



Let's yarn about ageing well



Your rights and aged care

From 1 November 2025, the Aged Care Act includes an important Statement of Rights. This will help to make sure the needs of all older people, including Aboriginal and Torres Strait Islander people are at the heart of the aged care.

The Aged Care Act is the main law that sets out how the aged care system operates. It now puts the rights of older people first.

Statement of Rights

Under the new Statement of Rights, you have the right to:

- access care that feels culturally safe
- choose someone from your family or community to support you
- get the information you need
- care that is tailored to your needs, goals and preferences
- choose what your care looks like
- take part in cultural activities, where you can speak in language
- have your privacy respected
- raise issues when something isn't right
- stay connected to Country or Island Home and community.

Talk about the Statement of Rights in your care planning meetings.

The Statement of Rights will help to ensure you have independence and freedom to make decisions about how you live your life.



If you feel that your rights aren't being respected

You can raise concerns about your care with:

- Elder Care Support workers
- Care finders
- Older Persons Advocacy Network.

You can also lodge an official complaint to the Complaints Commissioner through the Aged Care Quality and Safety Commission.

Call **1800 951 822** or visit agedcarequality.gov.au. It is free and private.

Nobody can take action against you for raising your concern.

For more information:

- Go to MyAgedCare.gov.au
- Call My Aged Care on **1800 200 422**
- Visit your local Services Australia office.