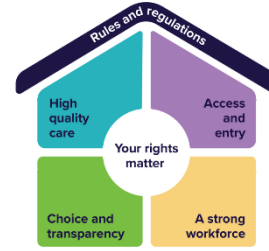
Social media posts

Guidance

Below are suggested posts for your social media channels.


For older people, their families and carers


| Channel | Copy | Social media tile |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Facebook | <p>The new Aged Care Act starts from 1 November this year, putting your rights at the centre of aged care.</p> <p>Here is what's changing:</p> <ul style="list-style-type: none">✓ rules and regulation✓ quality care✓ easier access and entry to aged care services✓ more choice & transparency✓ a stronger workforce✓ rights and protections to give older people more independence. <p>The new aged care system will be stronger, safer and fairer for you.</p> <p>To check out the new resources which explain how the new Act comes together, see the comments below.</p> <p>First comment:</p> <p>Explore the infographic 📄 www.health.gov.au/resources/publications/the-new-aged-care-act-puts-older-people-at-the-centre-of-aged-care</p> <p>Second comment:</p> |  <p>The new Aged Care Act puts older people at the centre of aged care</p> |

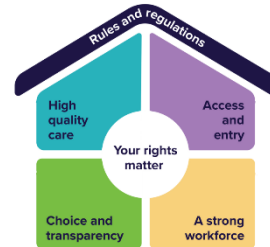
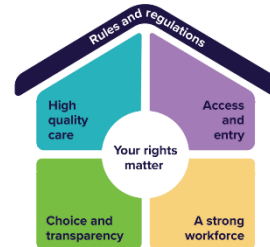
| | | |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <p>Watch the animation in a variety of languages 🖱️ https://www.health.gov.au/resources/videos/new-aged-care-act?language=en</p> <p>Third comment: Watch the animation in Auslan 🖱️ https://www.health.gov.au/resources/videos/new-aged-care-act-auslan?language=en</p> | |
| X | <p>From 1 November 2025, the new Aged Care Act will ensure older people's rights are at the centre of aged care.</p> <p>An infographic and animation is now available to help you understand the new system.</p> <p>Download the infographic 🖱️ www.health.gov.au/resources/publications/the-new-aged-care-act-puts-older-people-at-the-centre-of-aged-care</p> <p>Watch the animation 🖱️ https://www.health.gov.au/resources/videos/new-aged-care-act?language=en</p> |  <p>The new Aged Care Act puts older people at the centre of aged care</p> |
| Instagram | <p>Do you know an older person or care for one?</p> <p>From 1 November this year, a new Aged Care Act will put older people at the centre of a stronger, safer and fairer aged care system.</p> <p>To help you understand the changes, there's a new infographic and animation to show you how the different parts of the Act fit together.</p> <p>Click New Aged Care Act in our bio to learn more.</p> <p>Links for bio: www.health.gov.au/resources/publications/the-new-aged-care-act-puts-older-people-at-the-centre-of-aged-care https://www.health.gov.au/resources/videos/new-aged-care-act?language=en</p> |  <p>The new Aged Care Act puts older people at the centre of aged care</p> |

| | | |
|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| | https://www.health.gov.au/resources/videos/new-aged-care-act-auslan?language=en | |
|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|

For workers

| Channel | Copy | Social media tile |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| LinkedIn | <p>The new Aged Care Act starts from 1 November 2025. It will put older people's rights first and give workers more support to deliver safe, quality care.</p> <p>Here is what's changing:</p> <ul style="list-style-type: none"> ✓ rules and regulation ✓ quality care ✓ easier access and entry to aged care services ✓ more choice & transparency ✓ a stronger workforce ✓ rights and protections to give older people more independence. <p>The new aged care system will be stronger, safer and fairer.</p> <p>To check out the new resources which explain how the new Act comes together, see the comments below.</p> <p>First comment:</p> <p>Explore the infographic 📄 www.health.gov.au/resources/publications/the-new-aged-care-act-puts-older-people-at-the-centre-of-aged-care</p> <p>Second comment:</p> |  <p>The new Aged Care Act puts older people at the centre of aged care</p> |

| | | |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <p>Watch the animation in a variety of languages 🖱️ https://www.health.gov.au/resources/videos/new-aged-care-act?language=en.</p> <p>Third comment: Watch the animation in Auslan 🖱️ https://www.health.gov.au/resources/videos/new-aged-care-act-auslan?language=en</p> | |
| Facebook | <p>The new Aged Care Act starts from 1 November 2025. It will put older people's rights first and give workers more support to deliver safe, quality care.</p> <p>Here is what's changing:</p> <ul style="list-style-type: none"> ✅ rules and regulation ✅ quality care ✅ easier access and entry to aged care services ✅ more choice & transparency ✅ a stronger workforce ✅ rights and protections to give older people more independence. <p>To check out the new resources which explain how the new Act comes together, see the comments below.</p> <p>First comment: Explore the infographic 🖱️ www.health.gov.au/resources/publications/the-new-aged-care-act-puts-older-people-at-the-centre-of-aged-care</p> <p>Second comment: Watch the animation in a variety of languages 🖱️ https://www.health.gov.au/resources/videos/new-aged-care-act?language=en</p> <p>Third comment:</p> |  <p>The new Aged Care Act puts older people at the centre of aged care</p> |

| | | |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <p>Watch the animation in Auslan 🖱️ https://www.health.gov.au/resources/videos/new-aged-care-act-auslan?language=en</p> | |
| X | <p>From 1 November 2025, the new Aged Care Act will put older people's rights first and give workers more support to deliver safe, quality care.</p> <p>Explore the infographic 🖱️ www.health.gov.au/resources/publications/the-new-aged-care-act-puts-older-people-at-the-centre-of-aged-care</p> <p>Watch the animation 🖱️ https://www.health.gov.au/resources/videos/new-aged-care-act?language=en</p> |  <p>The new Aged Care Act puts older people at the centre of aged care</p> |
| Instagram | <p>The new Aged Care Act starts from 1 November 2025. It will put older people's rights first and gives workers more support to deliver safe, quality care.</p> <p>Here is what's changing:</p> <ul style="list-style-type: none"> ✅ rules and regulation ✅ quality care ✅ easier access and entry to aged care services ✅ more choice & transparency ✅ a stronger workforce ✅ rights and protections to give older people more independence. <p>Click New Aged Care Act in our bio to learn more and explore the infographic and animation.</p> <p>Links for bio: www.health.gov.au/resources/publications/the-new-aged-care-act-puts-older-people-at-the-centre-of-aged-care</p> |  <p>The new Aged Care Act puts older people at the centre of aged care</p> |

| | | |
|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| | https://www.health.gov.au/resources/videos/new-aged-care-act?language=en | |
|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|--|