



Australian Government

Aged Care Quality and Safety Commission

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

Janine Renna

Director, Audit

Aged Care Quality and Safety Commission

Ageing Australia State Conference 2026





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Acknowledgement of Country

The Aged Care Quality and Safety Commission acknowledges the Traditional Custodians of Country throughout Australia and their connections to land, water and community. We pay our respect to their Elders past, present and emerging, and extend that respect to all Aboriginal and Torres Strait Islander peoples.

Artwork by Dreamtime Creative





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Aged Care Quality and Safety Commission

About the Commission

- National regulator of Australian Government-funded aged care
- Our regulatory priorities are to:
 - protect older people receiving funded aged care services
 - drive continuous improvement in the aged care sector
 - build public confidence and trust in the aged care system.





Supporting systemic improvement in aged care

Our role:

- deciding who enters and participates in the aged care system
- monitoring providers and workers
- respond to risk
- monitoring providers' financial viability
- driving continuous improvement
- building sector capability and promoting best practice



Partnering with providers to deliver safe, quality aged care

- Encourage trust and accountability
- Deliver targeted communication and education products and services
- Share knowledge, insights and best practices
- Build capability and continuous improvement



Building trust and transparency

- open and transparent about how we regulate
- welcome feedback
- undertake quality assurance
- focus on consistency and fairness



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



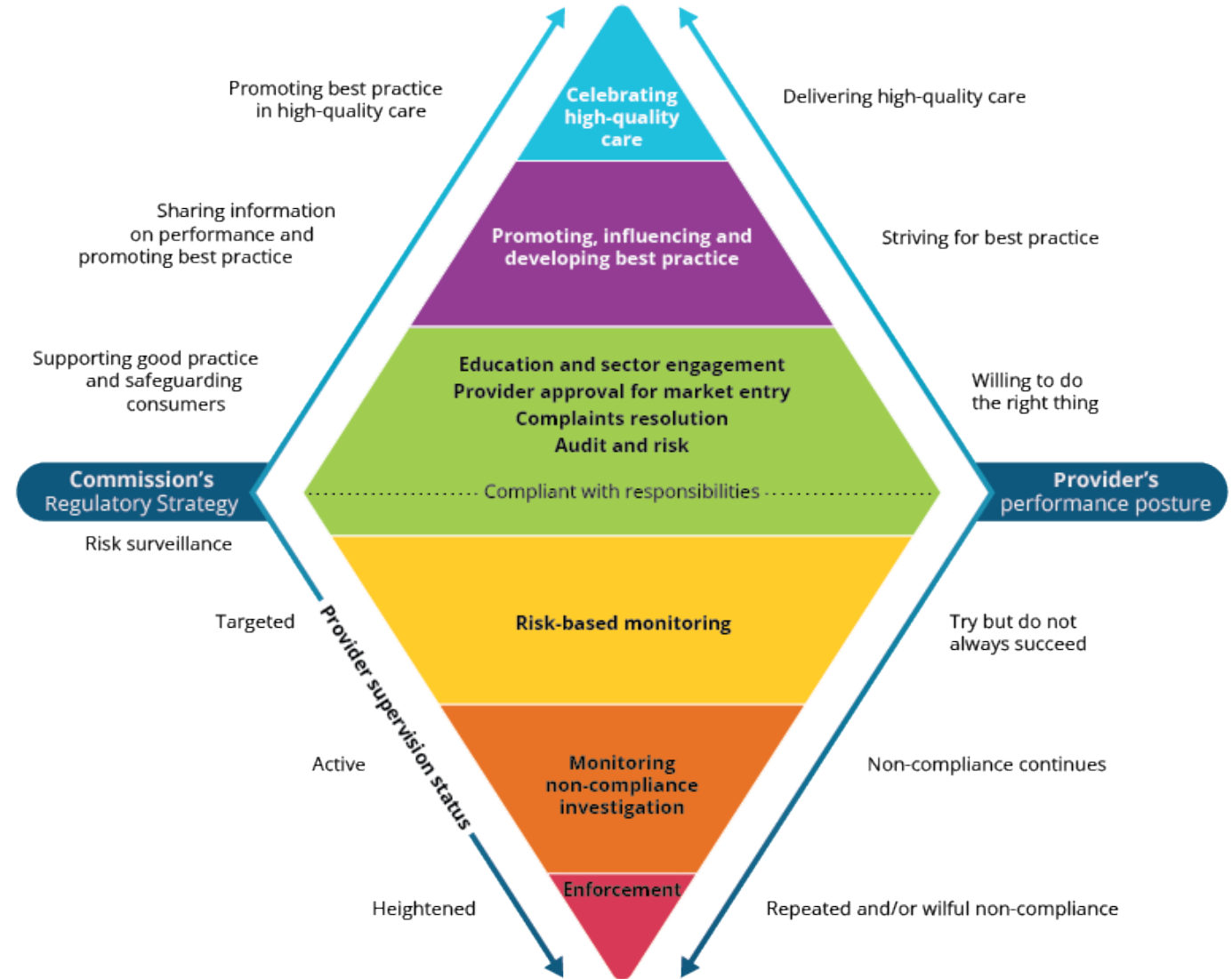
Provider supervision model





Balancing compliance with capacity building

Aged care regulatory diamond





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Closing

Phone: 1800 951 822

Web: agedcarequality.gov.au

Email: info@agedcarequality.gov.au



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