

About the new Aged Care Act

Welcome to the special edition
“About the new Aged Care Act
2024 – what you need to know”
on upcoming changes in aged care

OCTOBER 2025

Reform overview

The new *Aged Care Act 2024* will commence on 1 November 2025 following the findings from the 2021 Royal Commission into Aged Care Quality and Safety and it is designed to improve aged care services.

The law covers all aged care services funded by the government, including the home support services provided by the Council.

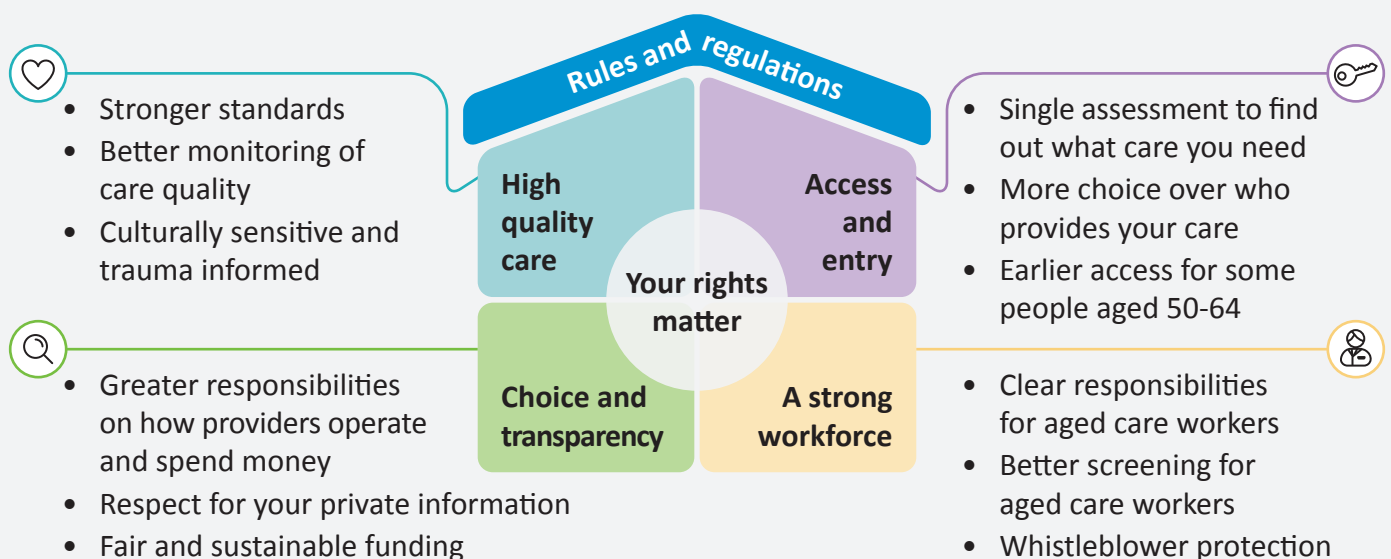
Some of the key changes in the Act are summarised by the diagram below and include:

- A more rights-based approach including the introduction of a Statement of Rights for clients
- Increased focus on high-quality care
- Strengthened Aged Care Quality Standards
- Worker screening and Code of Conduct for workers
- Stronger powers for the regulator (the Aged Care Quality and Safety Commission)
- Enhanced governance
- An updated framework to manage information and privacy
- Provisions to support whistleblower disclosures and the management of complaints and incidents.

The new Aged Care Act puts you at the centre of your aged care

It will make aged care safer, fairer and more respectful.

This visual outlines the main parts of the new Act and how they work together.



Your rights matter

- Respect for your choices
- Choose who helps you to make decisions
- More independence
- Respect for your culture and identity
- Better complaints process
- Stay connected to your community

The new Aged Care Act puts you at the centre of your aged care.

What's changing and when?

New Aged Care Act Key changes effective 1 November

- Whistleblower and complaints
- CHSP services continue
- Service agreements (see details below)
- Statement of Rights
- Code of Conduct
- Privacy strengthened
- Registered supporters

Existing clients

- Existing clients will be provided with their service agreement as part of their annual review.

New clients/services

- All new clients will be issued a client service agreement. Where clients need additional services a new service agreement will also be implemented.

Changes to CHSP Services from 1 November 2025

From 1 November 2025, the new Aged Care Act will introduce changes to the Commonwealth Home Support Program (CHSP), which includes the aged services provided by Council. These changes bring new provider obligations that are designed to improve the quality of care, so everyone receiving care at home can feel safe and supported.

CHSP services will continue

While there are changes and new rules around CHSP, your services will continue as usual, and there is no need to worry about any service interruptions.

Details of key changes

New Aged Care Act and Statement of Rights

The new Aged Care Act puts the rights of older people first. It introduces a Statement of Rights to replace the Charter of Rights for older people accessing aged care services. This means you have clearer rights when receiving care, including the right to be treated with respect, make your own choices, take risks if you want, and have your culture and personal needs respected. These rights are designed to give you more control and confidence in the care you receive. A full copy of the Statement of Rights has been attached for you.

Privacy and information

Privacy provisions have been strengthened in the new Act. We will continue to respect your personal privacy, protect your personal information such as your health information and allow you to choose when your personal information can be shared with someone else.



Respecting and protecting seniors' rights



Aged Care Code of Conduct

All CHSP providers, including the Ageing Well team at City of Whittlesea and staff, must follow the Aged Care Code of Conduct. This means treating you with respect, listening to your choices, keeping your information private, acting honestly, and providing care safely and with compassion. The Code is a fundamental shift to a rights-based, person-centred aged care system that prioritises the dignity, autonomy and wellbeing of older Australians.

Whistleblower Policy and complaints and feedback

Every CHSP provider must have a Whistleblower Policy. This allows everyone to report unsafe, unfair or dishonest behaviour without fear of punishment. It helps create a safe and open environment so that any problems can be raised and fixed quickly, protecting both clients and staff.

We value your feedback and are always looking for ways to improve our services. If something doesn't feel right, please don't hesitate to reach out. You can contact us directly at 9217 2170 option 4 or or you can email us on ageingwell@whittlesea.vic.gov.au

Service agreements

Starting from 3 November, 2025, the Council will be implementing a new CHSP Service Agreement for all new clients. For current clients, the new CHSP Service Agreement will be updated during their next service review, which will occur within the next 12 months.

This agreement shows the partnership between the clients and the Council. It clearly explains what support clients will get, how often, information about privacy, Statement of Rights, and how to give feedback or make complaints, fees and the Aged Care Code of Conduct.

The goal is to be open and fair and trust that your care will be provided as promised.



Registered supporters

Under the new Aged Care Act, every older person is believed to have the ability to make their own decisions. If you want or need support, you can choose someone to help you. This person can become a 'registered supporter'. You are not required to have a registered supporter. It is important for you to know that if you have a representative listed on My Aged Care, this person will automatically become your registered supporter from 1 November 2025. If you would like to add a registered supporter or make changes to those listed, you can call My Aged Care on 1800 200 422 or make a change via your online My Aged Care account.

High-quality care

The new Aged Care Act has a strong focus on the provision of high-quality care. High-quality care is based on a set of principles that are designed to put the client's needs first. As part of Council's work in preparing for the new Act, we are currently reviewing feedback from the recent Client Experience Survey and auditing our performance against the principles. This information will be used to identify ways we can continue to improve the quality of the services we provide.



How we're supporting you

We are here to support you – a few things you can expect from us to be organised:

- Clear information: we will explain the changes in simple words, so you know what to expect.
- Answer your questions: you can ask us anything about the new rules, and we will give you honest and easy answers.
- Provide written materials: we can give you easy-to-read brochures or fact sheets in your language that you can keep and read anytime.
- One-on-one support: if you want, we can talk with you or your carer/registered supporter in person or on the phone to explain things step by step.
- Use different ways to communicate: we can use pictures, videos, or other tools to help make things clearer.
- Support for carers and families: we also help your carers and family members understand the changes so they can support you too.
- Help with complaints or concerns: if you feel worried or unhappy about any changes, we will listen and help you find a solution. This will not impact the services you receive.
- Assist with interpreter: we can answer your questions with use of interpreters in your preferred language.

If you need any further information or assistance to understand these changes or if you have any questions, please contact us on 9217 2170 option 4.

Assessments

All CHSP clients need to have an aged care needs assessment recorded with My Aged Care who will provide a service referral code for required services. If your service needs change and you require additional services, a new assessment and referral is required. These assessments ensure your support matches your needs and that services are provided fairly to everyone. If you have any questions about your services, you can contact the Ageing Well team on 9217 2170 option 4.

What do you need to do?

You do not need to do anything because of these changes. We are sharing this information so you understand your rights and the updated requirements of the CHSP. Your services will continue as usual, and the Ageing Well team will make sure you continue to receive the support you need. These changes are designed to make your care safer, clearer and fairer, without interrupting your current services.

Who to contact for more information

Please contact our Ageing Well Department on ☎ 9217 2170 option 4 and ask to talk to our friendly staff.



Free telephone
interpreter service

131 450

Arabic خدمة الترجمة الشفهية الهاتفية المجانية

Chinese Simplified 免费电话传译服务

Chinese Traditional 免費電話傳譯服務

Greek Δωρεάν τηλεφωνική υπηρεσία διερμηνέων

Italian Servizio di interpretariato telefonico gratuito

Macedonian Бесплатна телефонска услуга за преведување

Persian/Farsi خدمات مترجم شفاهی تلفنی رایگان

Punjabi ਮੁਫਤ ਟੈਲੀਫੋਨ ਦੁਆਰਾ ਸੇਵਾ

Turkish Ücretsiz telefonla tercümanlık servisi

Vietnamese Dịch vụ thông dịch qua điện thoại miễn phí