



Australian Government

Department of Health, Disability and Ageing

Navigating the Next Phase of Aged Care Reform

**Ageing Australia NSW/ACT State Conference
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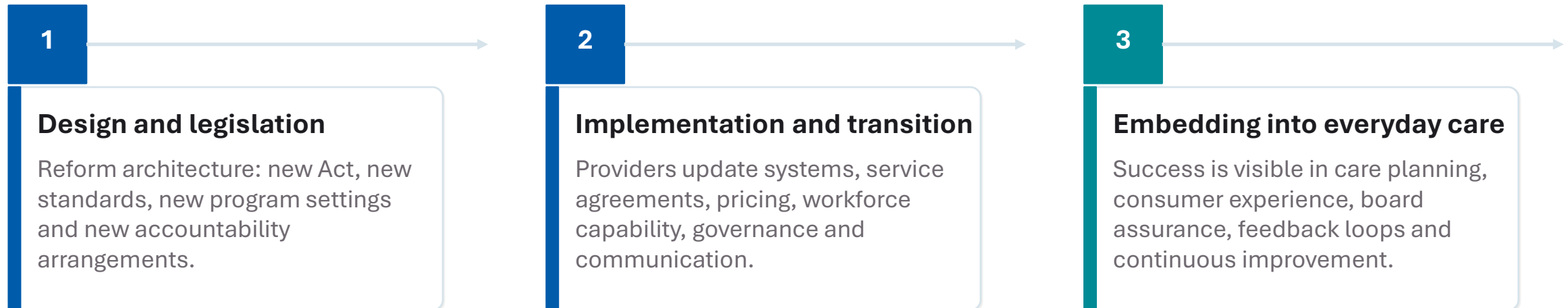


**From reform
to results
in everyday care**

What does the “next phase” mean?

A simple way to frame the reform journey

The next phase is about moving from policy settings to lived experience.



The question now is not “what is changing?” but “how do we make the change work well?”

What success looks like in 2026–27

Keeping reform focused on outcomes

For older people

Services are easier to understand; rights are respected; care feels safer, more responsive and more person-centred.

For providers

Greater clarity, more mature systems, better evidence for assurance, and stronger capacity to manage reform alongside BAU care.

For government

Implementation intelligence is heard early, policy and program settings keep improving, and stewardship remains connected to local realities.

Success test **Can older people, families, workers and boards all see the same reform intent translated into practical care, communication and governance?**

Rights in practice

Making the new Aged Care Act visible in everyday care

Statement of Rights

Rights need to be visible in information, decisions, communication, dignity, safety, culture, identity and community.

Provider obligations

Responsibilities include registration conditions, quality standards, complaints, transparency and accountable service delivery.

Evidence in systems

Boards and executives should see rights reflected in care records, training, quality, risk and improvement activity.

Practical questions for providers

- Can older people understand the information given to them?
- Are complaints and feedback treated as improvement opportunities?
- Can leadership show evidence that rights are embedded in governance?

Support at Home: what to focus on now

Clarity, readiness and consumer confidence

1. Service clarity

Clear service agreements and consumer communications that explain what is changing and what it means.

2. Transparent pricing

Pricing and reporting that are easy to understand and aligned with consumer protections.

3. Operational readiness

Systems, billing, workforce capability, care management and escalation pathways are joined up.

4. Personal care change

Prepare for personal care services under Support at Home to be fully government funded from 1 October 2026.

Provider focus: explain clearly, prepare carefully, and keep raising practical implementation issues early.

What we are hearing locally

Clarity, confidence and problem-solving

Local intelligence helps to inform how reforms are landing across different markets and service settings.

Listen

Pricing, consumer communication, systems, reporting, registration and Support at Home implementation.

Escalate

Share practical intelligence with national policy and program areas.

Support

Connect providers to guidance, channels and evidence-based responses.

NSW/ACT Local Network role

- Work with providers, peaks, state and territory partners, local government, advocates and older people.
- Identify local issues and collaborate on solutions that work in local context.
- Keep feedback specific: evidence, impact and suggested solutions help the system respond.

NSW/ACT local lens

What the Local Network is hearing and doing

Local examples show why the next phase must be practical, place-based and connected across systems.

Health and aged care interface

Regular NSW/ACT PHN forums are used to discuss aged care reforms, interface issues, feedback and clarity needs.

Provider viability and prudential signals

Local Network engagement with the Commission supports understanding of financial monitoring and provider risk signals.

Rural, remote and thin markets

SDAP work includes remote workshops planned for Wagga, Dubbo and Tamworth, plus support for regional councils and providers under pressure.

First Nations aged care

NSW/ACT engagement includes First Nations provider forums, Community of Practice activity, and place-based work across regions.

Local role: listen, connect, escalate evidence, and support practical solutions that work in context.

Navigating the next phase together

Prepare | Partner | Focus on outcomes

1

Prepare

Embed reform into governance, workforce, systems, communication and local accountability.

2

Partner

Share practical intelligence, raise issues early, and collaborate on solutions across the system.

3

Focus on outcomes

Keep older people at the centre of every decision and measure success through lived experience.

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