



The Hon Sam Rae MP
Minister for Aged Care and Seniors

AN OPEN LETTER TO AGED CARE WORKERS FROM THE MINISTER FOR AGED CARE AND SENIORS

As you know, the *Aged Care Act 2024* starts from 1 November 2025. The Act will put older people at the centre of their care and ensure they are treated with dignity and respect.

As workers, you are at the front line of delivering these once-in-a-generation reforms to aged care. Whether you are a personal care worker, chef, nurse, lifestyle coordinator, working at the front desk or behind the scenes, thank you for the incredibly important work you do caring for older people across Australia. Workers are at the heart of our transition to the new Act and now is the time to start preparing for its commencement.

Providers and employers are required by law to provide training to staff. This applies to all workers whether they are full-time, part-time, casual or subcontractors. I have written to all aged care providers and employers reminding them of this and requesting they embed training time into rosters and ensure workers are paid for this time.

In addition to training requirements identified by your employer, the Department of Health, Disability and Ageing and the Aged Care Quality and Safety Commission have released helpful education and training resources.

These resources include a series of free eLearning modules, which cover the essential knowledge you need to deliver care under the Act.

Each module takes about 20 to 30 minutes to complete. Topics include:

- understanding the Statement of Rights and Statement of Principles
- enhanced worker screening requirements
- strengthened Aged Care Quality Standards
- complaints process and the role of the Aged Care Complaints Commissioner
- whistleblower protections.

This training is designed to help you you feel ready, confident and supported to provide safe, quality, rights-based care.

Visit health.gov.au/our-work/aged-care-act/prepare/elearning-for-aged-care-workers-and-volunteers to learn more about the eLearning modules and other training.

You can complete the modules on Alis, the Aged Care Quality and Safety Commission's online education platform, at: learning.agedcarequality.gov.au/user_login. Access to Alis is free for all workers of Australian government-funded providers. I encourage you to speak to your provider if you need to arrange access.

What else can you do?

- Learn more about the reforms and new ways of working on the [Department's website](#) and the [Commission's website](#)
- [Download](#) the training checklist to keep track of your learning
- [Read](#) the 'Working in aged care' booklet to learn more about the changes
- Talk with your employer to roster paid time to complete the training
- [Subscribe](#) to the Working in Aged Care Update (WACU) newsletter.

I want to thank you for your dedication, hard work and the quality care you give to older Australians.

By working together, we can provide better care for older people, now and in the future.

Yours sincerely,

Sam Rae MP
Minister for Aged Care and Seniors