Australian Government
Aged Care Quality and Safety Commission

Beyond Compliance: Partnering for quality and trust under the new Aged Care Act

Felicity Walker
A/g Assistant Commissioner
Assessment and Early Remediation
Aged Care Quality and Safety Commission

Ageing Australia State Conference 2026

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Acknowledgement of Country

Artwork by Dreamtime Creative

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Overview:

- Transparency and accountability – a shared responsibility that is central to the new Act and our regulatory approach
- Partnering with providers to deliver safe, quality aged care
- Our regulatory diamond and provider supervision model, and how we balance compliance with uplifting the sector
- How we ensure compliance

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Transparency and accountability – a shared responsibility

Together, the Commission and providers have a shared responsibility to ensure the aged care system is person-centred, quality and safe for those who access it.

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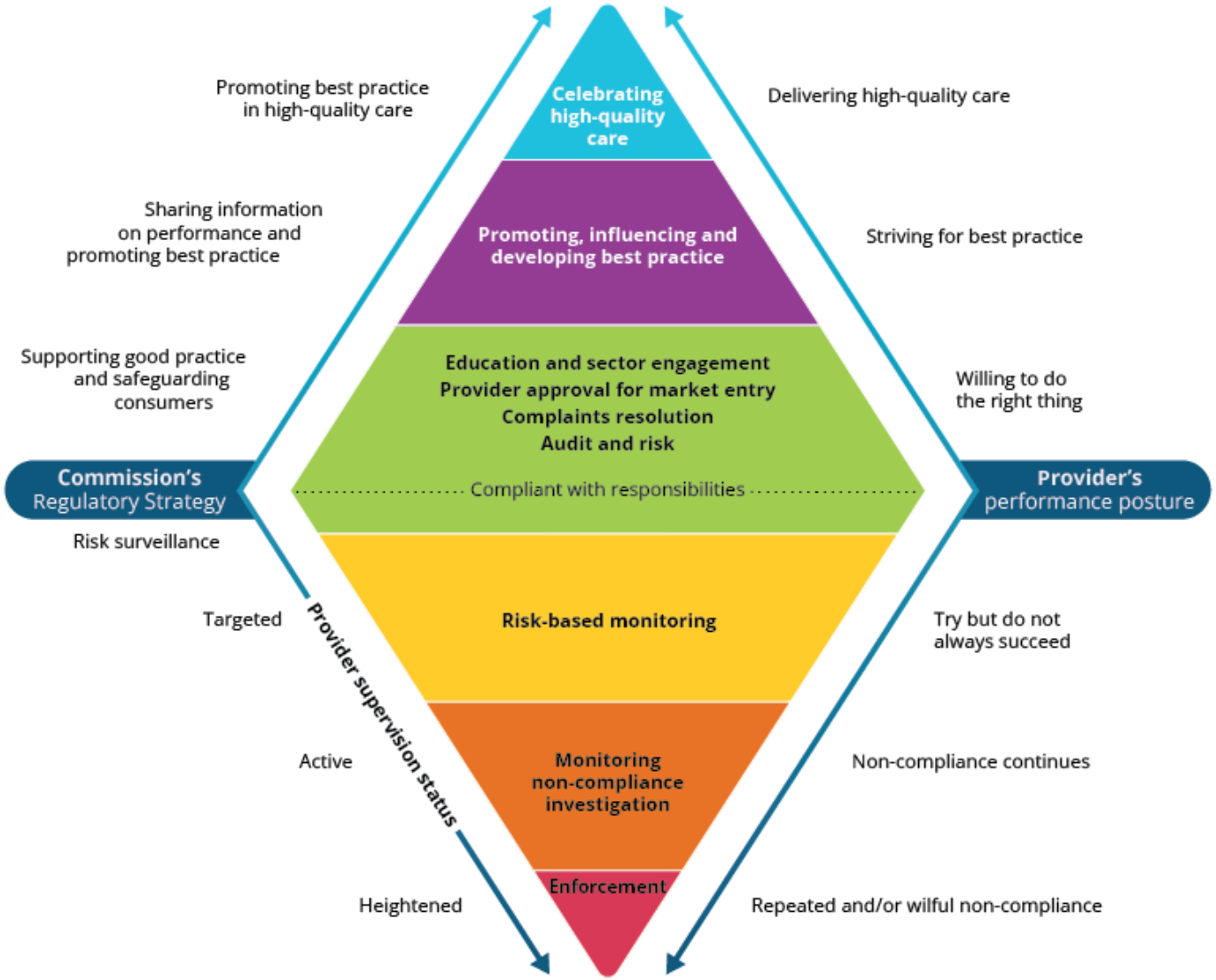
Partnering with providers to deliver safe, quality aged care

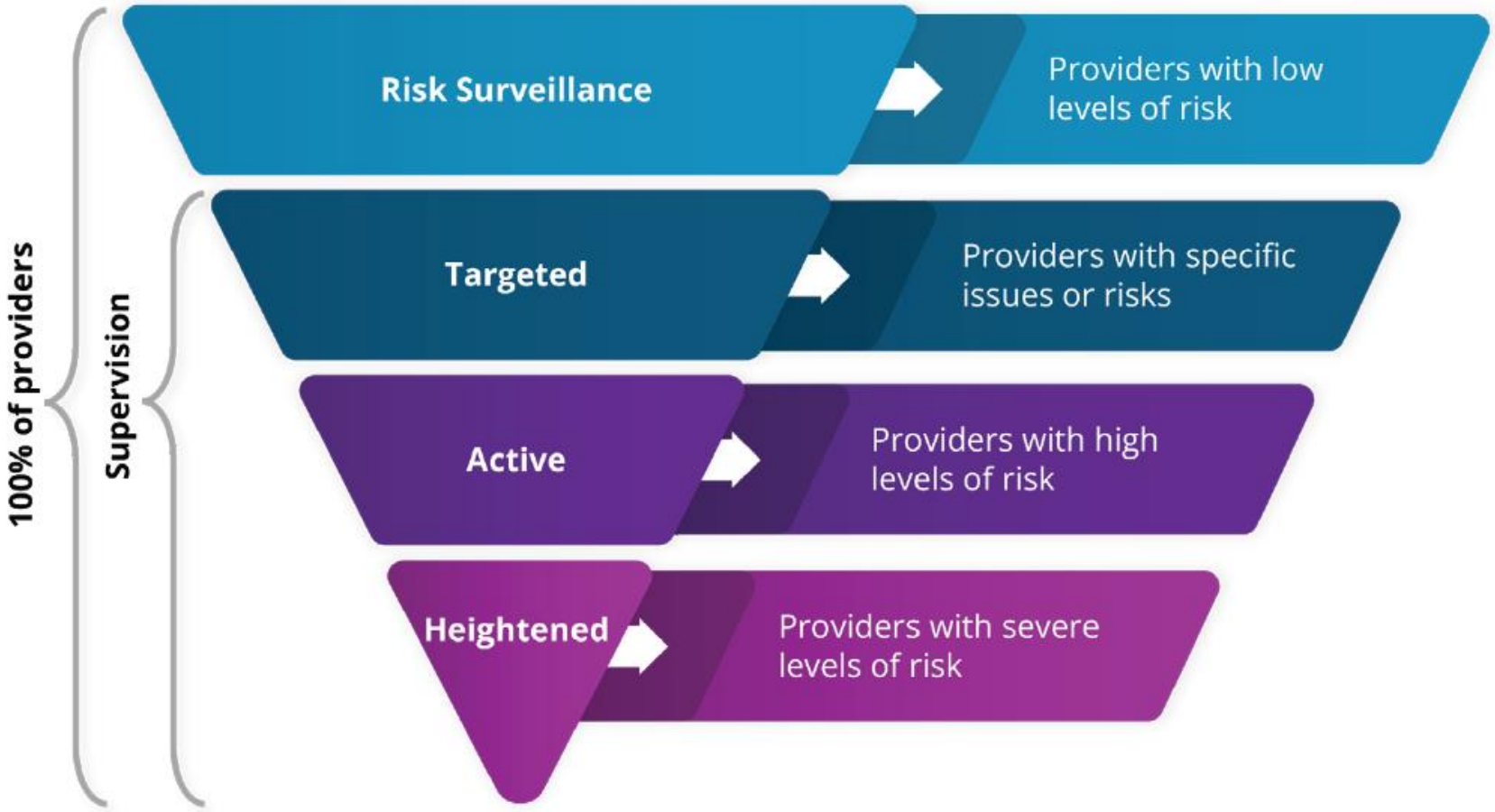
- Our regulatory approach should bring about the most positive and beneficial outcomes for older people and the sector.
- Our regulatory priorities shape how we perform our regulatory functions and make decisions.
- We have a strong emphasis on partnering with and supporting providers.
- We have a key focus on collaboration, governance, transparency and accountability.
- We look to work with providers who are willing to work with us.
- We rely on your feedback to shape our materials and approach.

Balancing compliance with capacity building

Aged care regulatory diamond



Provider supervision model



How we ensure compliance

Rights-based and risk-led

Older people are at the centre of everything we do

Compliance activity begins with education and engagement

Enforcement activities that promote accountability

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Building trust and transparency

- Open and transparent about how we regulate
- Welcome feedback
- Undertake quality assurance
- Focus on consistency and fairness

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Research project and public information program

- We undertook research to learn more about how older people, their families and supporters understand their rights under the new Act, raise concerns and complaints, and what support is available.
- The research found that while most older people would first raise any concerns with their provider, which is very encouraging, there are barriers.
- We're running a public information program to support older people to understand their rights under the new *Aged Care Act 2024* and Statement of Rights, and the pathways available to raise concerns or give feedback.

Research project and public information program

You can find out more about the program, access our resources or the provider information kit via the QR code or by visiting www.agedcarequality.gov.au

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National Provider Conference

- Theme: Right and choice every day: one year in
- Tuesday 13 to Wednesday 14 October 2026, Brisbane Convention and Exhibition Centre
- Registrations now open
- Find out more via the QR Code or by visiting www.agedcarequality.gov.au

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Closing

Phone: 1800 951 822

Web: agedcarequality.gov.au

Email: info@agedcarequality.gov.au