



The Hon Sam Rae MP
Minister for Aged Care and Seniors

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

A few months ago, the Australian Government announced that the start date for the *Aged Care Act 2024* would be briefly deferred from 1 July 2025 to 1 November 2025.

We heard that providers, workers and older Australians needed more time to prepare, build sector capability and ensure every person working in aged care is ready, confident and supported to deliver safe, high-quality, rights-based care. Education and training must be at the heart of a successful transition to the Act and associated reforms.

I would like to acknowledge and thank the sector for their engagement and hard work to date to deliver these landmark reforms together. I am heartened by your commitment and active involvement and can see the dedication you have to placing older people at the centre of the care you provide.

I would like to remind aged care providers of their obligations to deliver training to their staff, including to support the transition to the Act and associated reforms. In complying with the current Quality Standards, as well as the Aged Care Rules and strengthened Quality Standards which come into effect from 1 November, I expect providers to identify and provide relevant training for their service and the needs of their workers.

I also expect providers to roster dedicated paid time for workers to complete training and demonstrate competency against new requirements, consistent with their obligations under the Fair Work Act – extending to both employees and subcontractors.

The Department of Health, Disability and Ageing and the Aged Care Quality and Safety Commission have developed tailored education and training resources. These resources will support organisations to transition to the Act, rights-based care principles, the Support at Home program, strengthened Quality Standards, governance and reporting requirements, and digital systems.

If you haven't already, I encourage you to visit [health.gov.au/our-work/aged-care-act/prepare](https://www.health.gov.au/our-work/aged-care-act/prepare) and [agedcarequality.gov.au/providers/reform-changes-providers](https://www.agedcarequality.gov.au/providers/reform-changes-providers) and explore the available resources. I encourage you to integrate them into your training plans and education programs to support the needs of your workers and your individual service.

What else you can do:

- Access the Department's and Commission's training resources
- Incorporate these training pathways into your organisation's training plan and workforce development schedules
- Ensure you have a system in place to track the completion of training by your workers.

By working together, we can build stronger skills, deeper confidence and a more resilient aged care sector.

Thank you for the work you do to care for older Australians, and for your partnership and commitment as we prepare to deliver better care for all older people into the future.

Yours sincerely,

Sam Rae MP
Minister for Aged Care and Seniors