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Aged Care Quality and Safety Commission

# Varying and renewing provider registration - your questions answered.

Webinar

17 March 2026





# Acknowledgement of Country

Artwork by Dreamtime Creative



# Speakers

## Host

Gary Rake, Acting Commissioner, Aged Care Quality & Safety Commission (ACQSC)

## Panel

- Sarah Kelly, Assistant Commissioner, Registrar, ACQSC
- Scott Rumbold, Assistant Commissioner, Audit, ACQSC
- Martin Dempsey, Director, Provider Registration, ACQSC
- Mimi Roach, Director, Provider Registration, ACQSC





# Overview

- 1 Introduction
- 2 Varying your registration
- 3 Renewal in practice
- 4 Renewal fees and waivers
- 5 Audit methodology
- 6 Q&A



**We welcome your engagement,  
questions and feedback**



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# Registration variation

**Martin Dempsey**  
Director, Provider registration

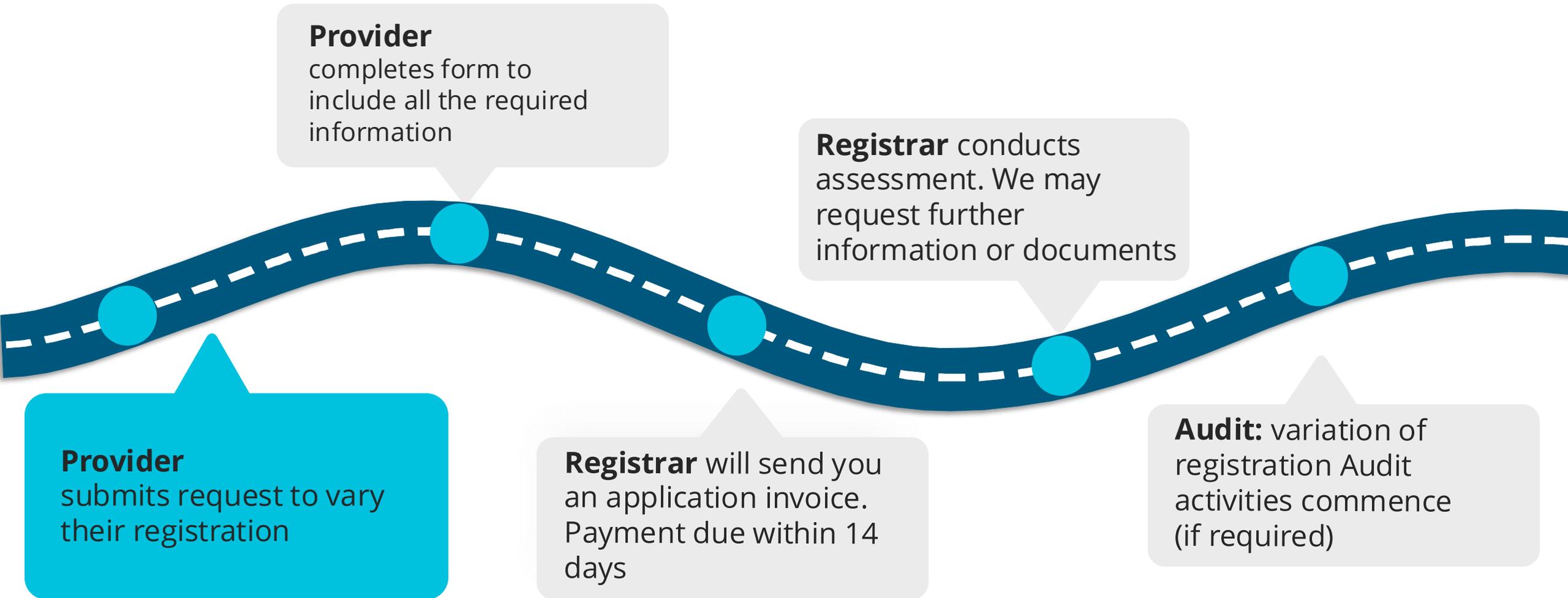




# Provider requests to vary a registration

- add a new registration category
- remove a registration category
- add a new approved residential care home
- remove an approved residential care home
- change the number of beds covered under your approved residential care home (increase at any time or decrease for more than 2 years)
- vary or revoke a condition
- add a new condition.

# Variation of registration process





# Evidence and timing

## Key points

**Certificate of Occupancy** – Required before a decision can be made but an application for bed increases or new ARCH's can be submitted prior to this.

Evidence to support the decision is needed to accompany the variation. This can vary depending on the variation requested.

### Examples:

- transition out and in plans for transfers
- staffing strategies
- floor plans and building designs aligned to the residents
- staged implementation of residents entering the home
- induction training for staff
- evacuation plans
- risk frameworks to identify and mitigate risks.



# Variation fees and waivers

Variation applications			
Charge point	Fee	Frequency	Fee waiver eligibility criteria
Remove category (Categories 1-3 OR Categories 4-6 with zero individuals accessing funded aged care services)	\$545	Once per application	Full (100%) fee waiver: <ul style="list-style-type: none"> <li>Applicants intending to deliver at least 85% of care and services to individuals accessing funded aged care services located in MMM areas 6 and/or 7; OR</li> <li>Aboriginal Community Controlled Organisations (ACCO)</li> </ul>
Remove category (Categories 4-6 with individuals accessing funded aged care services)	\$4,800	Once per category applied for	
Add category (Categories 1-3)	\$1,270	Once per category applied for	
Add category (Categories 4-5)	\$3,800	Once per category applied for	
Add category (Category 6)	\$5,070	Once per category applied for	
Residential care home approval	\$3,800	Once per new residential care home	
Variation audit			
Charge point	Fee	Frequency	Fee waiver eligibility criteria
Variation audit (add categories 4-6)	\$18,530	Once per application	Full (100%) fee waiver: <ul style="list-style-type: none"> <li>As Above</li> </ul>



# Scenario

A provider is registered in Categories 1 - 5. They want to register in Category 6 and have one residential care home approved in MM3 area.



Cost Breakdown	Quantity	Cost
Add category (Category 6)	1	\$5,070
Residential care home approval	1	\$3,800
Variation audit (add categories 4-6)	1	\$18,530

**Total fee payable: \$27,400**

# CHSP Registration and interaction with Support At Home

Have a contract

Are contracted for specific service types within categories 1-6

Some providers may deliver Support at Home and have a contract to deliver services under a Specialised Aged Care Program

To deliver services under Support at Home, providers must have Category 4 with service type 'Care management' in their registration





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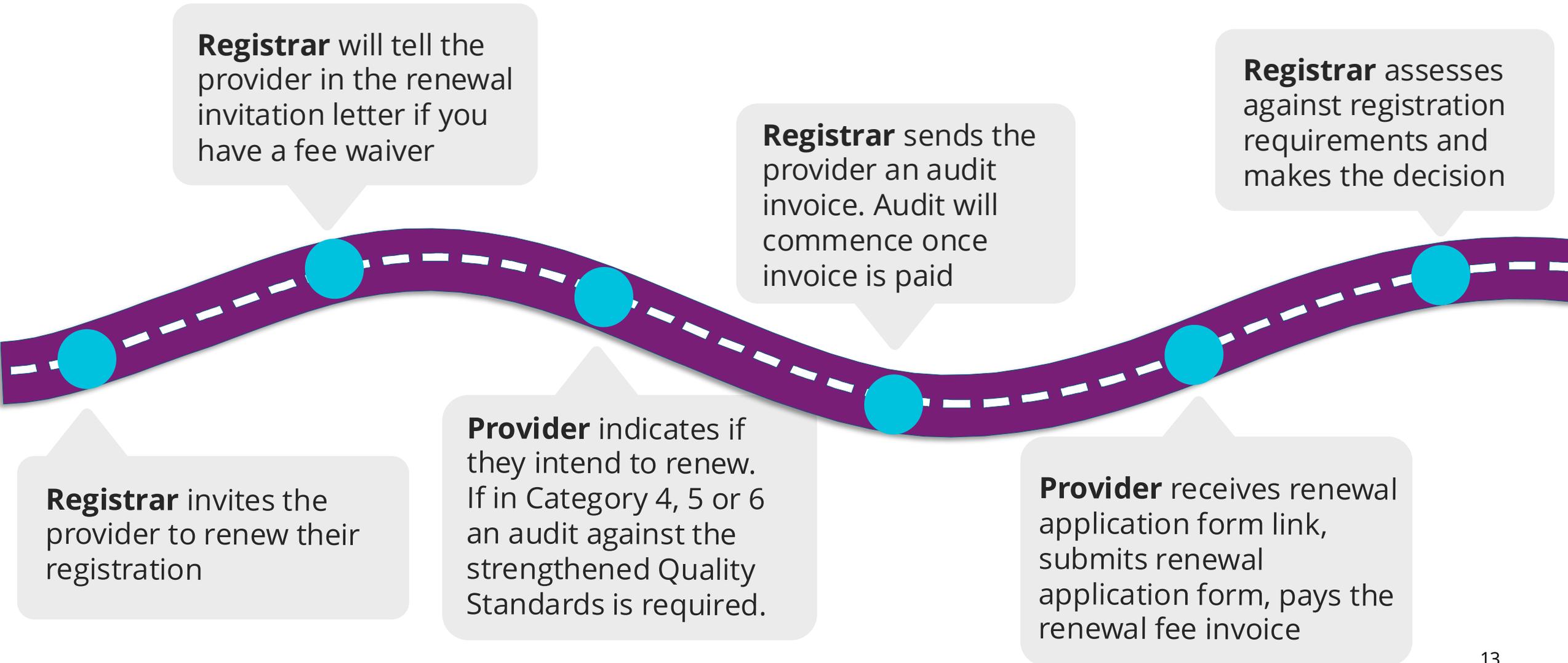
# Registration Renewal

**Mimi Roach**

Director, Provider registration



# Registration renewal process





# Renewal requirements

## General requirements

- Australian business number
- Suitability of the organisation
- Suitability of each responsible persons
- Record of, and systems for, sound financial management
- Meet all the registration category specific requirements applicable to the registration categories

**We will not renew an organisation if they do not meet these general requirements.**

## Category specific requirements

- Plan to deliver intended service types in the 3 years after their renewal
- Commitment, capability and capacity to deliver aged care services
- Audit against the strengthened Quality Standards (applying for registration in categories 4-6)
- Meet the approval requirements for at least one residential care home (adding Category 6)

**We will not renew an organisation in a category if they do not meet the requirements for that category.**



# Renewal fees and waivers

Renewal applications				
Fee type	Charge point	Fee	Frequency	Fee waiver
Application	Entity level assessment	\$295	Once per application	<b>Full (100%) fee waiver</b> <ul style="list-style-type: none"> <li>Applicants delivering 100% of care and services in <a href="#">Modified Monash Model (MMM) 5-7</a> <b>OR</b></li> <li>Smallest 10% of the sector based on number of older people accessing funded aged care services (at provider level)</li> </ul>
Application	Review of category specific requirements (categories 1-3)	\$770	Once per category applied for	
Application	Review of category specific requirements (categories 4-5)	\$4,040	Once per category applied for	
Application	Review of category specific requirements (Category 6)	\$5,380	Once per category applied for	
Application	Residential care home (RCH) approval	\$3,800	Once per new residential care home	



Renewal audits			
Charge point	Fee	Frequency	Fee waiver eligibility criteria
Provider-level evidence gathering (Categories 4-6)	\$7,890	Once per application	Full (100%) fee waiver if either criteria met: <ul style="list-style-type: none"> <li>• Applicants delivering 100% of care and services in MMM 5-7, OR</li> <li>• Smallest 10% of the sector based on number of individuals accessing funded aged care services (at provider level)</li> </ul>
Audit – Categories 4-5 (low complexity)	\$9,800	Once per application	
Audit – Categories 4-5 (moderate complexity)	\$15,550	Once per application	
Audit – Categories 4-5 (complex)	\$17,950	Once per application	
Audit – Category 6 residential care home (1-150 beds)	\$16,340	Once per residential care home	<b>Grandfathering arrangement:</b> Any residential care home that received a fee waiver for their last reaccreditation site audit will receive the same fee waiver, full or 50%, for the category 6 renewal audit for the same residential care home.  The fee waiver criteria will also be extended to residential care homes that have not previously had a reaccreditation audit, using occupied bed days as a substitute for number of places.
Audit – Category 6 residential care home (151 – 250 beds)	\$17,510	Once per residential care home	
Audit – Category 6 residential care home (251+ beds)	\$18,670	Once per residential care home	



# Scenario

A provider is registered in categories 1-5.

The registered provider provides care and services to 112 consumers across MM1 to MM3 areas.

Category 4 and 5 services are delivered to total of 72 consumers in a single state.



Cost Breakdown	Quantity	Cost
Entity level assessment	1	\$295
Review of category specific requirements (Category 1-3)	3	\$2,310
Review of category specific requirements (Category 4-5)	2	\$8,080
Provider level evidence gathering (Categories 4-6)	1	\$7,890
Renewal audit – Category 4-5 (Moderate Complexity)	1	\$15,550

**Total fee: \$34,125**



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# Provider renewal audit methodology

**Scott Rumbold**

Assistant Commissioner, Audit





# Audit methodology

## Principles

- ongoing communication about audits
- single point of contact with Audit Manager
- provider-level evidence gathered once
- some audits to be completely desk based
- audit outcomes provided at the closing meeting
- forward facing audits
- predictive graded assessments
- supporting First Nations Providers.

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**No surprises approach**

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# Renewal audit stages

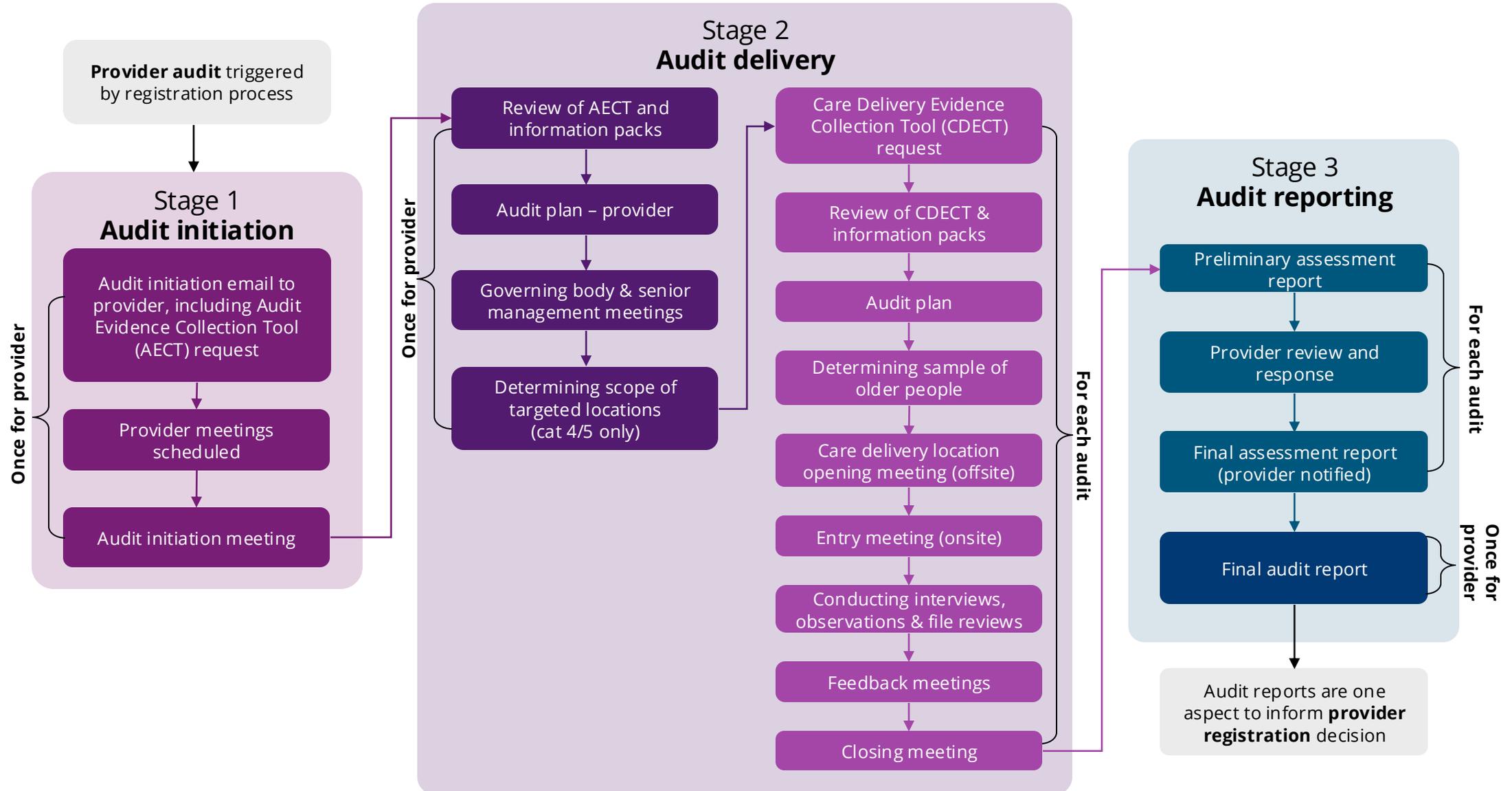
Stage 1  
**Audit initiation**

Stage 2  
**Audit delivery**

- Provider
- Care delivery/Residential Care Home

Stage 3  
**Audit reporting**

# Renewal audit: stages and processes



# Conformance ratings

## Conformance

The organisation, person or provider has demonstrated it can establish, implement, monitor and continuously improve governance arrangements, systems and processes to meet the requirements of the Outcome/Quality Standard and deliver person-centred quality care.

## Minor non-conformance

The organisation, person or provider has demonstrated it can establish, implement, monitor and continuously improve governance arrangements, systems and processes to meet the requirements of the Outcome/Quality Standard, but some gaps are identified.

Identified gaps affect a minor part of the system or process, which are unlikely to present significant risks to the health, safety and well being of older people or workers. Identified gaps are not systemic and do not present high risk.

## Major non-conformance

The organisation, person or provider has **NOT** demonstrated it can establish, implement, monitor and continuously improve governance arrangements, systems and processes to meet the requirements of the Outcome/Quality Standard, and is likely to present significant risk to older people and workers.

The provider needs to carry out significant actions to conform with an Outcome/Standard and/or the identified risk posed to older people is high.





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# Supporting First Nations providers

- fit for purpose
- culturally appropriate
- tailored resources
- guidance and support





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# Provider Audit Guides



**Provider audit guides help you prepare and take part in audits. They describe:**

- the purpose of audits and how they inform (help us make) registration decisions
- what to expect and what to do at each stage
- the types of evidence we consider during audits
- how we define our audit ratings
- the audit tools we use.



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# Understanding the new Aged Care Act



## Find the latest information and resources covering:

- Strengthened Quality Standards
- Statement of Rights
- Provider governance
- Provider registration process and forms
- Audits
- Provider supervision



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# Provider registration



## Find information and resources to support you to:

- vary your registration
- renew your registration
- prepare for an audit
- understand your application and audit fees
- find and submit an application, request or notification.



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# Questions

