

Your aged care and disability advocacy news, 3 November 2025

Contact us: 1800 700 600

Advocacy and the new Aged Care Act

The long-awaited new Aged Care Act has commenced, which means older peoples' rights in aged care are now front and centre, with the Statement of Rights in effect.

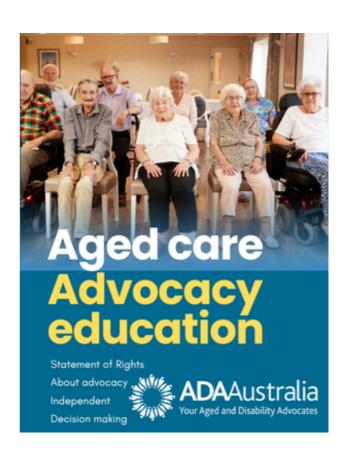
We know that most providers have always considered the rights of older people in providing care, but it is now a legislative requirement to understand and deliver services in line with the **Statement of Rights**.

Our advocates are here to help older people and providers to understand the Statement of Rights and how they apply.

The <u>Older Persons Advocacy Network (OPAN) have produced a useful poster</u> that outlines and explains the Statement of Rights that we encourage you to make use of in your residential aged care home, or with clients, or at home.

We are also available to provide advocacy information sessions to your clients and staff. To book an education session email education@adaaustralia.com.au





Key changes which strengthen the rights of older people

- 1. The Statement of Rights. It includes rights like independence and autonomy, respect for privacy, safe and quality care, and the right to raise issues without fear of reprisal. Enhanced quality standards. The strengthened standards will make it clear what older people can expect from aged care service providers and workers. Under the strengthened standards, providers must actively include older people in the planning and management of their care to ensure care is safe, high quality and tailored to the needs of the older person. Care must be delivered in line with the Statement of Rights.
- **2. Greater protections when you speak up.** The new Act increases protections for whistleblowers people who call out issues. Older people, families, representatives, and aged care workers can report a person or organisation who has not followed aged care law without fear that they will be punished or treated unfairly.
- **3. Right to make decisions.** Under the new Act, older people's right to make decisions about the care they receive and the risks they are willing to take is enshrined in legislation. The Act acknowledges that some older people may want support in making certain types of decisions, and since coming into effect, older people can register one or more people to assist them. These people are referred to as their registered supporters who have a role in upholding the older person's wishes and preferences.
- **4. An independent complaints process.** An independent Complaints Commissioner, appointed by the Minister for Aged Care, promotes the independence, transparency, and accountability of complaints handling by the Aged Care Quality and Safety Commission. An independent complaints process helps to improve the operation of aged care complaints and rebuild the trust of older people that their complaints will be taken seriously and will be resolved in a timely manner.

For more information about key changes for older people visit the OPAN website - https://opan.org.au/new-aged-care-act/

Support at Home Transition

By now providers and people currently receiving care at home under Home Care Packages or Short-Term Restorative Care (STRC) will have commenced talking about the transition to the new Support at Home program and current recipients should have received letters from the Department of Health, Disability and Ageing to prepare for transition.

For older people transitioning to Support at Home, it is important to note that there is time to sign your service agreement with your provider if not already done.

- You'll receive a letter from Services Australia with your individual contribution rate in the coming
 weeks
- Once you have received your letter, you have up to a maximum of 90 days to sign your agreement, so you have time to consider your individual circumstances.
- You can continue receiving services after 1 November without signing your new agreement.
- Accepting services after 1 November does not mean you have accepted your new agreement.

 During the transition period, your provider cannot end your services because you have not signed your service agreement.

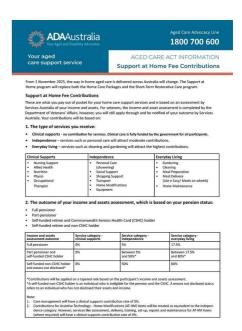
For more information about service agreements and the transition to Support at Home, visit the https://www.health.gov.au/resources/publications/support-at-home-key-messaging-for-older-people-on-service-agreements

Support at Home New

For those who applied for aged care support at home after the cut-off for transition from the old system, or people who are looking to apply, we have developed a summarised information sheet for older people about **Support at Home Fee Contributions**.

It provides a simple guide to how support at home fee contributions will be determined, and the percentage contribution rates by service category. See summary attached.

Most importantly it has information about **financial hardship assistance** for those who can not afford their contributions, including eligibility and the application process. We know many older people are unaware of this option or don't know how to go about applying.



Pricing concerns

Naturally, we all want to see that older people are getting the same level of services that they had been receiving or that they are able to access the services they need.

Some older people have raised concerns with us that price increases are impacting the level of support they can purchase. There are also concerns about the time frames for hardship applications. Advocacy organisations across the OPAN network will be monitoring feedback from older people about cost issues to feed back to government.

If you would like a printable copy, please visit www.adaaustralia.com.au or email info@adaustralia.com.au

ADA Australia

121 Copperfield St, Geebung QLD 4034 Aged Care Advocacy Line: 1800 700 600

Website: https://adaaustralia.com.au/