

1st July 2025

Understanding the 2025 Aged Care Reforms – A Guide for Residents and Families

Dear Residents, Family and Friends,

There is a lot happening in the Aged Care sector at the current time and you have no doubt heard that Australia's aged care system is changing. It was to be from today the 1 July 2025 but now the new Aged Care Act will take effect from 1st November 2025,— introducing stronger protections for older people, improved support for carers and families, and clearer standards for aged care providers.

We have pulled together a summary to help residents and families within our community to understand what the 2025 aged care reforms mean. It covers key changes to Aged Care laws, what to expect in residential care settings, and how to access trusted resources.

What Are the 2025 Aged Care Reforms?

The Aged Care Act 2025 is replacing the previous 1997 legislation and introduces significant updates across the Aged Care sector. These changes are based on feedback from older Australians and aim to create a fairer, safer and more respectful aged care system.

Key changes in the new Aged Care Act include:

- A new Statement of Rights for all aged care recipients
- A stronger focus on individual needs, preferences and cultural identity
- A national Support at Home program for people receiving care in the community
- A Single Assessment System to access aged care services more easily
- Increased transparency in aged care funding and operations
- Clearer and faster complaints management processes
- Stronger government oversight and regulation of aged care providers

These reforms apply to all government-funded aged care services, including residential aged care and in-home aged care services.

What the 2025 Aged Care Changes Mean for You and Your Family

The reforms are designed to make the experience safer, more personalised and easier to understand whilst you or your loved one receives care in at Maroba. Residents will have more say in their care planning and daily decisions. Families and carers will have better access to information and will be formally recognised as supporters in the care process.

There are no changes to current care arrangements or fees unless you choose to opt into new services. We will continue to support all residents and families through the transition.

Maroba's Commitment to Quality and Compliance

Maroba has already started implementing the new aged care standards and legislation to ensure compliance well before 1 November 2025.

This includes:

Updating care planning and documentation systems

Providing specialist training to team members on aged care reform

Aligning day-to-day service delivery with the Statement of Rights
Strengthening quality assurance and continuous improvement programs
Many of the core values of the new Aged Care Act such as dignity, autonomy and inclusion are already embedded in Maroba's provision of Care.

Resources

The Department of Health, Disability and Ageing has some great resources if you would like some further information and we have provided the links below;

[New Aged Care Act resources for older people, their families and carers | Australian Government Department of Health and Aged Care](#)

[What the new Aged Care Act means for you | Australian Government Department of Health and Aged Care](#)

<https://www.health.gov.au/our-work/aged-care-act/about>

[Australian Government Department of Health and Aged Care](#)

If you have concerns with our approach, please call us to discuss. Alternatively, you can contact:

- Older Persons Advocacy Network (OPAN) on 1800 700 600
- The Aged Care Quality and Safety Commission on 1800 951 822
- Senior Rights Service 1800 424 079

For additional information, please contact reception at 4935 0300 during office hours or email us at enquiries@maroba.om.au.

As always please ask if you have any questions at all, we are here to support you as we walk through these changes together.

Warm Regards



Viv Allanson OAM - CEO Maroba

