

The **New** Aged Care Act

What it Means for You



From **1 November 2025**, the new Aged Care Act puts older people's rights at the centre of aged care. The Statement of Rights replaces the Charter of Aged Care Rights.

What this means for you

Your rights are now clearer and stronger than ever. You are at the centre of your care — your choices, your culture, your connections and your wellbeing come first.

Your rights

You have the right to:

- Make your own decisions — and have them respected
- Feel safe, included and supported
- Have your privacy and information protected
- Stay connected with your culture, community and loved ones
- Receive safe, quality care that values who you are

Our promise to you

At Lutheran Services, we uphold your rights and support your wellbeing — respecting your individuality, supporting your sense of purpose, safety and belonging, and creating moments of joy.

How your rights are supported

There are seven Strengthened Quality Standards. They guide how Lutheran Services delivers your care every day:



The Person

You are valued and your choices matter



The Organisation

Safe systems and a culture of quality



Care and Services

Tailored to who you are



The Environment

Safe, clean and supportive



Clinical Care

The right care for your needs



Food and Nutrition*

Enjoyable, nourishing dining experiences



The Residential Community*

Connection and belonging

**For Residential Aged Care only*

More information

If you have feedback about the aged care you are receiving, you can:

- Talk to Lutheran Services, your aged care provider
- Speak with an advocate on **1800 700 600** or at **OPAN.org.au**
- Contact the Aged Care Quality and Safety Commission on **1800 951 822** or at **AgedCareQuality.gov.au**



Scan to read the full Statement of Rights and how these are upheld.