

Day month 2025

Dear [insert name],

## Re: What the new Aged Care Act means for you

Thank you for continuing to choose [insert home name] as your home and for being such a valued member of our community — we are privileged to be your care provider.

I am writing to share some information with you and your family about the Australian Government's new Aged Care Act 2024 which comes into effect from 1 July 2025. This letter aims to help you understand what the Act is, what it means for you, and what you can do if you have any questions.

### Background and purpose

In March 2021, the Royal Commission into Aged Care Quality Safety handed down its final report that set out ways to improve the aged care system. The number one recommendation was to develop a new rights-based Aged Care Act. In September 2024, the Australian Government introduced the Aged Care Bill 2024, which was passed by the Parliament in November 2024. The new Aged Care Act will start from 1 July 2025.

### What the Act covers

The new Act aims to make Australia's aged care system stronger. It makes laws about who can access aged care services, how services are funded, a Statement of Rights for older people, strengthened Aged Care Quality Standards, and stronger powers for the Aged Care Quality and Safety Commission, which is the sector's national regulator.

### What this means for you

The below outlines what is being introduced by the Australian Government from 1 July 2025 and what this means for you.

I want to reassure you that everything that you have come to know and love about staying at [insert home name] — your carers, services and daily routine — will not change. We'll continue to provide you with high quality, compassionate care that is tailored to your needs.

- **Fees and charges:** The government has confirmed that if you are permanently living in a Mercy Health home on or before 30 June 2025, a 'no worse off' principle will apply. **This means that your current payment arrangements for your daily care and accommodation will stay the same, for as long as you remain in residential aged care.**
- New residents who move into permanent care from 1 July 2025 will receive the new fees and charges structure being introduced by the government. This also applies to current respite care clients who transition to permanent care from 1 July 2025.

- Current permanent residents have the option to opt out of existing arrangements and move to the new fees and charges structure. Mercy Health strongly recommends that you seek independent financial advice before making any changes.
- **Statement of Rights:** The government is replacing the current Charter of Aged Care Rights with the Statement of Rights. This gives you the right to have independence, choice and control over the aged care services that you receive. All aged care providers must follow the statement and if they don't, you or your family member/support person can make a complaint through the Aged Care Quality and Safety Commission.
- **Strengthened Aged Care Quality Standards:** A revised set of strengthened standards will be introduced by the Commission. These will reinforce a person-centred approach to aged care and will cover areas such as food and nutrition, dementia, diversity, governance and clinical care. These strengthened standards ensure that your care continues to be safe, high quality and tailored to your needs and preferences. Mercy Health is waiting to receive the final guidance from the government and will share that information with you once available.

### Resident meeting and further information

Mercy Health is liaising closely with the government to ensure we are prepared for the changes occurring on 1 July 2025.

At our next Resident and Relatives Meeting on **[insert date]**, I will be hosting a session about the Aged Care Act and the information shared in this letter. I encourage you and/or your family to attend and ask any questions you might have.

If you'd like to do some reading, you can find a wide range of official resources on the government's website at: <https://www.health.gov.au/our-work/aged-care-act/about>

In the meantime, if you have any questions, please reach out to me and I'll be happy to discuss with you.

Kind regards,

[Service Manager's name]  
[Home name]  
Mercy Health Residential Aged Care