



# Improving choice in residential aged care

## The Australian Government is making changes to residential aged care so you have more choice and control

From now until 1 July 2024, we will design a new residential aged care system that assigns places directly to senior Australians. The changes will mean that:

- people who need residential care will have more choice and control to enter into care with an approved provider that best meets their needs
- people will receive simple information to make more informed decisions about their care
- entry into residential care will be straightforward – people will get the care they need when they need it
- providers will have an incentive to deliver high quality and more innovative models of care
- providers will have the flexibility to offer more services in more locations with less administrative burden.

### What does this mean if I am already in care?

The new system will come into effect on 1 July 2024. In the meantime, **you don't have to do anything.**

If you are in care from 1 July 2024 onwards you will find it easier to take your place to a new provider of your choice.

Government funding will still be provided directly to your chosen provider on your behalf.

The changes will strengthen the market and increase incentives for aged care providers to develop higher quality and more innovative models of care that best meet your needs and preferences. Providers will also be free to expand their businesses into new areas, which means you may have more access to services.

We will deliver additional support to help you and your family navigate the new system and make informed choices about your care needs through the introduction of Star Ratings for all residential aged care services, which will be available on My Aged Care from the end of 2022.

We will write to all existing aged care clients closer to 1 July 2024 to remind them of the changes and give them more information.

**‘more choice and control to select a residential aged care provider that best meets your needs’**

### **What if I am a new client and not yet in care?**

The current system will remain in place until 30 June 2024. This means that if you are not yet in care, you:

- must first undergo an assessment with an Aged Care Assessment Team (ACAT) and receive an approval for residential care, and
- can only enter into care with a provider that has a vacant place.

If you need more information or think it's time to look into aged care facilities, My Aged Care is here to help. You can contact [My Aged Care](#) on 1800 200 422 or visit the website.

### **What if I have special needs or live in a rural/remote area?**

The Royal Commission into Aged Care Quality and Safety found that the current system doesn't adequately give priority to people with special needs or to those who live in rural and remote regions where services are limited.

The changes will make it easier for residential care providers to deliver targeted services to people with special needs, including senior Australians with dementia. This should give you more choice about which provider is best suited to your needs.

The Government has also committed to a range of additional measures to help improve access to people from special needs groups. This includes giving providers more funding to meet the needs of people with special needs and in remote and very remote regions.

### **How can I have my say?**

We will consult with aged care clients and the aged care sector over the next 3 years. We want to speak to senior Australians directly so that we can hear what matters most to you.

Information on how to participate will be provided on the Department of Health website.

### **Learn more**

For more information and updates on our progress with [improving choice in residential care](#), please visit the Department of Health website.