



# Statement of Rights

## Stakeholder toolkit to support communications with older people

August 2025

This toolkit provides information and materials to help peak bodies, advocacy organisations and community groups inform older people, their families and carers about the Statement of Rights under the new Aged Care Act starting from 1 November 2025.

## About this toolkit

This toolkit provides information to support you to talk with older people, their families and carers about the Statement of Rights to begin with the new Act from 1 November 2025.

We have also created materials that may help you to communicate through your channels, such as newsletters, websites, meetings and discussions, and social media platforms.

### What's in this toolkit

- key messages
- discussion guide
- editorial content
- social media posts
- video and animation
- resources.

### Audiences

- Older people, their families and carers.

### Call to action

We recommend including the following call to action in communication materials:

- Download the [Statement of Rights plain language fact sheet](#) (available in 25 languages and also in [Easy Read](#) format) for a summary of the rights older people will have when accessing aged care.
- Watch the [Your aged care rights video](#) (available in a number of languages and [Auslan](#)) to understand how the new Act puts you at the centre of your aged care.
- Learn more about the [new Act](#) and what it means for you.
- 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

## Different languages, same aged care

If you, or someone you care for, has difficulty speaking or understanding English, you can use an interpreting service to communicate in your preferred language.

### Translating and interpreting services

If you are receiving care, you can get interpreting through [TIS National](#).

Call **131 450** and tell the operator the language you speak.

TIS National is available 24 hours a day, every day of the year.

You can also ask your aged care provider to contact TIS National for you using their client code.

### Help from your aged care provider

Aged care providers can translate key information into languages other than English to help them communicate with you in your preferred language.

You can ask your aged care provider to use the [Department of Health, Disability and Ageing's free translation service](#) to produce translated versions of print and digital materials in different languages, as well as 'Easy Read' or 'plain English'.

### Sign language interpreting and captioning services

The National Sign Language Program (NSLP) provides free sign language interpreting and captioning services through Deaf Connect for eligible older people.

The NLSP can help you with:

- using aged care services and taking part in professional and social activities
- health and medical appointments that are covered by Medicare.

To make a booking, call 1300 773 803, email [interpreting@deafconnect.org.au](mailto:interpreting@deafconnect.org.au) or go to the [Deaf Connect website](#).

# Key messages

## New Aged Care Act

- The new Aged Care Act starts from 1 November 2025.
- The new Act:
  - responds to the issues facing older people, aged care providers, workers and the broader sector
  - introduces laws to make sure all aged care services are safe and people are treated with respect
  - puts your rights at the centre of the aged care system.
- Read the [About the Aged Care Act 2024 fact sheet](#) which provides a summary of each chapter of the new Act, available in plain language in 22 different languages and also in [Easy Read](#) format.

## Your rights

- The Statement of Rights outlines the rights that you should expect when seeking or accessing government-funded aged care services.
- It gives you the right to:
  - make your own decisions about your own life
  - have your decisions not just accepted, but respected
  - get information and support to help you make decisions
  - communicate your wishes, needs and preferences
  - feel safe and respected
  - have your culture, identity and diversity respected
  - stay connected with your community.
- Read the [Statement of Rights fact sheet](#), which includes a plain language summary of your rights under the new Act and also includes the Statement in full as it appears in legislation. It is available in 25 different languages. The fact sheet is also available in [Easy Read format](#).
- The Statement of Principles guides decisions, actions and behaviours required of aged care providers and workers under the new Act. These principles also apply to the Department of Health, Disability and Ageing and the Aged Care Quality and Safety Commission.
- Learn more about the [rights-based framework](#).

## Complaints and feedback

- Under the new Act, you have the power to raise concerns or make a complaint without fear of punishment.
- This will apply if you think:
  - your rights have not been met
  - someone has broken the law
  - you are worried about the quality of care you receive.

- 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 to your aged care provider, worker or responsible person of an aged care provider, such as a CEO or Board Member.
- If you do not feel comfortable raising a complaint with your 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](mailto: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 Older Persons Advocacy Network (OPAN) provides free, confidential, and independent information and support to older people seeking or receiving government-funded aged care
- If you need support to make a complaint or find out more information, you can speak to an aged care advocate, call **1800 700 600**.

## Discussion guide

This discussion guide can be used to guide conversations with older people, their families and carers about the Statement of Rights under the new Act.

## New Aged Care Act

### Why do we need a new Act?

- The new Act responds directly to recommendations 1 to 3 of the Royal Commission into Aged Care Quality and Safety and addresses or partially addresses 58 other recommendations.
- The Royal Commission found the existing *Aged Care Act 1997* was no longer fit for purpose and did not adequately consider the rights and needs of older people in the delivery of aged care services.
- The new *Aged Care Act 2024* will ensure older people are at the centre of aged care. It will make the system safer, fairer and more respectful.

### What is in the new Act?

- The Act puts into law (legislates) measures that will put the rights of older people first.
- The new Act will:
  - make sure you have explicit rights, and ways to protect them
  - let you choose someone to help you make decisions
  - make it easier to access aged care with a simple, single entry point and needs assessment
  - improve information about aged care providers to help you make informed decisions
  - make clear what you should expect from aged care providers and workers
  - allocate a permanent residential care place to you directly if you need one
  - ensures all aged care programs operate under a similar registration model with the same obligations.

### 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 safe high-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, identity and diversity respected
  - stay connected with their community.

## How can older people make a complaint if they are not satisfied with their aged care services?

- The new Act provides better support and protection for older people to make a complaint or report an issue.
- This includes a new Aged Care Complaints Commissioner who will lead efforts to resolve complaints and educate providers on how to handle them well.
- Older people have the right to speak up if they have an issue with their aged care services. No issue is too big or small to raise. For example, they can raise a concern about the quality of their meals, not being able to have a say in what daily activities they participate in or an issue with someone who is providing their care.
- Their provider must listen and respond quickly and fairly to the feedback provided. If they don't, older people have the right to make a complaint without fear of punishment.
- Older people can lodge a complaint on the [Aged Care Quality and Safety Commission's website](#) or by calling 1800 951 822.
- The [Older Persons Advocacy Network \(OPAN\)](#) also provides free, confidential support to help older people, their families and representatives raise concerns and make complaints about aged care services. If they prefer to speak to a representative over the phone, they can call the Aged Care Advocacy Line on 1800 700 600.

## Is culturally safe care part of the new Act?

- The new Act recognises that Aboriginal and Torres Strait Islander people have the right to culturally safe care.
- The new Act includes a definition of cultural safety. 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 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.
- For example, new [Aboriginal and Torres Strait Islander aged care organisations](#) will be added to the Single Assessment System progressively, starting July 2025, to provide more culturally safe pathways for older Aboriginal and Torres Strait Islander people.

## What is being done to explain the aged care reforms to older people?

- The Department of Health, Disability and Ageing has developed a range of resources to show how the different parts of the new Act fit together and how it impacts different people.
- These resources are accessible, accurate and aligned to the needs of our diverse community and made available via many channels and platforms, so no one gets left behind.
- Aboriginal and Torres Strait Islander people and those from culturally and linguistically diverse backgrounds have distinct communications needs and preferences. The



department has taken those needs into consideration as the new Act is explained in resources.

- A range of communication, engagement, guidance and training activities are available on the [department's website](#).
- [eLearning modules](#) on the new Act are being progressively released via the department's website. The first two modules are available now, with a third module to be released shortly. The training content can also be downloaded as a document for those who would prefer to not complete the training online.
- You can download a [checklist of training opportunities](#) so you can keep track of your learning.



## Editorial content

The content in these 2 articles can be used on your website or in an email, printed newsletter or e-newsletter.

## Your rights and protections under the new Aged Care Act

The new Aged Care Act puts older people at the centre of Australia's aged care, starting from 1 November 2025.

Under the new Act, your rights matter. The Statement of Rights outlines the rights that you should expect when seeking or accessing Australian Government-funded aged care services.

It gives you the right to:

- make your own decisions about your own life
- have your decisions not just accepted, but respected
- get information and support to help you make decisions
- communicate your wishes, needs and preferences
- feel safe and respected
- have your culture, identity and diversity respected
- stay connected with your community.

Understand [your rights under the new Act](#).

### Delivering your rights

To receive government funding, aged care providers must be registered, meet obligations and ensure their services are aligned to the new Act.

This includes:

- involving you in your care choices
- controlling your care
- protecting your personal and sensitive information
- making information available to you, such as how much your provider is spending on care, food, staff and accommodation.

From 1 November, your rights are protected through the [Aged Care Quality Standards](#) and the [Code of Conduct for Aged Care](#).

The Standards and Code describes how aged care providers and workers must behave and treat people receiving aged care. It helps ensure that you can have confidence and trust in the quality and safety of the care you receive.

### Upholding your rights

Your provider must understand and follow the Statement of Rights. If they don't, you can make a complaint to the Complaints Commissioner.

You can make a complaint online, by phone or by letter. Visit the [Aged Care Quality and Safety Commission website](#) for more information.

If you need support to make a complaint or find information, call the Older Persons Advocacy Network (OPAN) on 1800 700 600. OPAN has free, independent and confidential advocates to help you.

## Your right to provide feedback or make a complaint

Feedback is an important way to understand what is working well and to identify areas that can be improved.

From 1 November 2025, under the new Aged Care Act, you have the power to voice your concerns, provide feedback or make complaints without fear of being punished or treated unfairly.

This will apply if you think your rights have not been met, someone has broken the law, or you are worried about the quality of care you receive.

Understand [your rights under the new Act](#).

### **Voice your concerns**

Aged care providers must have a system in place to manage complaints. The system should aim to resolve complaints quickly in a restorative way.

You can make a complaint to your aged care provider, worker, or responsible person of an aged care provider – such as a CEO or Board Member.

If you do not feel comfortable raising a complaint with your 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)
- a staff member of the Aged Care Quality and Safety Commission
- the Department of Health and Aged Care
- a police officer
- an advocate.

You can make a complaint to the Complaints Commissioner online, by phone or by letter. Visit the [Aged Care Quality and Safety Commission website](#) for more information.

If you need support to make a complaint or find information, call the Older Persons Advocacy Network (OPAN) on 1800 700 600. OPAN has free, independent and confidential advocates to help you.

## Social media posts

Below are suggested posts you can publish on your social media channels.

Channel	Copy	Social media tile
Facebook	<p>Know your rights!</p> <p>The new Aged Care Act is putting older people's rights at the centre of aged care.</p> <p>From 1 November 2025, it gives older people the right to:</p> <ul style="list-style-type: none"> <li>• make their own decisions and have them respected</li> <li>• be supported to help them make decisions</li> <li>• feel safe and connected with their community.</li> </ul> <p>The new aged care system will be stronger, safer and fairer for you.</p> <p><b>First comment:</b> Learn more about the new rights-based Aged Care Act: <a href="https://www.health.gov.au/our-work/aged-care-act/about">https://www.health.gov.au/our-work/aged-care-act/about</a></p>	<p>Embed short video:  <a href="https://youtu.be/W14ICSco430?si=SvJff-ejzNc8BzUM">https://youtu.be/W14ICSco430?si=SvJff-ejzNc8BzUM</a></p>
Instagram	<p>Know your rights!</p> <p>The new Aged Care Act is putting older people's rights at the centre of aged care.</p> <p>From 1 November 2025, it gives older people the right to:</p> <ul style="list-style-type: none"> <li>• make their own decisions and have them respected</li> <li>• be supported to help them make decisions</li> <li>• feel safe and connected with their community.</li> </ul> <p>The new aged care system will be stronger, safer and fairer for you.</p> <p>Click  the link in our bio and select 'Aged Care Rights' to learn more about these changes and what they mean for you or your loved ones.</p> <p><b>Link for bio:</b> <a href="https://www.health.gov.au/our-work/aged-care-act/about">https://www.health.gov.au/our-work/aged-care-act/about</a></p>	<p>Embed short video:  <a href="https://youtu.be/W14ICSco430?si=SvJff-ejzNc8BzUM">https://youtu.be/W14ICSco430?si=SvJff-ejzNc8BzUM</a></p>
X	<p>The new #AgedCareAct is putting the rights of older people at the centre of aged care.</p> <p>From 1 Nov, it gives older people the right to make their own choices about their care and have these decisions respected.</p> <p><a href="https://www.health.gov.au/our-work/aged-care-act/about">https://www.health.gov.au/our-work/aged-care-act/about</a></p>	<p>Embed short video:  <a href="https://youtu.be/W14ICSco430?si=SvJff-ejzNc8BzUM">https://youtu.be/W14ICSco430?si=SvJff-ejzNc8BzUM</a></p>

## Videos and animations

The below videos and animations, explaining key elements of the new Act and Statement of Rights, can be used in your communications.

- [Your aged care rights](#)
- [New Aged Care Act](#)

## Resources

Below are resources you can download and give to older people.

### New Aged Care Act

[About the Aged Care Act 2024 – plain language fact sheet](#)

[About the Aged Care Act 2024 fact sheet – Easy Read fact sheet](#)

[Culturally safe care for older Aboriginal and Torres Strait Islander people fact sheet](#)

[New Aged Care Act visual resource](#)

[‘Exploring aged care’ consumer booklet](#)

[New Aged Care Act – What is new or changing?](#)

[eLearning for older people, their families and carers](#)

### Statement of Rights

[A new Aged Care Act for the rights of older people – plain language fact sheet](#)

[A new Aged Care Act for the rights of older people – Easy Read fact sheet](#)

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