



# Aged Care Reform Readiness Guide



# Are You Ready for the New Aged Care Act?

*From 1 November 2025, Australia's aged care sector enters a new era of accountability, transparency and person-centred care.*

This guide outlines what providers need to know and do to stay compliant and deliver on the promise of the reforms. More than a checklist, it's a strategic lens on your communications systems and workflows.

## 1 Rights-Based Care: Embedding Respect, Choice & Communication

### New Requirements:

- Uphold the Statement of Rights, including the right to access clear, timely and respectful communication.
- Enable resident choice, dignity, and culturally appropriate communication.
- Proactively inform residents and families about care decisions and changes.

### Questions to Ask:

- Can families and carers reach the right staff without delay or confusion?
- Are interactions (especially complaints or care updates) recorded and retrievable?
- Are communication systems inclusive (e.g., multilingual, accessible formats)?

### How We Help:

- Smart call queues, IVR, multilingual support, and live dashboards.
- Call logging and recordings, SMS/email integrations.
- Designed around your workflows, not a product SKU.



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## Compliance & Governance: Proving Responsiveness & Coordination

### New Requirements:

- Transparent, logged communication to demonstrate timely escalation and response.
- Formal complaint-handling systems, supported by documented interactions.
- Cross-team coordination with minimal information silos.

### Questions to Ask:

- Are frontline and admin teams using the same systems to manage calls?
- Is there an audit trail for complaints, feedback, and critical events?
- Can managers oversee real-time responsiveness (e.g. queue wait times, dropped calls)?

### How We Help:

- AI call summaries, analytics, centralised dashboards, and escalation alerts.
- Call and message capture across voice, SMS, email, and Teams.
- Full visibility and reporting for compliance audits.

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## Home Care & Mobile Delivery: Secure, Decentralised Communications

### New Requirements:

- Support at Home program increases demand for remote-ready communications.
- Services must be seamless across sites, homes, mobile teams, and admin.



### Questions to Ask:

- Are field staff connected to your main communications systems securely?
- Can remote teams raise incidents or escalate care concerns easily?
- Is your current system scalable as home care demand grows?

### How We Help:

- Cloud-hosted voice, mobile softphone apps, encrypted messaging.
- Field support integrations (e.g. CRMs, rostering, ticketing).
- Tailored plans with staged rollout to avoid disruption.

## Readiness Self-Assessment: Where Do You Stand?

### Consider the Following:

- Our communications infrastructure supports real-time team coordination.
- We can demonstrate an audit trail for calls and messages.
- Complaints are tracked and linked to communication records.
- Mobile carers are securely connected to central systems.
- We've reviewed how our systems align with the November 2025 reforms.
- If gaps exist in any of these areas, now is the time to address them.

### Next Steps: Book Your Free Communications Readiness Check

We'll assess your current setup and highlight practical steps to improve compliance, responsiveness, and care outcomes - all tailored to the new Aged Care Act.

[ignitetelecom.com.au/aged-care-communications-audit](https://ignitetelecom.com.au/aged-care-communications-audit)

