



I am at the centre of my aged care

Stakeholder toolkit to support communications with older people

September 2025

This toolkit helps aged care providers and community groups explain the strengthened Aged Care Quality Standards to older people, their families and carers. These changes start on 1 November 2025.

About this toolkit

This toolkit provides information to support you to talk with older people, their families and carers about the strengthened Aged Care Quality Standards which start with the new Aged Care Act from 1 November 2025.

We have created materials that may help you to communicate the changes 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:
- The Aged Care Quality Standards have been strengthened to improve the quality of care you receive, watch the [Quality Standards videos](#) (available in 6 languages and Auslan) to learn more.
- 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 Aged Care Act.

Hashtags

- #AgedCare
- #AgedCareAct
- #AgedCareReforms
- #StrengthenedQualityStandards

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 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.
- The Department of Health, Disability and Ageing (the department) oversees and manages how the government runs the aged care system.
- Read the [new Aged Care Act fact sheet](#) which provides a summary of each chapter of the new Act, available in plain language and Easy Read.

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 define what quality care looks like. They help you live your best life and make sure your aged care provider:
 - respects your rights
 - treats you with dignity and respect
 - values your identity, culture and diversity
 - gives you choices and involves you in decision-making
 - gives you understandable information
 - helps you to connect with your community.
- The strengthened Quality Standards means providers involve you in delivering your funded aged care services.
- Under the strengthened Quality Standards, providers must:
 - listen to your feedback and concerns and let you help to improve your care outcomes
 - give you choice in how your care is delivered and meet all your individual care needs, goals and preferences
 - give you information about your funded aged care services

- make sure the people involved in your care are the right people to provide your care
- maintain clean, safe and comfortable environments
- give you choice about what you eat and drink and how much you eat and when, and making sure your food is nutritious
- plan for emergencies to keep you safe
- keep your information safe and private.

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
 - 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 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 or and other supporters.
- If you need support to make a complaint or find out more information, you can speak to an aged care advocate by calling **1800 700 600**.

Discussion guide

This discussion guide can be used to guide conversations with older people, their families and carers about the strengthened Aged Care Quality Standards.

What are the strengthened Aged Care Quality Standards?

- The Aged Care Quality Standards have been strengthened to ensure older people have access to safe and quality aged care services.
- The strengthened Quality Standards are designed to improve outcomes for older people and set clear expectations for providers in delivering quality aged care. They include:
 - Standard 1: The individual
 - Standard 2: The organisation
 - Standard 3: The care and services
 - Standard 4: The environment
 - Standard 5: Clinical care
 - Standard 6: Food and nutrition
 - Standard 7: The residential community.

Why were the Aged Care Quality Standards changed?

- The 2021 Royal Commission into Aged Care Quality and Safety recommended an urgent review of the current Aged Care Quality Standards. Recommendations included:
 - calling for standards to include specific areas of focus
 - periodic reviews of the standards
 - using the Australian Commission on Safety and Quality in Health Care's expertise in clinical and standards development.
- The Royal Commission found the Quality Standards on dementia, diversity, governance, food and nutrition, and clinical care required improvements.
- Through extensive public consultation and working with the Aged Care Quality and Safety Commission and the Australian Commission for Safety and Quality in Health Care, the government introduced strengthened Quality Standards.

How are the Aged Care Quality Standards strengthened?

- The Aged Care Quality Standards are strengthened by:
 - 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
 - providing more protections for you.
- The strengthened Aged Care Quality Standards are more measurable, detailed and comprehensive than the previous standards.

How can I make a complaint?

- 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 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 with their provider 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 you prefer to speak to a representative over the phone, call 1800 700 600.

How can I get information?

- 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.
- Watch the strengthened [Quality Standards videos](#) (available in 7 languages and Auslan) to learn more about the Aged Care Quality Standards.
- 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. The first module, on understanding and implementing the new Act, was released in May 2025. It can be completed via the [department's website](#) or the [OPAN website](#). The training content can also be [downloaded as a document](#) for those who would prefer to not complete the training online.

Editorial content

We have produced several short editorials that are suggested for use in your newsletter, e-newsletter and website news section.

Setting the standard for quality aged care

Whether you're accessing aged care services in your own home, a residential aged care home or in the community, the Aged Care Quality Standards define what quality care looks like.

The Quality Standards set clear expectations for aged care providers to:

- respect your rights
- treat you with dignity and respect
- value your identity, culture and diversity
- give you choices and involve you in decision-making
- give you understandable information
- help you to connect with your community.

From 1 November 2025, the Quality Standards will be strengthened under the new Aged Care Act.

The strengthened Aged Care Quality Standards are more measurable and detailed. They set the standards for the level of care you can expect to receive.

Involving you in your care



Strengthened Quality Standards mean your provider must involve you in your care and should:

- listen to your feedback and concerns
- give you choice in the way your care is delivered to meet all your needs, goals and preferences
- give you information about your funded aged care services
- make sure the people involved in your care are the right people to provide your care
- maintain clean, safe and comfortable environments
- make sure your food is tasty and nutritious, and give you choice about what and how much you eat and drink
- plan for emergencies to keep you safe
- keep your information safe and private.

Watch the strengthened [Quality Standards videos](#) (available in 7 languages and Auslan) to learn more.

Social media posts

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

Channel	Copy	Social Media tile
Facebook	<p>Strengthened Aged Care Quality Standards start on 1 November 2025 with the new Aged Care Act.</p> <p>Strengthened Quality Standards will make sure you are:</p> <ul style="list-style-type: none"> ✓ at the centre of your aged care ✓ treated with dignity and respect ✓ valued for your identity, culture and diversity ✓ given choice and included in your aged care decisions ✓ given understandable information ✓ helped to connect to your community. <p>Strengthened Quality Standards set the level of care you can expect, supporting you to live your best life.</p> <p>First comment: Learn more about the Aged Care Quality Standards  MyAgedCare.gov.au/Quality-Standards</p>	Short version of a video, YouTube links below.
Instagram	<p>Strengthened Aged Care Quality Standards start on 1 November 2025 with the new Aged Care Act.</p> <p>Strengthened Quality Standards will make sure older people accessing aged care are:</p> <ul style="list-style-type: none"> ✓ at the centre of their aged care ✓ treated with dignity and respect ✓ valued for their identity, culture and diversity ✓ given choice and included in their aged care decisions ✓ given understandable information ✓ helped to connect to their community. <p>Strengthened Quality Standards set the level of care older people can expect, supporting them to live their best life.</p> <p>Click  the link in our bio and select 'Aged Care Quality Standards' to learn more.</p> <p>Link for bio: MyAgedCare.gov.au/Quality-Standards</p>	Short version of a video, YouTube links below.

Channel	Copy	Social Media tile
Twitter	<p>The strengthened Aged Care Quality Standards will ensure older people have access to quality aged care, from 1 Nov w/ #AgedCareAct.</p> <p>They set the standards for the level of care older people can expect to receive.</p> <p>Learn more: MyAgedCare.gov.au/Quality-Standards</p>	Short version of a video, YouTube links below.

Videos

The videos below explain the strengthened Aged Care Quality Standards and what it means for older people. These can be downloaded or linked from YouTube and used in your communications.

I am the centre of my aged care

This video explains how the standards provide protections and rights for older people, empowers them to make their own choices and decisions and makes them feel safe and comfortable, where they live.

[English](#)

[Arabic](#)

[Chinese, simplified](#)

[Chinese, traditional](#)

[Greek](#)

[Italian](#)

[Vietnamese](#)

[Auslan](#)

My dignity and diversity

This video explains how aged care providers must consider the individual needs of older people such as their culture, beliefs, sexual orientation and privacy.

[English](#)

[Short English version](#)

[Arabic](#)

[Chinese, simplified](#)

[Chinese, traditional](#)

[Greek](#)

[Italian](#)

[Vietnamese](#)

My choice and decisions

This video explains how older people are empowered to make their own decisions, and if they want to, seek guidance from registered supporters, OPAN and others. It also highlights how aged care providers must listen to their needs and concerns.

[English](#)

[Short English version](#)

[Arabic](#)

[Chinese, simplified](#)

[Chinese, traditional](#)

[Greek](#)

[Italian](#)

[Vietnamese](#)

My protections

This video explains how Aged Care Quality Standards have been strengthened to support older people to make decisions about their care plans, have their choices respected, and how they should feel safe and comfortable where they live.

[English](#)

[Short English version](#)

[Arabic](#)

[Chinese, simplified](#)

[Chinese, traditional](#)

[Greek](#)

[Italian](#)

[Vietnamese](#)

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](#) (available in 22 languages)

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

[New Aged Care Act infographic](#)

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

[‘Exploring aged care’ booklet](#)

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

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

Strengthened Aged Care Quality Standards

[Strengthened Aged Care Quality Standards publication](#)

Aged Care Quality and Safety Commission

[Quality Standards Resources](#)

[What to do if you have a complaint](#)