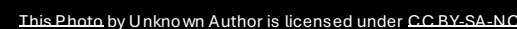


Regulatory Compliance Under the New Aged Care Act

June 2025



- Introduction to the upcoming regulatory changes under the Aged Care Act (commencing 1 November 2025)
- Goal: Transform compliance from an obligation into a strategic advantage
- Emphasis on leadership role in embracing the new standards





Why this reform?

- Royal Commission found the old system provider-centric and inadequate
- New Act is rights-based, person-centred, and outcome-focused
- Over 60 Commission recommendations addressed



Key legislative milestones



- Aged Care Act 2024 passed in December 2024
- Launches on 1 November 2025, with supporting Rules and transitional provisions
- Existing providers transitioned through a “deeming process”



New regulatory environment

- Multi-agency model: Department, ACQSC, Inspector-General
- Regulation is rights-based, risk-proportionate, and focused on continuous improvement
- Greater role clarity and new accountability mechanisms



Three pillars of governance

- **System Governor:**
Access, funding, and stewardship
- **ACQSC:**
Registration, regulation, quality, and safety
- **Inspector-General:**
Oversight and public reporting



Sector readiness plan

This plan gives an overview of the resources the Commission will publish to help the sector prepare for the new *Aged Care Act*.

The resources being developed by the Commission aim to:

- provide information to older people, workers, providers, other stakeholders in the sector and the wider community as soon as possible
- make information and products easy to find and navigate, noting the volume and complexity of information that will be available
- ensure as wide a reach of information and products as possible, by providing key information in a range of formats and spaces
- support diverse audiences by producing tailored resources for First Nations and Culturally and Linguistically Diverse providers

Please note that information (including dates) in this plan may change. Please refer to the monthly [Quality Bulletin](#) and our [website](#).

January

Strengthened Quality Standards

- ✓ Updated provider guidance published in the Digital Guidance Tool. ●
- ✓ Introductory videos published on the Commission website and YouTube channel. ●●●

Infection prevention and Control

- ✓ E-learning modules available on the Commission's online learning platform, Alis, for workers and managers including outbreak management templates and documents. ●●

Legend

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

February

Financial and Prudential Standards

- ✓ Commission sector webinar – 18 February. ●
- ✓ Financial and Prudential Standards guidance materials published. ●

Strengthened Quality Standards

- ✓ Video on standards 1-3 published. ●●●
- ✓ 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. ●●

- Worker, governing body and provider guidance with home care service context considerations published. ●●

- First Nations workplace posters on Standards 1 and 6 ●●

Complaints handling

- Video published about rights-based and person-centred complaints handling. ●●

Food, Nutrition and Dining

- E-learning modules available on Alis about dementia and choice for workers and managers. ●●

New Aged Care Act

- Targeted resources for older people from diverse backgrounds. ●
- Targeted resources for First Nations audiences on the role of the Commission and rights of older people in aged care. ●

Provider registration

- Commission registration policy information published. ●

Strengthened Quality Standards

- Commission sector webinar – 18 February. ●
- E-learning modules for managers and quality stars
- New live implementation
- Video published

Worker registration

- Education modules

Complaints handling

- Simple checklists when responding

New Aged Care Act

- Targeted resources for First Nations audiences
- First Nations and links ●

Strengthened regulatory model

- Shift from reactive to proactive regulation
- Risk-based supervision and stronger leadership accountability
- Increased enforcement powers and transparent reporting



Charter of Aged Care Rights



All people receiving Australian Government funded residential care, home care or other aged care services in the community have rights.

I have the right to:

1. safe and high-quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

Charter of Aged Care Rights

- The Charter of Aged Care Rights (Charter) is a commitment by providers to uphold the Quality Standards.
- It does this through the rights of people receiving aged care.
- These rights apply regardless of the type of care and services.



Strengthened Quality standards: what's new?

- Seven revised Standards: Person, Organisation, Care, Environment, Clinical Care, Food & Nutrition, Residential Community
- Stronger emphasis on worker capability, outcomes, and lived experience
- Expectation: Evidence of consumer feedback and experience

Strengthened Aged Care Quality Standards





Core obligations of providers

- Compliance with Code of Conduct
- Continuous improvement and complaints handling
- Financial health, governance, and workforce accountability
- Mandatory workforce screening and training

Code of Conduct for Aged Care

The Code of Conduct for Aged Care describes how you must behave and treat the people in your care. It includes the 8 elements below.



A. Act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.



B. Act in a way that treats people with dignity and respect and values their diversity.



C. Act with respect for the privacy of people.



D. Provide care, supports and services in a safe and competent manner, with care and skill.



E. Act with integrity, honesty and transparency.



F. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services.



G. Provide care, supports and services free from:
i. all forms of violence, discrimination, exploitation, neglect and abuse and
ii. sexual misconduct.



H. Take all reasonable steps to prevent and respond to:
i. all forms of violence, discrimination, exploitation, neglect and abuse and
ii. sexual misconduct.



Responsible persons

- Must be fit and proper, with clear governance duties
- Accountable for risk oversight and compliance
- Legal consequences for serious breaches



Reporting and data

- Expanded reporting on quality indicators, finances, and workforce
- Data transparency to build trust and improve outcomes
- Investment needed in systems and staff capability



Compliance = opportunity

- View compliance as a tool for excellence, not just risk avoidance
- Enhances consumer trust, staff pride, and Board confidence



Don't wait for the right opportunity: create it.

George Bernard Shaw

quote fancy

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Five key steps to prepare

1. Know your registration category and related obligations
2. Enhance governance and clinical oversight
3. Prioritise staff education and cultural change
4. Leverage ACQSC learning tools (e.g., Alis, webinars)
5. Align data and digital systems to new requirements



Resources to support you

- Digital Guidance Tool (details next slide)
- Sector Readiness Plan and Regulatory Strategy
- Transition support: clinics, case studies, webinars
- UTAS training modules
- Readiness Checklist and Implementation Template





The digital guidance tool

- ❑ Plain-language guidance on Quality Standards and Code of Conduct
- ❑ Interactive navigation by topic, role, or care setting
- ❑ Regularly updated, practical, and tailored
- ❑ Pair it with audits, training, and planning tools

<https://www.agedcarequality.gov.au/strengthened-quality-standards>



On a Positive Note...

- This is a pivotal moment for aged care leadership
- Your response can shape both compliance and care quality
- Embrace the change with purpose and clarity



Ideas and actions

- Capture ideas
- Communicate with all about rights and protections.
- Review Policies and processes
- Train and educate
- Download resources
- Stay subscribed to bulletins and attend webinars
- Start implementing now!

[provider-operational-readiness-priority-actions-list_0.docx](#)





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