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Aged Care Quality and Safety Commission

# Provider Registration: Applications, Audits, and Fees explained

7 October 2025

Version 1.0

Presenters: Sarah Kelly, Chris Davis, Janine Renna







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# Liz Hefren-Webb

Aged Care Quality and Safety  
Commissioner







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# Acknowledgement of Country

Artwork by Dreamtime Creative





# Overview

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





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# Chris Davis

Assistant Commissioner  
Chief Financial Officer

Aged Care Quality and Safety  
Commission





# Cost Recovery Overview

The Australian Government Cost Recovery Policy and Charging Framework requires cost recovery where possible, meaning recipients of regulatory services should contribute to costs.

## Current state under the *Aged Care Act 1997*

The Commission charges fees to:

- ✓ Become an approved provider
- ✓ Accredited and reaccredited residential aged care services

We will stop charging these fees from 31 October.

## Cost recovery under the new *Aged Care Act 2024*

The way we regulate will change.

This means new fees from 1 November to:

- ✓ Become a registered provider
- ✓ Renew a provider registration
- ✓ Vary a provider registration
- ✓ Any associated audits

Stage 1

Stage 2



## Government and non-government providers

**Government and non-government providers** of aged care and services will need to apply for registration in one or more of the 6 registration categories just like any other provider. This means they **will be required to pay the application fees and relevant audit fees** (if an audit is required).

## Transition Care Program and Multi-Purpose Service Program

The Transition Care Program (TCP) and Multi-Purpose Service Program (MPSP), which are defined as **specialist aged care programs co-funded** by the Commonwealth and state and territory governments and delivered in a **closed market**, are **exempt from charging**.



# Registration fees and waivers

Registration applications			
Charge point	Fee	Frequency	Fee waiver eligibility criteria
Entity level assessment	\$3,270	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 Modified Monash Model (MMM) areas 6 and/or 7; OR</li><li>Aboriginal Community Controlled Organisations (ACCO)</li></ul>
Review of category specific requirements (Categories 1-3)	\$1,270	Once per category applied for	
Review of category specific requirements (Categories 4-5)	\$3,800	Once per category applied for	
Review of category specific requirements (Category 6)	\$5,070	Once per category applied for	
Residential care home approval	\$3,800	Once per residential care home	
Registration audits			
Charge point	Fee	Frequency	Fee waiver eligibility criteria
Registration audit (Categories 4-6)	\$14,870	Once per application	Full (100%) fee waiver: <ul style="list-style-type: none"><li>As above</li></ul>





# Scenario

A new provider is entering the market seeking to become a registered provider of home support services and seeking registration in Categories 1 to 5.

They will provide at least 50% of services to recipients located in MM6 and/or MM7 areas.



Cost Breakdown	Quantity	Cost
Entity level assessment	1	\$3,270
Review of category specific requirements (Category 1-3)	3	\$3,810
Review of category specific requirements (Category 4-5)	2	\$7,600
Registration audit (Categories 4-6)	1	\$14,870

**Total fee payable: \$29,550**



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# Sarah Kelly

Assistant Commissioner  
Registrar, Regulatory Operations

Aged Care Quality and Safety  
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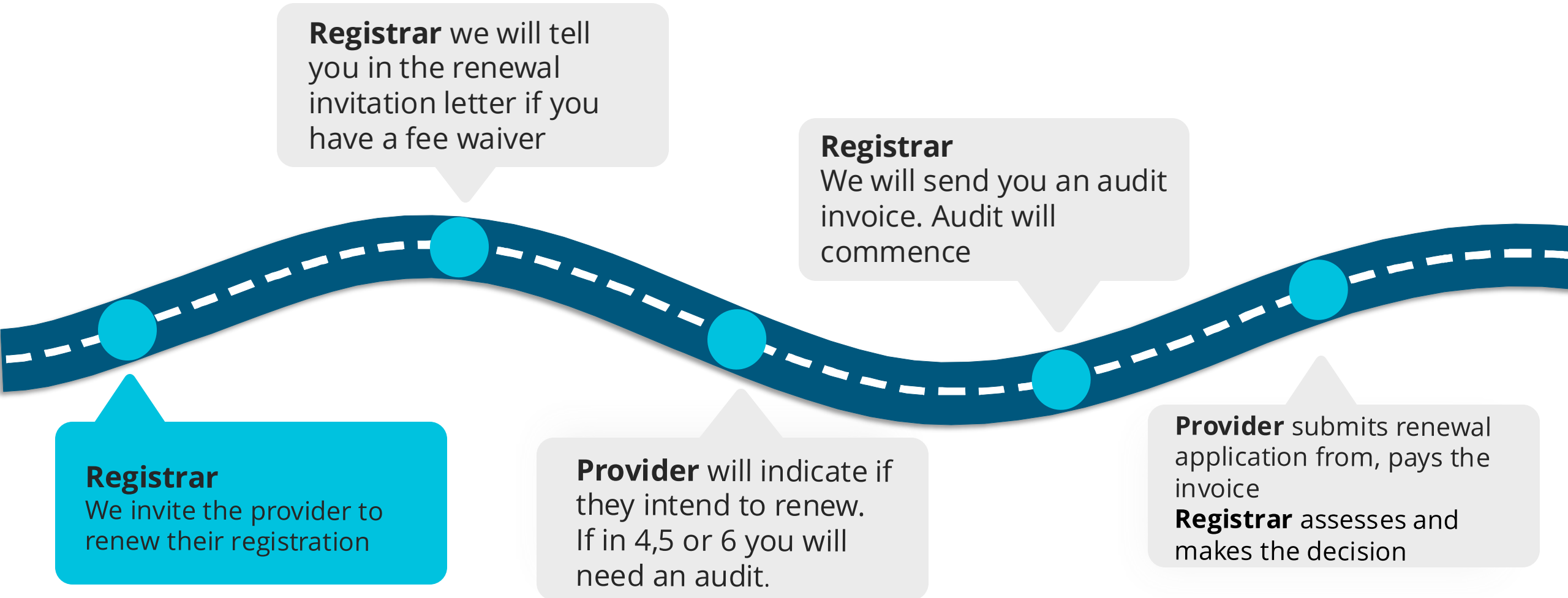
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# Registration Renewal Scenario

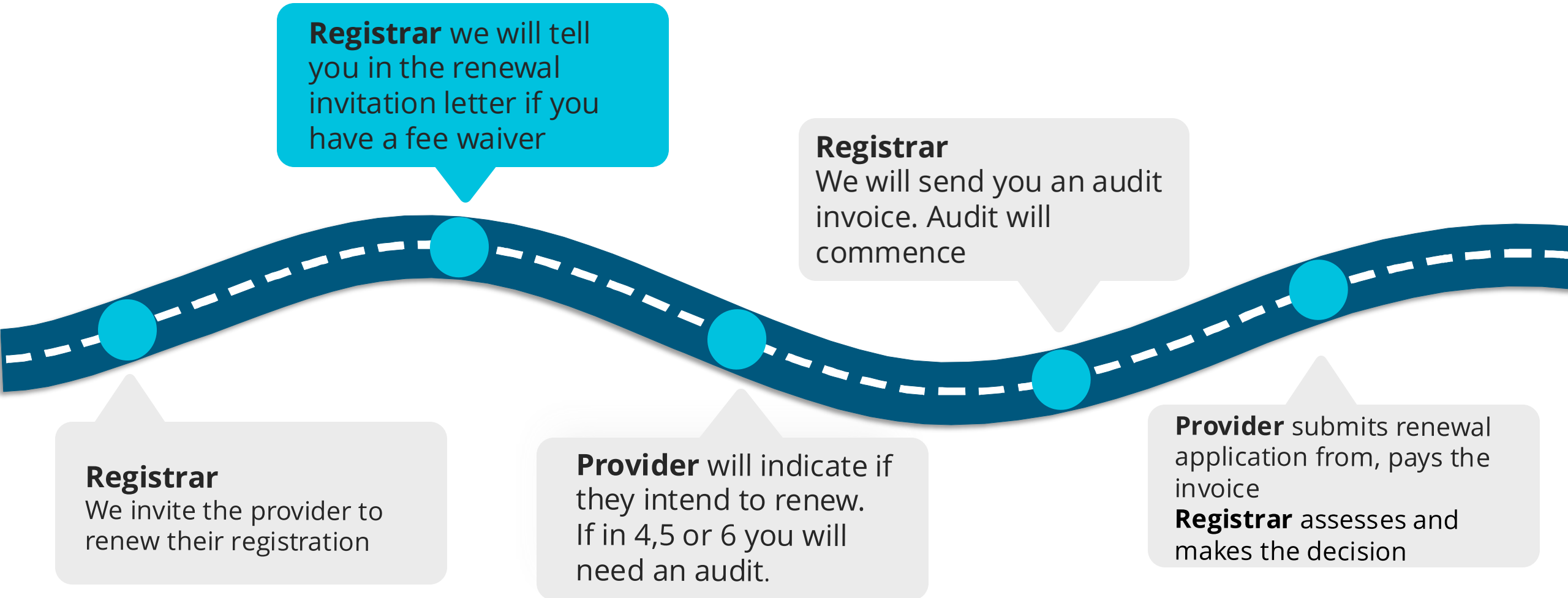




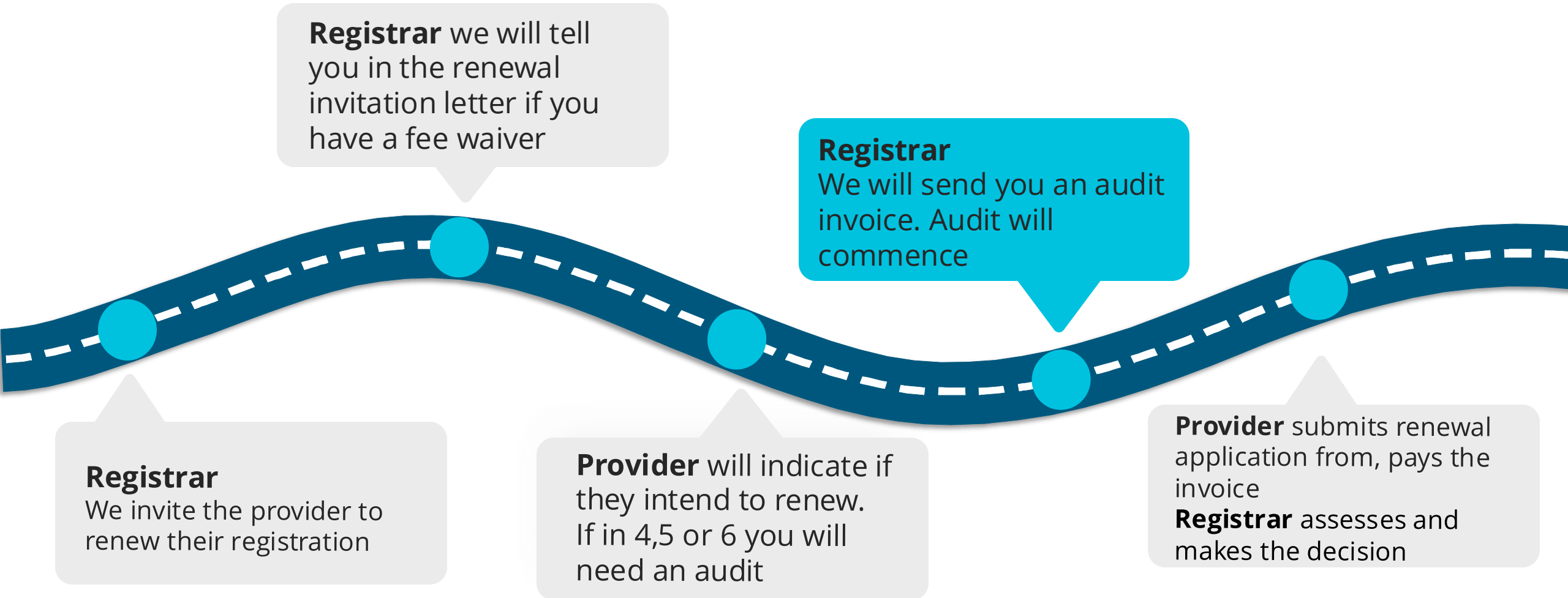
# Registration Renewal



# Registration Renewal



# Registration Renewal





# Registration Renewal





# Renewal fees and waivers

Renewal applications			
Charge point	Fee	Frequency	Fee waiver eligibility criteria
Entity level assessment	\$295	Once per application	<p>Full (100%) fee waiver if either criteria met:</p> <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>
Review of category specific requirements (Categories 1-3)	\$770	Once per category applied for	
Review of category specific requirements (Categories 4-5)	\$4,040	Once per category applied for	
Review of category specific requirements (Category 6)	\$5,380	Once per category applied for	
Residential care home 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 payable: \$34,125**



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# Janine Renna

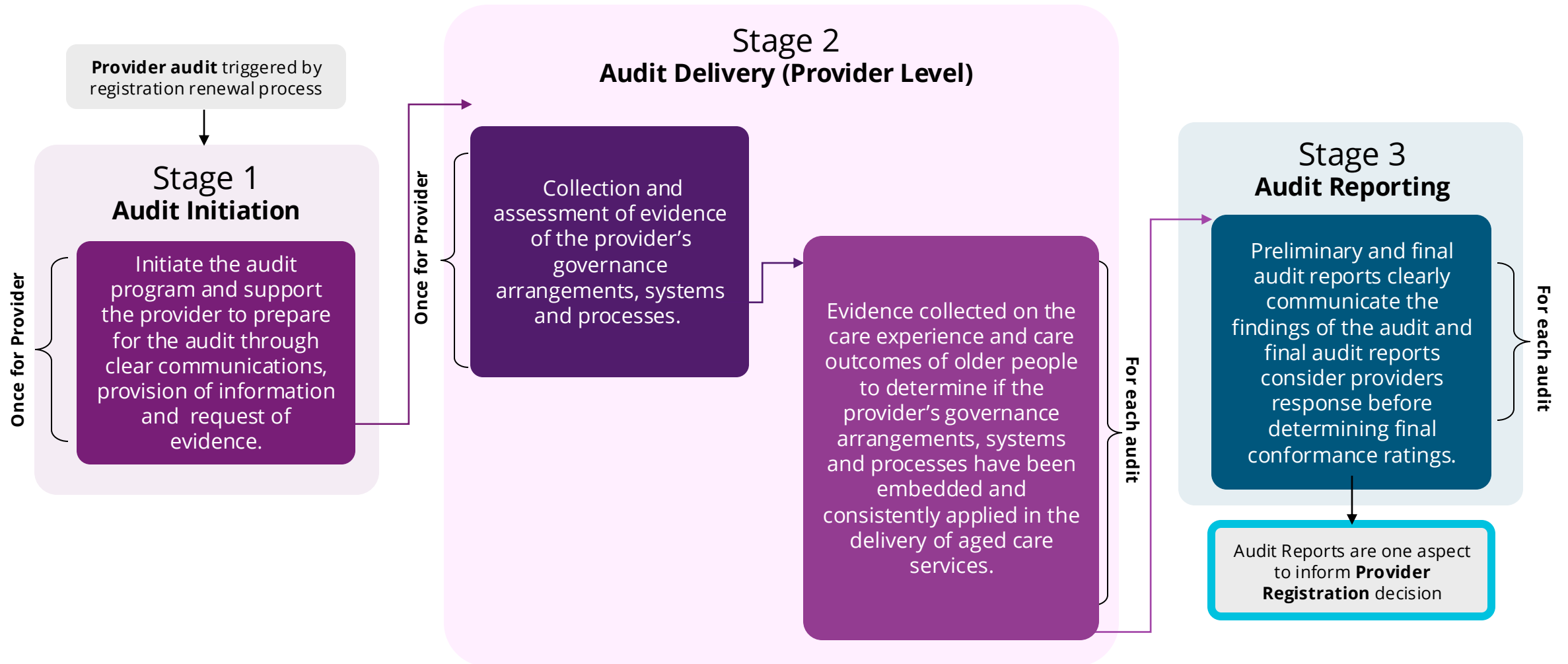
Director  
Audit

Aged Care Quality and Safety  
Commission





# Audit Methodology Stages (Renewal)







# Circumstances where the Commission is not required to undertake an Audit

An audit activity has already been undertaken under the National Safety and Quality Health Service (NSQHS) Standards, and

We consider that a further audit under the Aged Care Quality Standards is not necessary.

In such cases, no audit is conducted and no charge is applied.



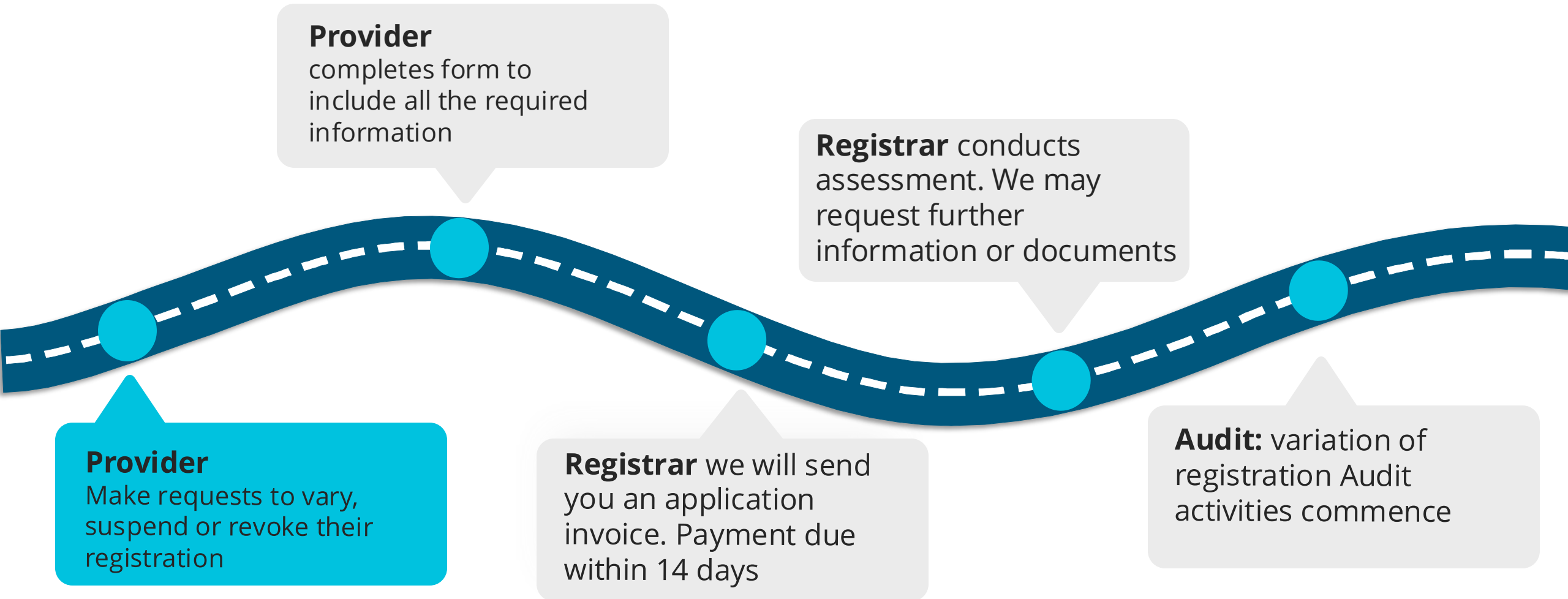
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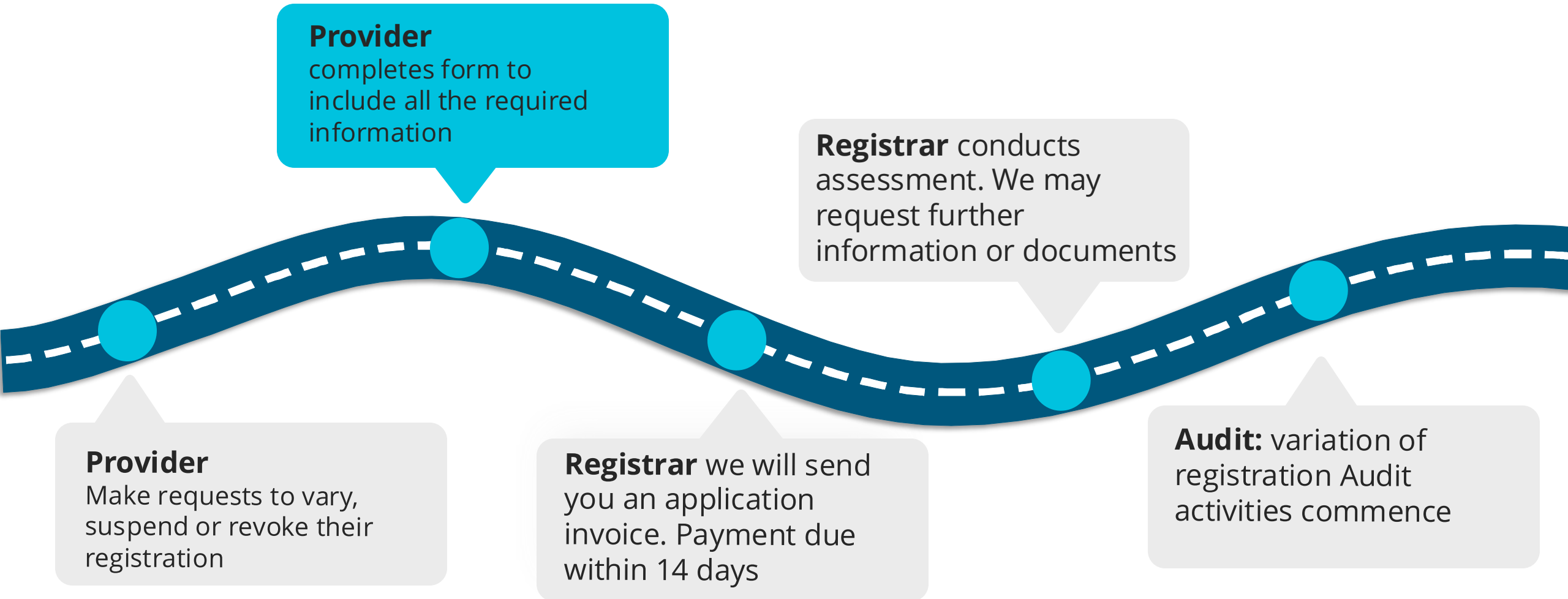
# Variation to Registration Scenario



# Variation of Registration

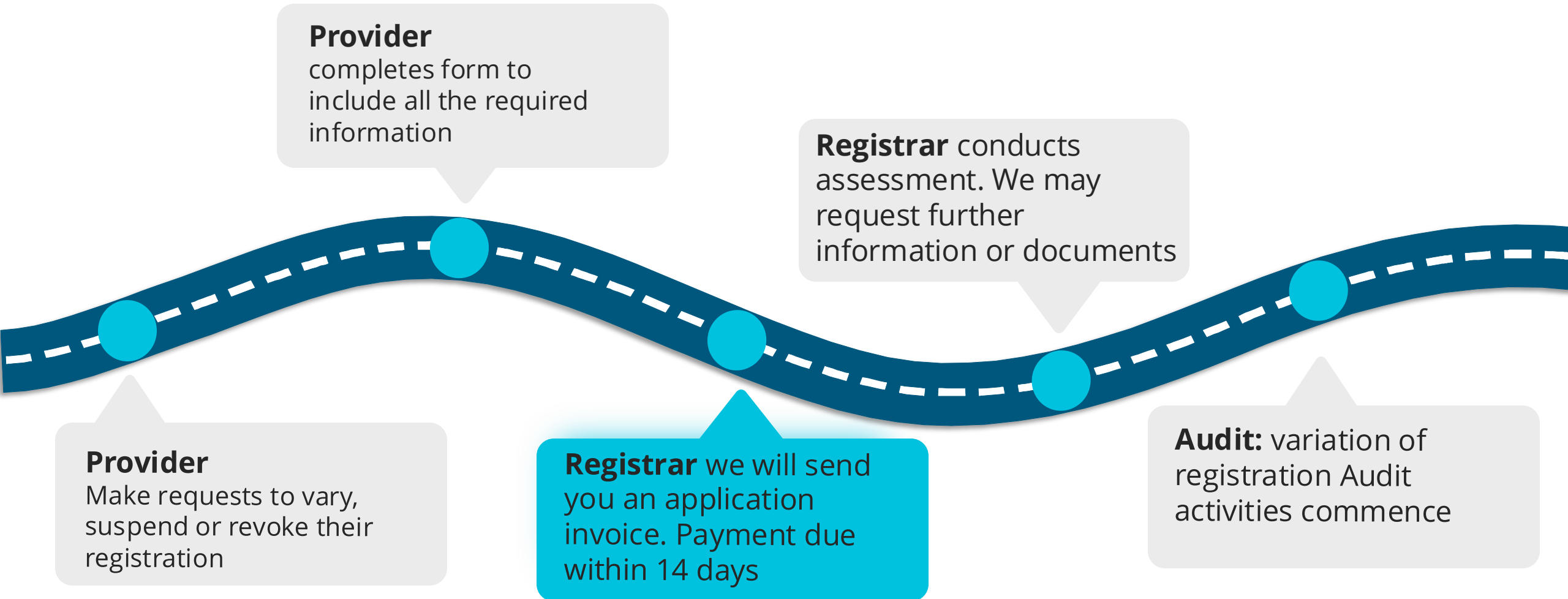


# Variation of Registration

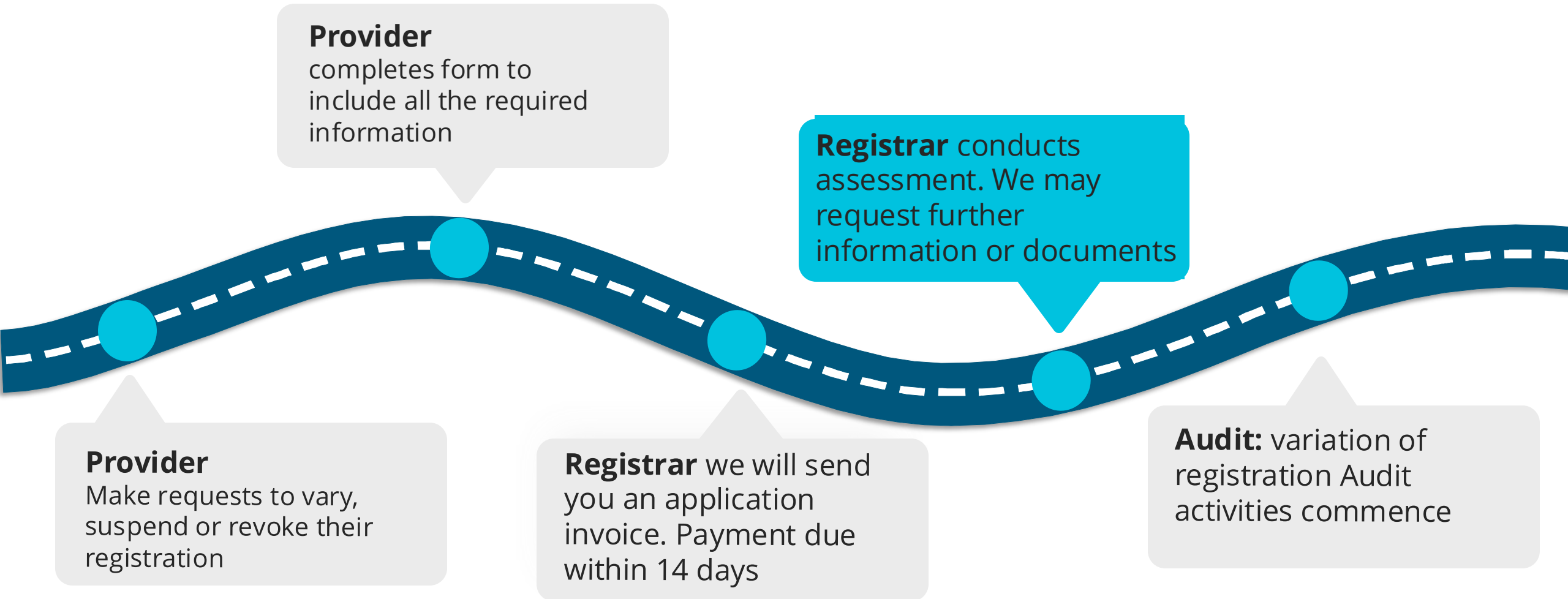




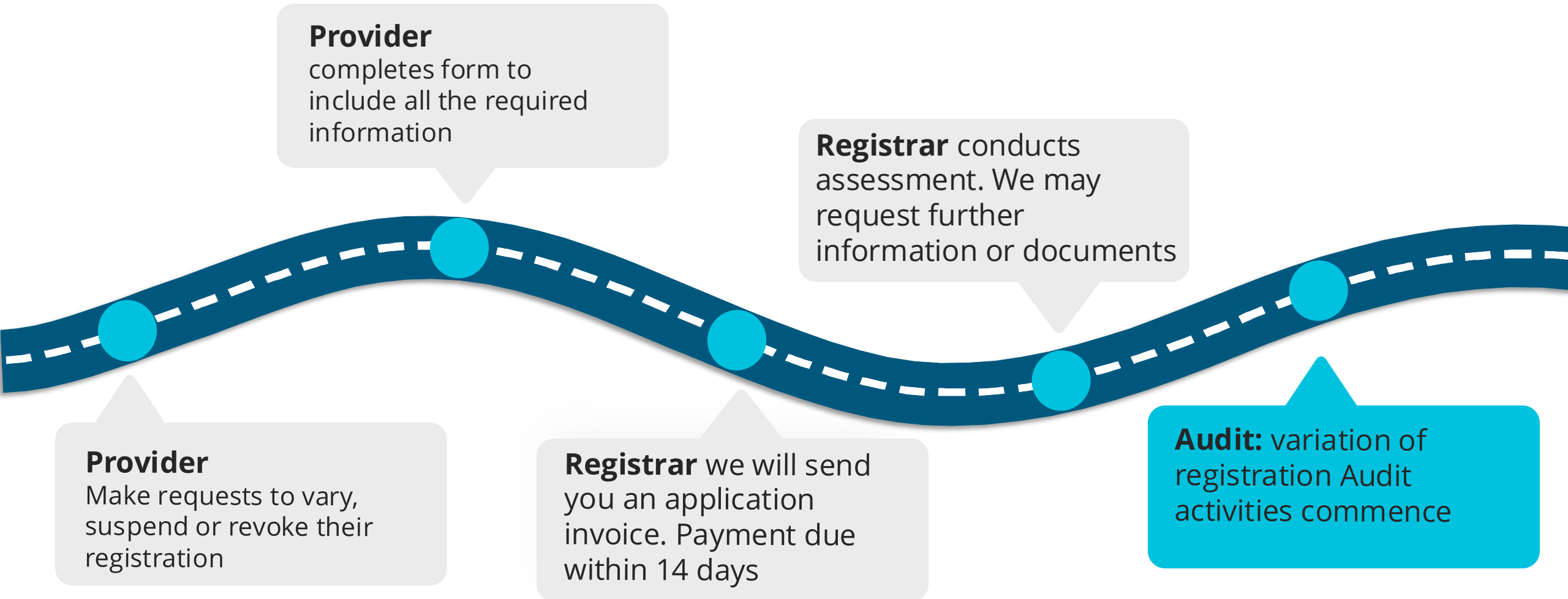
# Variation of Registration



# Variation of Registration



# Variation of Registration





# 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	<p>Full (100%) fee waiver:</p> <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	<p>Full (100%) fee waiver:</p> <ul style="list-style-type: none"><li>As Above</li></ul>





# Scenario

A provider is already registered in registration categories 1-5 and is seeking to register in category 6 and have one new residential care home (RCH) approved in a MM2 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**



# Change in Circumstances



## Variations to registration

Varying your registration categories (e.g. removing or adding new categories)

Fees applicable

VS



## Change in Circumstances

Change in responsible persons, provider suitability, org structure changes, changes to scale of provider, changes to services, changes to associated providers, changes to an approved residential home, changes to a financial/prudential matter.

No fees applicable




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Provider obligations and responsibilities in delivering safe, quality care.

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### Find a report about an aged care service.

Search for performance information about individual aged care services. This includes information on assessment activities, accreditation decisions and other historical information.

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### Latest updates

#### November webinar on workforce responsibilities

Join us for our November webinar hosted by Commissioner Janet Andersen PSM, to discuss providers' workforce responsibilities with a particular focus on care minutes responsibilities.

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#### Media release - Complaints about aged care

The Aged Care Quality and Safety Commission has released its latest aged care complaints report - 'Complaints about aged care - Year in review (July 2023-June 2024)'.

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#### New strengthened Quality Standards guidance tool

This draft guidance tool is intended to support providers to comply with the strengthened Quality Standards.

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## What are you looking to do?



[Start a form](#)

- Applications
  - Applying to become a registered provider
  - Application for variation of registration
  - Approval of a residential care home is included in these forms.
- Requests
  - Suspend provider's registration
  - End provider's registration
  - Request that we reconsider a decision
  - Request a determination
- Notifications
  - Change in circumstance notification



**Submit a completed form**

Upload your completed forms and documents here.

Remember to check that you have all supporting documents and attachments ready before starting this section.

You will not be able to save your progress.



Renewal of registration forms are emailed to registered provider's and not available here.

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**Progress**


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Based on your selection for new or previously approved providers


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**For your application**

Application for registration  
Required for all applications [Download PDF](#) 


Category 6: Residential care (including respite) [Download PDF](#) 


**For category 6**

Residential care homes  
You can submit as many of this form as required [Download PDF](#) 

**Additional forms (if required)**

Application for registration contains 5 of the following areas.

Additional suitability of responsible persons  
You can submit as many of this form as required [Download PDF](#) 


Additional associated providers (if required)  
You can submit as many of this form as required [Download PDF](#) 

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→ The required forms will be downloaded as PDFs.

Providers will complete these in their own time and then securely submit completed forms and evidence to the Commission.

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### We need some details from you

We'll send a unique link to your email address to access your submission.

**Business name**


**Full name**

**Contact email**  
This is the email you will receive your unique link to.

**Business phone number**  
If this is a landline, include the area code. This number can also be a mobile.

**Privacy and your personal information**  
The personal information collected through this form is being collected by the Aged Care Quality and Safety Commission (the Commission) for the purposes of registration of aged care providers and the administration of associated functions of the Commission.  

☐ I have read and understand the Commission's Notice of Collection


☐ I'm not a robot 

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Thu 4/09/2025 9:41 PM

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**Submit a completed application**

Select the link below to upload all of your completed forms and supporting documents.

You cannot save your progress while uploading so make sure to have all of your documentation ready before uploading documents.

<https://forms.agedcarequality.gov.au/uploader?2626114699154da1bbeb5af1881>

**Submission code: 937819**

Please enter this code on submission of your application when prompted.

This code:

- Can only be used once
- Will expire in 90 days if not used

**Have a question?**

We encourage you to read the information on the Commission's website before contacting us. If you need further support email [info@agedcarequality.gov.au](mailto:info@agedcarequality.gov.au).

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Aged Care Quality and Safety Commission  
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GPO Box 9819 in your capital city  
T 1800 951 822



# Resources and guidance



## Fees for providers

Cost recovery guide and scenarios

September 2025



Part 2 covers the fees we will charge  
2 years after the start of the new Act.  
consult on these fees closer to that time.

### What we charge fees for

From November 2025 we'll charge fees for:  
Applications to become a registered provider  
for Australian Government-funded  
residential care services

Applications to renew a registration  
Applications to vary a registration,

Applying in a new category  
Changing a registration category  
Moving a new residential care home  
Adding it to the registration

Decisions to do with registration,  
Variation of registration.

### How to pay fees

As to:

For individuals who want to  
provide aged care services  
Want to renew or vary their





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# Questions

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