

The new Aged Care Act

From 1 November 2025, the Australian Government's new Aged Care Act will commence. The reforms are intended to improve the quality of care and protect the rights of people receiving aged care services in Australia.

At Ryman, we are committed to delivering high quality care that respects your rights, supports your independence and adapts to your needs.

The seven key changes

- 1. Rights-based focus:** The new Act introduces a Statement of Rights, defining older people's entitlements when accessing aged care, such as autonomy, privacy, safe care, and freedom to raise concerns. Providers like Ryman are legally required to uphold these.
- 2. Enhanced quality standards:** Strengthened Aged Care Quality Standards clearly define what older people can expect from providers. This includes safe, high-quality, and personalised care, with older people more actively involved in planning and decision-making about their care.
- 3. Greater protections when you speak up:** The new Act strengthens protections when raising concerns, allowing older people, families, representatives, and aged care workers to report breaches of aged care law without fear of punishment or unfair treatment.
- 4. An independent complaints process:** An independent Complaints Commissioner will ensure aged care complaints are taken seriously and are handled efficiently, transparently and fairly.
- 5. Safeguards around decision-making:** The new Act gives older people the legal right to make decisions about their care and risks. They can also now register a support person to help with decisions.
- 6. A new funding model:** Under the new Aged Care Act, some older Australians will be required to make means-tested co-contributions towards aspects of their care. As a Ryman resident, you are protected under the government's 'no worse off' principle. This means that if you are already receiving aged care services before 1 November 2025, the amount you contribute through your means tested care fee will not increase as a result of the new Aged Care Act changes.
- 7. New Support at Home program:** The new Support at Home package will replace current Home Care Packages. If you're currently receiving a Home Care Package from Ryman, you'll automatically move to Support at Home. We'll contact you directly to help prepare for the change. Any unspent Home Care Package funds will remain available for use and if you need more support, you can request a reassessment through My Aged Care.

You can find a range of Support at Home and other resources on our website at rymanhealthcare.com.au/aged-care-act-general-faq