



The *Aged Care Act 2024* information go-to-checklist

How to use this go-to-checklist

During your day-to-day practice, you may be asked questions or have concerns raised by older people and their families. The **go-to-checklist** is designed to help you find reliable information to navigate conversations and questions as they arise. You can share this resource with older people, their families and carers to direct them where to find more information for specific topics.

The checklist contains a common topic related to the changes under the Act. Click on the links next to each topic and it will take you to more information about the topic.

This guide covers the following topics:

- Embedding the Statement of Rights
- Understanding the Statement of Principles
- Strengthened Aged Care Quality Standards
- Culturally safe care
- Support at Home program
- Residential aged care
- Registered supporters
- Accessing aged care services
- Complaints and feedback
- Advocacy for the older person.

Note: *When the information you've shared doesn't fully meet an older person's question, take the opportunity to explore what matters most to them. You might gently ask what questions they still have or what would help them feel more confident and informed. Let them know you're there to support them and that you can seek further guidance if needed. As you do this, keep them informed about the steps you're taking so they feel included, reassured, and confident that their concerns are being followed up.*

If you would like to keep updated on sector news go to [Working in Aged Care Update newsletter](#).

See the [Guide to Aged Care Law](#) for further information on the Act.

Topic

Resource

Embedding the Statement of Rights

- [About the new rights-based Aged Care Act | Department of Health, Disability and Ageing](#)
- [Statement of Rights | Aged Care Quality and Safety Commission](#)

Understanding the Statement of Principles

- [About the new rights-based Aged Care Act | Department of Health, Disability and Ageing](#)

Strengthened Aged Care Quality Standards

- [Aged Care Quality Standards | Aged Care Quality and Safety Commission](#)
- [Strengthening the Aged Care Quality Standards | Department of Health, Disability and Ageing](#)

Culturally safe care

- [First Nations Hub | Aged Care Quality and Safety Commission](#)
- [Working with diverse groups in aged care | Department of Health, Disability and Ageing](#)

Support at Home program

- [Support at Home program | Department of Health, Disability and Ageing](#)

Residential aged care

- [Residential aged care | Department of Health, Disability and Ageing](#)

Registered supporters

- [Registered supporters in aged care | Department of Health, Disability and Ageing](#)
- [Registering a supporter | My Aged Care](#)

Accessing aged care services

- [About aged care | Department of Health, Disability and Ageing](#)
- [How aged care works | My Aged Care](#)

Complaints and feedback

- [Complaints & feedback | Aged Care Quality and Safety Commission](#)

Advocacy for the older person.

- [Seeking support from an advocate | My Aged Care](#)
- [OPAN](#)
- [COTA Australia - Representing Older Australians](#)