



# A trusted aged care workforce

## Stakeholder toolkit to support communications with older people

September 2025

This toolkit provides information and materials to help aged care providers, peak bodies, advocacy organisations and community groups inform older people, their families and carers about how the aged care workforce should operate under the new Aged Care Act (new 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 aged care workforce changes 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
- videos
- resources.

### Audiences

- Older people, their families and carers.

### Call to action

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

- Watch the [A trusted aged care workforce](#) video to understand laws introduced under the new Act to make sure workers deliver safe, high-quality, rights-based care. It is available in 7 languages and in [Auslan](#).
- Download the [Statement of Rights plain language fact sheet](#) (available in 25 languages and in [Easy Read](#) format) for a summary of the rights older people will have when accessing aged care.
- Learn about the [Code of Conduct for Aged Care](#), which describes how workers must behave while caring for you.
- 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.
- Subscribe to [EngAged](#), the Department of Health, Disability and Ageing's newsletter for older people, to keep up to date with changes to aged care.

### 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

## Overarching

- The aged care workforce plays a key role in delivering high-quality, safe and respectful aged care.
- The new Aged Care Act introduces laws to make sure workers deliver the safe, high-quality, rights-based care you deserve.

## New Aged Care Act

- The new Aged Care Act starts from 1 November 2025.
- The new Act:
  - responds to the issues facing older people, 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.
  - ensures providers deliver care that respects the identity, culture and life experiences of older people
  - ensures care delivered by providers meets the diverse needs of each older person
  - supports a better regulated system so that workers can focus on delivering safe, high-quality care for older people.
- 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.

## Statement of Rights and Statement of Principles

- The Statement of Rights and Statement of Principles recognise the valuable role workers play in aged care.
  - Under the Statement of Rights, workers must have the appropriate qualifications, skills and experience to provide services to older people in a way that respects your decisions, wishes, preferences and needs. This is your right.
  - Providers and workers must understand and follow the Statement of Rights.
  - Under the Statement of Principles, the aged care system will support workers to be innovative, continuously improve and deliver high-quality care.
  - Workers are also encouraged to provide suggestions and feedback to their employer about the quality of care your provider delivers.

## Worker screening

- Workers must undergo a screening process to make sure they are suitable to work in aged care.
- The worker screening process examines a worker's criminal history.

- This is a safety measure to prevent unsuitable workers from providing your care, whether you are receiving services in the community, in a residential aged care home or your own home.
- We're also working on how we can strengthen and improve screening in the future. This includes expanding the existing National Disability Insurance Scheme (NDIS) system of screening workers and volunteers to the aged care sector. The new screening process will not commence before mid-2026.

## **Strengthened Aged Care Quality Standards**

- The Aged Care Quality Standards have been strengthened to improve the quality of care you receive, including:
  - placing you at the centre of aged care
  - supporting people living with dementia
  - being more inclusive of people from diverse backgrounds
  - stronger requirements for clinical care, food and nutrition
  - more protections for you.
- The strengthened Quality Standards set a number of expectations for providers to ensure you receive the right care, from the right people, at the right time.
- For example:
  - You can expect workers to listen to you, understand you and treat you with respect.
  - Those providing care for you will have the training and skills to provide the best care for you, understanding your needs and preferences.
  - Workers will regularly receive performance reviews, and your feedback is important to ensure they are providing you the care you need and expect.
  - Workers will be encouraged to raise issues and suggest ideas to improve the standard of care you receive, and providers must listen to what they say.
  - Independent advocates, or others you may ask, will be welcomed by providers and workers to help you understand your rights and communicate your decisions.
  - Providers must have the right number of workers staffed to ensure you receive care that is timely, responsive and effective.

## **Code of Conduct for Aged Care**

- The Code of Conduct for Aged Care describes how workers must behave while caring for you.
- The Code:
  - supports your personal choice
  - maintains your dignity
  - ensures you are treated with respect

- promotes kind, honest, and respectful behaviour
- keeps you safe from harm.
- Workers must always:
  - help you feel safe and supported
  - act in a way that's respectful, kind and consistent with the Code.
- The Code helps ensure that you can have confidence and trust in the quality and safety of your care.
- The Aged Care Quality and Safety Commission works with providers to make sure all workers comply with the code.
- Learn about the [Code of Conduct for Aged Care](#).

## Complaints

- You are encouraged to share your feedback, or make a complaint, if you think your rights are not being upheld.
- Workers must support the people in their care to:
  - understand how their provider manages and resolves complaints
  - feel welcome to share feedback, raise concerns or make a complaint.
- If your complaint is about a worker providing your care, you can speak to your provider or talk to an advocate from the Older Persons Advocacy Network, OPAN. Call **1800 700 600**.
- You can also make a complaint to:
  - the [Complaints Commissioner](#) in 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 independent aged care advocate.

## Whistleblower protections

- Whistleblowers play an important role in identifying and calling out misconduct. Anyone can make a whistleblower disclosure, including workers.
- Workers will be able to make whistleblower disclosures – all without fear of retribution or professional disadvantage. This will apply if they:
  - think someone has broken the law
  - are worried about the quality of care their service delivers.

- The new and expanded whistleblower framework protects:
  - them from punishment, unfair treatment, threats and victimisation
  - their identity – except in limited circumstances or with their consent.



## Discussion guide

This discussion guide can be used to guide conversations with older people, their families and carers about the aged care workforce changes under the new Aged Care Act, which starts from 1 November 2025.

## New Aged Care Act

### Why do we need a new Act?

- The new Aged Care 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 providers to help you make informed decisions
  - make clear what you should expect from 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.

### **What is being done to explain the aged care reforms to workers?**

- The Department of Health, Disability and Ageing has developed a range of resources in a variety of formats to show how the different parts of the new Aged Care Act fit together and how it impacts different people, including workers.
- These resources are accessible, accurate and aligned to the needs of our diverse community and made available across a variety of forums and platforms, so no one gets left behind.
- eLearning modules have also been created to support workers to learn about the new Act and Support at Home, how they will be impacted and what they need to do to be ready for 1 November.
- [Access the range of resources](#) to prepare the sector for the new Act.

### **How will the new Act support workers?**

- The new Act acknowledges the valuable role workers play in making sure the rights and needs of older people come first.
- The new Act will deliver a better-regulated work environment so workers can focus on delivering safe, high-quality care.
- There will be a greater ability for workers to provide feedback or make complaints without fear of retribution or discrimination.

### **What role do workers play in providing culturally safe care?**

- The new Act recognises that Aboriginal and Torres Strait Islander people have the right to culturally safe care and includes a definition of cultural safety. This means workers must provide 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 assessment organisations started being added to the Single Assessment System from July 2025 to provide more culturally safe pathways for older Aboriginal and Torres Strait Islander people.

### **What do the strengthened Aged Care Quality Standards mean for workers?**

- Workers are a key part of delivering quality aged care services.

- The strengthened Aged Care Quality Standards mean providers are expected to create a culture of quality, safety and inclusion.
- Providers must encourage and support workers to make complaints and give feedback about how to improve the delivery of aged care services.
- Providers and workers must help and support you to make a complaint and give feedback.

### **How will workers be screened to make sure they are suitable?**

- Worker screening ensures that anyone working in aged care is suitable to provide and manage care for older people.
- From 1 November 2025, all workers and responsible persons (such as a CEO or Board Member) will continue to need either a:
  - police certificate (not older than three years) that does not record certain offences
  - National Disability Insurance Scheme (NDIS) worker check.
- From 1 November 2025, the offences that stop someone from working for a Commonwealth Home Support Program (CHSP) will align with the same offences that stop someone from working for a National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFACP) provider.
- The Australian Government is working with states and territories to reach agreements on future changes to align aged care worker screening with the NDIS. This will occur no earlier than mid-2026.

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

- The new Aged Care 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.
- 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.
- Workers must support older people to:
  - understand how their provider manages and resolves complaints
  - feel welcome to share feedback, raise concerns or make a complaint.
- 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.

## Editorial content

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

### A trusted workforce under the new Aged Care Act

From 1 November 2025, the new Aged Care Act will put you at the centre of your aged care.

The new Act introduces laws to make sure workers deliver the safe, high-quality, rights-based care you deserve.

Workers will help you to feel safe and supported, and act in a way that is consistent with the Code of Conduct for Aged Care. They must listen to you, understand you and treat you with kindness and respect.

Importantly, workers must also respect your right to make your own decisions about your own life and support you to make those decisions.

To give you confidence in the care you're receiving, workers are required to have the right qualifications, skills and experience. All aged care workers are screened and assessed to ensure everyone working in aged care is suitable to do so.

Workers will also be guided by the Statement of Principles. It encourages them to be innovative, continuously improve and provide high-quality care. Workers are also supported to give feedback to their employer about the quality of care your provider delivers.

And if something does go wrong? You have the right to speak up.

Whether it's a concern about your care, a breach of your rights or something that just doesn't feel right – the new Act empowers you to give feedback or make a complaint, without fear of being punished or treated unfairly.


Your feedback is an important way for your provider to understand what is working well and to identify areas that can be improved.

Workers can support you to make a complaint, either to your provider or the [Aged Care Quality and Safety Commission](#). They can also connect you with advocacy and support services, like the [Older Persons Advocacy Network \(OPAN\)](#).

Together, these changes are about building a system you can trust and have confidence in. A system where your voice matters, your choices are respected and your care is centred around you.

## Social media posts

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

Channel	Copy	Social media tile
Facebook	<p>Aged care workers are key to making aged care safe and respectful.</p> <p>From 1 November 2025, the new Aged Care Act introduces laws to make sure workers:</p> <ul style="list-style-type: none"> <li>• listen to you</li> <li>• respect your wishes and needs</li> <li>• have the right qualifications and experience.</li> </ul> <p>Aged care workers are also encouraged to provide feedback to improve care quality.</p> <p>For more information on the new Act, see the comments below.</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://www.youtube.com/watch?v=rsp9Geho9sY">https://www.youtube.com/watch?v=rsp9Geho9sY</a></p>
Instagram	<p>Aged care workers are key to making aged care safe and respectful.</p> <p>From 1 November 2025, the new Aged Care Act introduces laws to make sure workers:</p> <ul style="list-style-type: none"> <li>• listen to the older people they care for</li> <li>• respect their wishes and needs</li> <li>• have the right qualifications and experience.</li> </ul> <p>Aged care workers are the frontline of aged care, they are encouraged to provide feedback to improve care quality.</p> <p>Click  the link in our bio and select 'Workforce changes under the new Act' to learn what it means 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://www.youtube.com/watch?v=rsp9Geho9sY">https://www.youtube.com/watch?v=rsp9Geho9sY</a></p>
X	<p>Aged care workers are key to making aged care safe and respectful.</p> <p>From 1 Nov, the new #AgedCareAct introduces laws to make sure workers deliver safe, high quality, rights-based care.</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://www.youtube.com/watch?v=rsp9Geho9sY">https://www.youtube.com/watch?v=rsp9Geho9sY</a></p>

## Videos and animations

The below videos and animations can be used in your communications.

[A trusted aged care workforce](#) (available in 7 languages and [Auslan](#))

[I am the centre of my aged care](#) (available in 7 languages and [Auslan](#))

[Your aged care rights](#) (available in 7 languages and [Auslan](#))

[New Aged Care Act](#) (available in 7 languages and [Auslan](#))

## Resources

Download these resources for 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](#)

[Guide to Aged Care Law](#)

### 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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