The Aged Care Act 2024

The Australian Government introduced the new Aged Care Act on 1 November 2025.

This new legislation represents an important step forward in creating a more compassionate, respectful, and person-centred aged care system across Australia.

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At the heart of the new Act is a commitment to ensuring that older Australians are treated with dignity and respect and enjoy the quality of life they truly deserve.

Alongside the Act, the Strengthened Aged Care Quality Standards commenced on 1 November 2025.

These standards will guide all aged care providers to continue delivering high-quality, person-centred care and to keep striving for best practice in everything we do.

Statement of Rights

The new Aged Care Act introduces a Statement of Rights, which replaces the current Charter of Rights. This Statement clearly outlines the rights every older person should expect when receiving Australian Government–funded aged care services.

It reinforces that older people and their needs remain at the very centre of aged care.

All CraigCare homes are required to display this poster in a visible location, ensuring it's easy for residents, clients, and visitors to see.

Decision-Making and Registered Supporters

Under the new Act, every older person is presumed to have the ability to make their own decisions.

If a person already has an authorised or regular representative recorded in My Aged Care, that person will automatically become their registered supporter from 1 November 2025, unless they choose to opt out.

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Strengthened Aged Care Quality Standards

Expectations for aged care workers

Standard 1

I understand the people I care for and support them in choices that impact their lives

- **1.1** Person-centred care
- **1.2** Dignity, respect and privacy
- **1.3** Choice, independence and quality of life
- **1.4** Transparency and agreements

Standard 2

I feel empowered to do my job well

- **2.1** Partnering with individuals
- **2.2a** Quality, safety and inclusion culture to support aged care workers to deliver quality care
- **2.2b** Quality, safety and inclusion culture to support individuals
- **2.3** Accountability, quality system and policies and procedures
- **2.4** Risk management
- **2.5** Incident management
- **2.6a** Complaints and feedback management for aged care workers
- **2.6b** Complaints and feedback management for individuals
- **2.7** Information management
- **2.8** Workforce planning
- **2.9** Human resource management
- **2.10** Emergency and disaster management

Standard 3

I understand who I'm caring for and what is important to them

- **3.1** Assessment and planning
- **3.2** Delivery of funded aged care services
- **3.3** Communicating for safety and quality
- **3.4** Planning and coordination of funded aged care services

Standard 4

I create a safe and supportive environment

- **4.1a** Environment – services delivered in the individual's home
- **4.1b** Environment – services delivered other than in the individual's home
- **4.2** Infection prevention and control

Standard 5

I understand the clinical needs of the person I'm caring for

- **5.1** Clinical governance
- **5.2** Preventing and controlling infections in delivering clinical care services
- **5.3** Safe and quality use of medicines
- **5.4** Comprehensive care
- **5.5** Safety of clinical care services
- **5.6** Cognitive impairment
- **5.7** Palliative care and end-of-life care

Standard 6

I make sure our residents enjoy appetising and nutritious food every day

- **6.1** Partnering with individuals on food and drinks
- **6.2** Assessment of nutritional needs and preferences
- **6.3** Provision of food and drinks
- **6.4** Dining experience

Standard 7

We work together to build a connected residential community

- **7.1** Daily living
- **7.2** Transitions

Australian Government
Aged Care Quality and Safety Commission

Find out more

agedcarequality.gov.au/older-people

achgroup.org.au/news-posts/aged-care-quality-standards/