



Australian Government

Department of Health, Disability and Ageing



New Aged Care Act launch

Stakeholder toolkit to support communications with older people

October 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 what to expect when the new Aged Care Act starts from 1 November 2025.

About this toolkit

This toolkit supports you to talk with older people, their families and carers about what to expect when the new Aged Care Act (new Act) starts from 1 November 2025.

We have created materials that may help you communicate key information about the launch of the new Act. You can use these in newsletters, presentations, booklets, website content, meetings, discussions, and social media.

What's in this toolkit

- key messages
- discussion guide
- editorial content
- social media posts
- videos
- resources.

Audience

- Older people, their families and carers.

Calls to action

We recommend using the following calls to action in your communication materials:

- The new Aged Care Act puts you at the centre of your aged care, find out [how Australia's aged care system is improving](#).
- Download the [new Aged Care Act infographic](#) and [watch the animation](#) to see how the different parts of the Act fit together.
- Download, read and watch [guidance, training, fact sheets and videos](#) on the new Aged Care Act or undertake [eLearning modules](#) to understand how the Act will work.
- Watch [videos for older Aboriginal and Torres Strait Islander people](#) about the new Aged Care Act.

Web links

- [MyAgedCare.gov.au](https://myagedcare.gov.au)
- [Health.gov.au/Aged-Care-Act](https://health.gov.au/aged-care-act)
- [Health.gov.au/Aged-Care-for-Mob](https://health.gov.au/aged-care-for-mob)

Hashtags

- #AgedCare
- #AgedCareAct
- #AgedCareReforms

Key messages

- A new chapter for aged care starts from 1 November 2025.
- The new Aged Care Act puts you at the centre of your aged care, it:
 - creates a safer and fairer system for everyone
 - ensures you have the quality of life you deserve.
- Since the Royal Commission on Aged Care Quality and Safety provided the Australian Government with recommendations to improve aged care, steady improvements have been made, including:
 - more direct care for aged care residents
 - higher standards for people working in aged care
 - more nurses in aged care homes
 - improved transparency on provider finances and operations
 - more streamlined assess system for aged care services.
- On 1 November, if you are currently accessing aged care services:
 - you will continue to receive safe, quality care without interruption
 - in-home care recipients will automatically transition to the new Support at Home program
 - Commonwealth Home Support Program (CHSP) clients will transition to the Support at Home program no earlier than mid-2027
 - you will not need a re-assessment – unless your needs have changed.
- If you are considering aged care, have a look at [My Aged Care](#) to:
 - learn about different kinds of care
 - search for and compare providers
 - access information about eligibility and application.
- The new Act will transform your experience of accessing aged care services. It will:
 - give you the right to make your own decisions about your own life
 - let you choose if you want help making decisions, and also choose who will give you that help
 - make it easier to access care through a more streamlined assessment process
 - improve the level of information that's out there about providers, so you can make an informed choice about who provides your care
 - make it clearer about what you can, and should, expect when receiving services
 - ensure your right to have your culture, language and traditions is respected
 - help you stay connected to your community, Country and Island Home.

Discussion guide

Why is there a new Act?

- The [new Aged Care Act](#) starts from 1 November 2025 and will make the aged care system safer, fairer and more respectful.
- The new Act responds to recommendations 1 to 3 of the [Royal Commission into Aged Care Quality and Safety](#). In total, the new Act addresses or partially addresses 58 recommendations.

How will the new Act protect older people accessing aged care services?

- The [Statement of Rights](#) outlines your rights and protections in full, including to feel safe and have your culture and identity respected. They extend to everyone receiving aged care – whether you live in an aged care home, receiving in-home care services or you are part of a specialist aged care program.
- A new regulatory model will be enforced by the [Aged Care Quality and Safety Commission](#) to ensure your rights are protected and providers are meeting their requirements and obligations, including the [strengthened Aged Care Quality Standards](#), under the new Act.
- A [Statement of Principles](#) is also included in the Act to guide decisions, actions and behaviours required of aged care providers and workers under the new Act.
- Guidance will encourage everyone in the sector to be innovative, continuously improve and delivery high-quality care.
 - These principles also apply to the [Department of Health, Disability and Ageing](#) and the [Aged Care Quality and Safety Commission](#).
- Learn more about the [rights-based framework](#).

How is cultural safety for older Aboriginal and Torres Strait Islander people being considered?

- Under the Statement of Rights, older people, including Aboriginal and Torres Strait Islander people, have the right to:
 - access aged care that feels culturally safe
 - choose someone from your family or community to support you to talk to your provider
 - have care that is tailored to your needs, goals and preferences
 - take part in cultural activities where you can speak in language
 - stay connected to community, Country or Island Home
 - have your privacy respected
 - raise issues when something isn't right.
- You also have the choice to have an aged care assessment with an Aboriginal and Torres Strait Islander organisation.

- The Aged Care Quality Standards have been strengthened to improve the quality of aged care you receive.

How does the new Aged Care Act support inclusive care for older people from diverse backgrounds?

- The new Act recognises every older person's need for funded aged care services to be assessed and delivered in a manner which is culturally sensitive, and trauma informed.
- Along with the Statement of Rights, the [Aged Care Diversity Framework](#) supports providers to embed diversity in the design and delivery of aged care services.
- The Framework sets out the actions we can take to make sure aged care services meet the needs of people from diverse backgrounds.

How do older people get assessed for aged care services under the new Act?

- Anyone over the age of 65 with care needs is eligible to have an assessment for aged care services.
- [Aboriginal and Torres Strait Islander](#) people aged 50 years or over may be eligible to apply for aged care.
- Once eligible, the first step to access aged care services is to register on [My Aged Care](#) and apply for an assessment.
- Some [Aboriginal and Torres Strait Islander organisations](#) are offering aged care assessments for older Aboriginal and Torres Strait Islander people. Having an assessment with an Aboriginal and Torres Strait Islander organisation involves a yarn about your aged care needs in a culturally safe way. This usually involves someone who is Aboriginal or Torres Strait Islander or trained in culturally safe care.

Why are older people being asked to contribute to aged care services?

- The Australian Government will continue to be the main funder of aged care and will fully fund the cost of clinical care. However, if you can afford to, you will need to make a contribution to your non-clinical costs.
- How much you contribute will depend on:
 - your personal circumstances
 - the level of support you need
 - the value of your income and assets.
- Read about the [changes to aged care funding](#) and use the My Aged Care fee estimator.

How can older people raise concerns about their aged care services?

- All providers are required to have a culture that encourages you to provide feedback. The Aged Care Quality and Safety Commission, including an independent Complaints Commissioner, will support all providers to have a system and process in place to manage complaints both quickly and effectively.

- 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 independent aged care advocate.
- The [Older Persons Advocacy Network \(OPAN\)](#) also provides free, confidential support to help you raise concerns and make complaints about aged care services. If you prefer to speak to a representative over the phone, call 1800 700 600.

What support services can help older Aboriginal and Torres Strait Islander people?

- [Elder Care Support workers](#) can help you understand aged care services, assessments and choose between different providers. The Program is delivered by the National Aboriginal Community Controlled Health Organisation. For support email aged.care@naccho.org.au or view [the list of Elder Care Support program providers](#).
- The [National Aboriginal and Torres Strait Islander Ageing and Aged Care Council](#) works with their member organisations and governments to ensure Elders can access support and care that is culturally safe, trauma-aware and healing-informed, and recognises the importance of their personal connections to community and Country.
- [OPAN](#) has a network of specialist Aboriginal and Torres Strait Islander advocates who can support you to get aged care that meets your needs.
- [Care finders](#) can help older people who need intensive help to access aged care services and other supports in the community. It is a free service for vulnerable people who have no one else who can support them.

Where can older people find more information about the new Aged Care Act?

- 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. These resources are accessible, accurate and aligned to the needs of diverse communities and experiences. Download, read and watch [guidance, training, fact sheets and videos](#).

- Download, read and watch [fact sheets, brochures and videos](#) for older Aboriginal and Torres Strait Islander people.
- [eLearning modules](#) on the new Act are also available.

Editorial content

Guidance

The content in these 3 articles can be used on your website or in an email, printed newsletter or e-newsletter.

Article 1: Your stronger rights and protections under the new Aged Care Act

The new rights-based [Aged Care Act](#) (new Act), along with a new Support at Home program, will start from 1 November.

It puts you at the centre of your aged care and creates a safer and fairer system for everyone, so you can live your best life, no matter where you live.

The new Act gives you the right to:

make your own decisions about your own life

let you choose if you want help making decisions, and choose who will give you that help

make it easier to access care through a more streamlined assessment process

improve the level of information that's out there about providers, so you can make an informed choice about who provides your care

make it clearer about what you can, and should, expect when receiving services

have your culture, language and traditions respected

stay connected to your community, Country and Island Home.

What's new

The new Act includes a [Statement of Rights](#) that sets out expectations on how Australian Government-funded aged care services should be run.

If you are receiving in-home care, are in an aged care home or are part of a specialist aged care program, your decisions, choices, dignity and diversity will be respected.

If you choose to stay in your home, the new [Support at Home](#) program gives you better access to services, products, equipment and home modifications. This will help you live independently, safely and stay in your home longer.

[Aged Care Quality Standards](#) are now strengthened to ensure your services:

are inclusive and promote cultural safety

respect your dignity, including your dignity of risk

have stronger requirements for clinical care

provide healthy and appetising food that you like

better support people living with dementia

recognise your rights and protections.

Fair and equitable access

While the government will continue to fully fund clinical care, you may be asked to make a contribution to your non-clinical care costs if you can afford to.

[Your contribution](#) will depend on your personal circumstances, the level of support you need and the value of your income and assets.

Greater regulation of the aged care sector

The [Aged Care Quality and Safety Commission](#) now has stronger powers to ensure your rights are protected and take enforcement action against poor-performing providers.

Under the new Act, providers must be [registered](#), meet all laws and requirements, and have workers with the right knowledge and skills, before they can deliver aged care services to you.

Your concerns will be heard

Under the new Act, providers must respond and address your concerns. If you are not happy with the outcome, you have more options to make a complaint.

This includes reaching out to [My Aged Care](#), the [Aged Care Quality and Safety Commission](#), the [Complaints Commissioner](#), the [Department of Health, Disability and Ageing](#) or a police officer.

If you require assistance in raising your concerns, you can speak to an independent aged care advocate, such as the [Older Persons Advocacy Network](#).

What do I have to do now?

If you already receive aged care services, you will continue to receive care without interruption.

If you receive care through the Home Care Package program or Short-Term Restorative Care (STRC) Programme, you will automatically move to Support at Home. You will not need to be reassessed, unless your needs have changed.

More information

If you're seeking aged care services from 1 November, visit [My Aged Care](#) or call 1800 200 422.

Aboriginal and Torres Strait Islander people can speak with their [Elder Care Support worker](#) if they need help accessing aged care.

Article 2: The new Aged Care Act puts your rights first

The new rights-based [Aged Care Act](#) (new Act) will start from 1 November.

It puts you at the centre of your aged care and creates a safer and fairer system for everyone, so you can live your best life, no matter who you are or where you live.

The new Act gives you the right to:

- make decisions about your own life
- choose if you want help making decisions, and choose who will give you that help
- access aged care services through an improved assessment process
- get all the information you need, in a way that you can understand, so you can make informed choices
- have your culture, language and traditions respected
- stay connected to your community, Country and Island Home.

Key features of the new Act include:

a [Statement of Rights](#) that helps you uphold your rights and sets expectations on how government-funded aged care services should run

the new [Support at Home](#) program, which will help you stay independent and safe in your own home for longer

[strengthened Aged Care Quality Standards](#) to ensure you receive high quality care that meets your needs and preferences

more options to [voice your feedback](#) that make sure your concerns are addressed by your aged care provider

greater compliance and enforcement powers for the [Aged Care Quality and Safety Commission](#) to ensure providers meet the conditions of their registration and other requirements under the new Act.

For more information about the new Act and aged care services, visit [My Aged Care](#) or call 1800 200 422.

Aboriginal and Torres Strait Islander people can speak with their [Elder Care Support worker](#) if they need assistance accessing aged care.

Article 3: Learn about what the New Aged Care Act means for you

The [new Aged Care Act](#) (new Act) starts from 1 November.

It puts you at the centre of your aged care and creates a safer and fairer system for everyone, so you can live your best life.

To help you understand what this means for you, there are a number of resources available to watch, read, download, share or listen to, including some translated and Auslan versions.

New Aged Care Act overview

Available in 7 languages and Auslan

[This animation](#) explains how the new Act works and provides an overview of your enhanced rights and protections. You will also learn about the stronger rules and regulations that providers must meet, and how your voice will be heard and respected when making decisions about your aged care.

Your aged care rights – what you need to know

Available in 7 languages and Auslan

[This video](#) explains how the new Act is making aged care safer, fairer and more respectful. You will learn about support that is available to you, and what to do if you have concerns about the aged care services you receive.

How the Strengthened Aged Care Quality Standards support you

Available in 7 languages and Auslan

[This video](#) explains how the Strengthened Quality Standards empower you to make your own choices and decisions, which not only must be heard but respected. You have the right to feel safe and comfortable where you live, and have your dignity and culture recognised.

Workers with the right skills and knowledge to help you

Available in 7 languages and Auslan

The new Act introduces laws to make sure aged care workers provide you safe, high quality and rights-based aged care that you deserve. In [this video](#), find out how the people who care for you have the right skills and knowledge to help you live the life you choose.

Support at Home program

Watch this video about the new [Support at Home](#) program, to find out how it will work, and what it means for you whether you are already receiving aged care services, or will be seeking aged care services for the first time. You can also learn about how contributions under Support at Home will work by watching [this video](#).

Resources for older Aboriginal and Torres Strait Islander people

Visit [Aboriginal and Torres Strait Islander aged care](#) for resources for older Aboriginal and Torres Strait Islander people.

Other resources

Visit [Improving Australia's aged care system](#) for more resources to learn about the new Act.

Social media messages

Guidance

Below are suggested posts for your social media channels.

For older people, their families and carers

Channel	Copy	Social media tile
Facebook – House Animation	The new Aged Care Act starts on 1 November 2025, putting older people at the centre of their aged care. Key changes include: ✓ a new Statement of Rights ✓ a new Support at Home program ✓ strengthened Aged Care Quality Standards ✓ more protections for older people. The new Act will help older people live their best life and build accountability across the aged care sector. Watch this animation to learn more: 👉 www.Health.gov.au/Resources/Videos/New-Aged-Care-Act?language=en	
Facebook – Statement of Rights	The new Aged Care Act starts on 1 November, putting older people at the centre of their aged care. It is a rights-based Act and helps older people: • make their own decisions and have them respected • have their identity and diversity recognised	Embed short video: https://youtu.be/W14ICSco430?si=SvJff-ejzNc8BzUM

Channel	Copy	Social media tile
	• feel safe and connected with their community. Watch this video to learn more: Learn more about the new rights-based Aged Care Act: www.Health.gov.au/Our-Work/Aged-Care-Act/About	
Facebook – Strengthened Quality Standards	The new Aged Care Act includes strengthened Quality Standards to ensure older people get the level of care they deserve. This includes making sure older people are: ✓ at the centre of their aged care ✓ treated with dignity and respect ✓ given choices and included in their aged care decisions Learn more: www.MyAgedCare.gov.au/quality-standards First comment: Learn more about the Aged Care Quality Standards  www.MyAgedCare.gov.au/Quality-Standards	Embed short video: https://www.health.gov.au/resources/videos/my-choice-and-decisions-aged-care-quality-standards?language=en

Channel	Copy	Social media tile
Instagram – House animation	The new Aged Care Act starts on 1 November, putting older people at the centre of their aged care. Key changes include: • ☒ a new Statement of Rights • ☒ a new Support at Home program • ☒ strengthened Aged Care Quality Standards • ☒ more protections for older people. To help you understand how the different parts of the Act fit together, click New Aged Care Act in our bio to learn more: • Watch the animation  https://www.health.gov.au/resources/videos/new-aged-care-act?language=en • Download the infographic  www.health.gov.au/resources/publications/the-new-aged-care-act-puts-older-people-at-the-centre-of-aged-care	 The new Aged Care Act puts older people at the centre of aged care
Instagram – Statement of Rights	The new Aged Care Act is putting older people’s rights at the centre of their aged care. From 1 November 2025, it gives older people the right to: • make their own decisions and have them respected • be supported to help them make decisions • feel safe and connected with their community. Click  the link in our bio and select ‘Aged Care Rights’ to learn more.	Embed short video: https://youtu.be/W14ICSco430?si=SvJff-ejzNc8BzUM

Channel	Copy	Social media tile
	Link for bio: www.Health.gov.au/Our-Work/Aged-Care-Act/About	
Instagram – Strengthened Quality Standards	Strengthened Aged Care Quality Standards start on 1 November with the new Aged Care Act. Strengthened Quality Standards will make sure older people accessing aged care are: ✓ at the centre of their aged care ✓ treated with dignity and respect ✓ given choice and included in their aged care decisions Click  the link in our bio and select 'Aged Care Quality Standards' to learn more. Link for bio: www.MyAgedCare.gov.au/Quality-Standards	Embed short video: https://www.health.gov.au/resources/videos/my-choice-and-decisions-aged-care-quality-standards?language=en
X	The new #AgedCareAct starts on 1 November. It is rights-based, focuses on #qualitycare and puts older people first. Watch this animation to learn more  www.Health.gov.au/Resources/Videos/New-Aged-Care-Act?language=en	 The new Aged Care Act puts older people at the centre of aged care

Videos and animations

These videos and animations can be used in your communications.

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

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

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

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

[Choice and control](#) (available in 7 languages and [Auslan](#))

[Overview of Support at Home](#)

[Participant contributions under Support at Home](#)

[Putting your aged care rights first](#) (for older Aboriginal and Torres Strait Islander people)

[Supporting your rights and decisions](#) (for older Aboriginal and Torres Strait Islander people)

[Improving aged care quality](#) (for older Aboriginal and Torres Strait Islander people)

[Aged care you can trust](#) (for older Aboriginal and Torres Strait Islander people)

Resources

You can download these resources and share them with older people, their families and carers.

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 infographic](#)

[‘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](#)

[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](#)

Support at Home

[Support at Home program – booklet for older people, families and carers](#)

[Support at Home program – booklet for older Aboriginal and Torres Strait Islander people, families and carers](#)

[Participant contributions – fact sheet](#)