



Australian Government

Department of Health, Disability and Ageing

Dear resident,

Important update: New Aged Care Act from 1 November 2025

This letter outlines what these changes mean for you as someone currently living in an aged care home.

Firstly, and most importantly, I want to assure you that the care and services you receive will continue as usual, and that support is available if you have any questions about the new Act and what it means for you.

This letter is for your information. There is no immediate action that you need to take.

A new Aged Care Act will come into effect on 1 November 2025, which ensures older people are at the centre of aged care. It will make the system safer, fairer and more respectful.

What is changing

The new Aged Care Act introduces positive changes to how aged care is delivered and funded. These include:

- greater emphasis on residents' rights, choice and control over your care
- improved standards for aged care workers and providers, which means better care for you

What the changes mean for you

For anyone living in permanent residential aged care on or before 31 October 2025, and while you remain in the same aged care home:

- your current fee arrangements will not change (unless you choose to opt into the new system)
- you will not pay more for your care and accommodation as a result of the new Act
- you will continue to receive the same level of care and support.

There are also revised fee structures for new residents entering from 1 November 2025, including means testing. You have the option to switch to the new arrangements, but this is voluntary and you should seek financial advice before making this decision. You can find out more about residential aged care fees under the new Aged Care Act at myagedcare.gov.au/aged-care-funding, or by calling **1800 200 422**.

If you move from one aged care home to another without a break in care of more than 28 days your current fee and accommodation arrangements will continue to apply.



Australian Government

Department of Health, Disability and Ageing

If you permanently leave residential care for more than 28 days after 1 November 2025, you may be subject to the new accommodation arrangements when you return. You may also want to seek financial advice before leaving residential aged care so you understand what this may mean for you.

New requirement to report changes in circumstances

If you have had an aged care means assessment, you must report any changes in your personal or financial circumstances to Services Australia or the Department of Veterans' Affairs (DVA). This will help keep your aged care fees correct.

- From 1 November 2025, it will be a legal requirement to report changes to your circumstances within 28 days.
- You need to report changes to both your and your partner's income or assets, including the payment of a refundable deposit.
- To update your details:
 - call Services Australia on **1800 227 475** or DVA on **1800 838 372**
 - visit servicesaustralia.gov.au/update-your-details-if-you-get-help-with-aged-care-cost-care

Next steps

At this stage, no action is required from you. Your care and services will continue as usual.

If you would like to speak to someone, you can discuss this with:

- your aged care provider, or
- the Older Persons Advocacy Network (OPAN) Aged Care Advocacy Line on **1800 700 600** for information about your rights and to request support to talk to your provider or visit open.org.au your Elder Care support worker at your local health service or visit <https://www.naccho.org.au/aged-care/>

Yours sincerely,

Sonja Stewart
Deputy Secretary, Ageing and Aged Care
October 2025