



Australian Government

Aged Care Quality and Safety Commission

Rights-based regulation under the new Aged Care Act

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Sector readiness plan

Provider Registration

Under the new Aged Care Act, all providers delivering government-funded aged care services will need to be registered by the Commission. Our new resources provide all the information:

- ✓ Commission [Provider Registration Policy](#) information explaining our process and principles. ●
- ✓ Provider registration and renewal in practice [sector webinar](#) and [presentation slides](#) – 15 April. ●
- ✓ [Provider handbook](#) giving an overview on provider obligations. ●
- ✓ Becoming a registered provider and renewing your registration [video](#). ●
- ✓ Changing, suspending and revoking provider registration [video](#). ●
- ✓ [Draft forms](#) to support provider registration and renewal (for viewing only). ●

Audit

From 1 November 2025, providers will be audited when they apply to be registered or re-registered.

- ✓ [Alis e-learning module](#) for workers and providers about the audit process. ● ●
- ✓ [Recorded live learning session](#) about the regulatory landscape, highlighting registration conditions and obligations for registered providers. ● ●

Compliance and Enforcement

How we will assess and monitor and enforce provider compliance under the new Act.

- ✓ Compliance and enforcement [sector webinar](#) and [presentation slides](#) – 20 May. ●
- ✓ Provider supervision [webpage](#) and [video](#) explaining what it means for you. ●
- ✓ Provider supervision [case studies](#) exploring how we use intelligence and our approach to managing risk. ●
- ✓ [Video](#) outlining how we will manage non-compliance with new and changed obligations in the early day of the new Aged Care Act. ●

Strengthened Quality Standards

The Quality Standards have been strengthened as part of the new Act, to better define what good care looks like.

- ✓ Updated [Worker, governing body and provider guidance](#) with home care service context considerations published in the Digital Guidance Tool. ●
- ✓ [Quality Standards Resource Centre](#) to enhance understanding of the new standards. ●
- ✓ [e-Learning modules](#) exploring and deepening understanding of the Standards through case studies. ●
- ✓ Bringing the strengthened Quality Standards to life [sector webinar](#), [presentation slides](#) and resources – 18 March. ●
- ✓ Draft Audit Evidence Collection Tools for providers:
 - [applying to be registered for the first time](#)
 - [renewing their registration](#) or
 - [vary their registration](#). ●
- ✓ Draft Care Delivery Evidence Collection Tool for providers renewing their registration depending on service type:
 - [Care Delivery Evidence Collection Tool – Care delivery location \(Category 4 & 5\)](#). ●
 - [Care Delivery Evidence Collection Tool – Residential \(Category 6\)](#). ●
- ✓ Case study activity pack for:
 - [residential services](#). ●
 - [home care services](#). ●
- ✓ [Live learning sessions](#) to explore implementing the Standards in practice. ● ●
- ✓ Introductory videos and New Quality Standard video series explaining each standard in a separate video available on the Commission's website and [YouTube channel](#). ● ● ●
- ✓ [Conversation cards](#) published for providers and older people to support understanding of the role of the Strengthened Quality Standards in the provision of aged care. ● ● ●

Legend

- For older people
- For providers
- For workers
- For First Nations providers, workers and older people

Clinical

Food, Nutrition and Dining, and Infection Prevention and Control (IPC) are the key focus of some of our new clinical education materials.

- ✓ [Alis e-learning modules](#):
 - about dementia and choice for workers and managers. ● ●
 - about IPC including outbreak management templates and documents. ● ●

Financial and Prudential Standards

Resources to explain the new financial and prudential requirements providers must meet.

- ✓ Understanding the new Financial and Prudential Standards [sector webinar](#) and [presentation slides](#) – 18 February. ●
- ✓ New Financial and Prudential Standards [guidance material](#). ●
- ✓ [Public consultation summary report](#) on the new Financial and Prudential Standards. ●
- ✓ [Fact sheet](#) for older people explaining the Financial and Prudential Standards. ●

Complaints handling

A new rights-based and person-centric regulatory model will bring more transparency and accountability to the complaints handling process.

- ✓ A [complaints handling checklist](#) about the steps to take when responding to feedback or complaints. ● ●

New Aged Care Act for diverse audiences

The new Aged Care Act puts older people at the centre of aged care. The below resources were created for diverse audiences to create awareness about rights for older people and culturally appropriate aged care.

- ✓ Targeted [resources for First Nations audiences](#) on the role of the Commission and rights of older people in aged care. ●
- ✓ Targeted [resources for older people from diverse backgrounds](#) to help them understand their rights to quality, safe aged care and the upcoming changes. ●
- ✓ [First Nations toolkit](#) with key resources, messages and links. ●
- ✓ [Explaining aged care and your rights](#) community poster. ●
- ✓ [Culturally safe care is your right – and our responsibility](#) video. ●
- ✓ [Person-centred care is good aged care](#) video. ●
- ✓ [Quality aged care for mob is about family, community and culture](#) video. ●
- ✓ [Sharing language is sharing culture](#) video. ●
- ✓ First Nations workplace posters explaining the strengthened Quality Standards:
 - [First Nations – Workplace Poster – Standard 1 The individual](#)
 - [First Nations – Workplace poster – Standard 2 The organisation](#)
 - [First Nations – Workplace poster – Standard 3 Care and services](#)
 - [First Nations – Workplace poster – Standard 4 The environment](#)
 - [First Nations – Workplace poster – Standard 5 Clinical care](#)
 - [First Nations – Workplace Poster – Standard 6 Food and nutrition](#)
 - [First Nations – Workplace poster – Standard 7 The Residential community](#) ●





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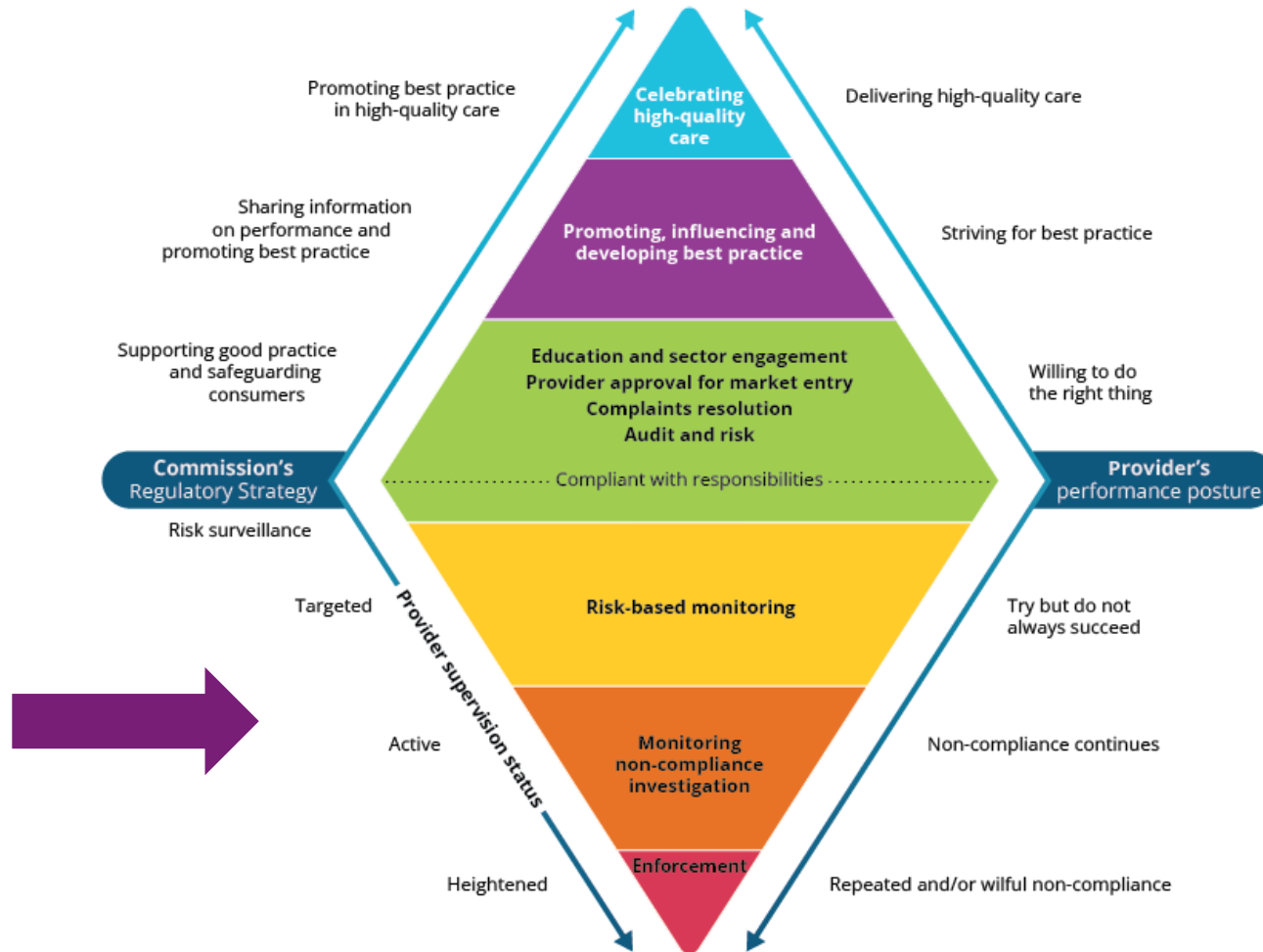
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What is expected of providers

- Statement of Rights
- Strengthened Quality Standards
- Code of Conduct
- Complaints management
- Continuous improvement



Aged care regulatory diamond





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Thank you