



New Aged Care Act roadmap 2025

Getting Ready

Learn more about the new Aged Care Act.
health.gov.au/our-work/aged-care-act

Make sure Services Australia has all your details, especially if your income or assets have changed.

Check if your My Aged Care representatives wish to continue as your registered supporter. If no, opt out. If yes, no action required.

Check you have a registered assessment in My Aged Care so you can continue receiving Commonwealth Home Support Program (CHSP) services:

- ask your provider
- call My Aged Care on 1800 200 422
- log into your My Aged Care account (if linked to myGov).



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OCT

1 OCT

Estimated contribution percentage rates will become available through Services Australia (where income and asset information is available).

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OCT

Letters to Home Care Package (HCP) current care recipients with estimated contribution percentage rates.

The My Aged Care fee estimator can help you calculate what your fees may be. The exact amount will depend on your financial situation when you enter care and the provider you choose.

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NOV

New service agreements for:
CHSP (if you're a new client or receiving new services).

Support at Home, even if you already have a service agreement, you will need a new one under the new Act. It can explain your rights and services, what prices you will be charged, and terms and conditions.

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AND BEYOND

Get support from advocacy groups if you need help:

Older Person's Advocacy Network (OPAN)
1800 700 600 | opan.org.au

Council on the Ageing (COTA) Australia
1300 268 228 | cota.org.au

STAY
UP TO
DATE

Sign up to receive EngAged, our monthly newsletter on aged care and ageing well.

health.gov.au/aged-care-newsletter-subscribe

FROM
1 NOV

New rights-based Act starts.

HCP care recipients automatically move to Support at Home.

Notice of contribution rates from Services Australia.

Statement of Rights replaces Charter of Aged Care Rights.

New regulations and strengthened Quality Standards outline how aged care providers must operate.

Aged care places assigned directly to older people, giving you more choice and control.

Updated complaints process and whistleblower protections enable you to give feedback and report.

New fee and accommodation arrangements for new residents (existing residents can opt-in).

Registered supporter role helps you to make decisions.

