



# Fee waiver guidance



**Australian Government**  
Aged Care Quality and Safety Commission

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**This document explains how to apply for a fee waiver when you're submitting a registration or variation of registration application (including audit).**

Some providers are eligible to pay a reduced fee or no fee at all. These fee reductions are called fee waivers.

If you're renewing your registration, we'll let you know if you're eligible for a fee waiver. This document should be read alongside the [Fee waiver eligibility form](#).

## Background

The Royal Commission into Aged Care Quality and Safety highlighted the need to increase the number of Aboriginal and Torres Strait Islander aged care providers as well as providers in rural and remote Australia. Fee waivers aim to encourage providers to deliver care where there are limited options. To support Aboriginal and Torres Strait Islander providers, we have expanded fee waivers for registration and variation to include all Aboriginal Community Controlled Organisations (ACCOs) providing aged care.

## Reasons why we have fee waivers

Fee waivers:

- support providers to enter and operate in certain aged care markets, particularly in rural and remote areas
- encourage more Aboriginal and Torres Strait Islander providers to enter the aged care market
- increase access to culturally safe care for Aboriginal and Torres Strait Islander people.

## Who is eligible

You will be eligible for a full (100%) fee waiver if your organisation meets either of the following criteria:

### Aboriginal Community Controlled Organisation

Your organisation meets the definition of an ACCO in [Clause 44 of the National Agreement on Closing the Gap](#) (2020).

Aboriginal and Torres Strait Islander community control is an act of self-determination. Under this Agreement, an Aboriginal and/or Torres Strait Islander Community-Controlled Organisation delivers services, including land and resource management, that builds the strength and empowerment of Aboriginal and Torres Strait Islander communities and people and is:

- a) incorporated under relevant legislation and not-for-profit
- b) controlled and operated by Aboriginal and/or Torres Strait Islander people
- c) connected to the community, or communities, in which they deliver the services
- d) governed by a majority Aboriginal and/or Torres Strait Islander governing body.

If you can show that your organisation is already classified as an ACCO by the Australian Government, or the state or territory government that they work in (see table of documentary evidence in the [Fee waiver eligibility form](#)) we will recognise this classification.

### Remote service delivery

Your organisation plans to deliver at least 85% of their care and services to older people in [Modified Monash Model](#) (MMM) Categories 6 or 7 (remote or very remote communities).

(The Modified Monash Model is used nationally to classify remoteness in Australia. You can use the [Health Workforce Locator](#) to find out which MMM category are you are in).

## Information you'll need

Before completing the form, make sure you have:

- your organisation details – legal name, business address and Australian Business Number (ABN)
- a primary contact person – title, name, position, phone number and email
- details of the locations where care and services are delivered – where you plan to provide your services (if applying under MMM criteria)
- supporting evidence or documents (see section 4 below).

## Evidence to support your application

You'll need to attach some evidence to help support your application. A table of options for the types of evidence we can accept is included in the [Fee waiver eligibility form](#).

Acceptable evidence can include (but is not limited to):

- constitutions or governance documents confirming Aboriginal or Torres Strait Islander control
- evidence showing the organisation is incorporated under relevant legislation and not-for-profit
- letters of endorsement from an Aboriginal or Torres Strait Islander representative body
- registration with a recognised Aboriginal or Torres Strait Islander peak body (eg the National Aboriginal Community Controlled Health Organisation)
- for remote communities, evidence of the locations where care and services are delivered – such as site addresses, community maps, service coverage data
- funding agreements or contracts showing the target population or region.

If you don't have the documents listed in the eligibility form but think you may still be eligible for a fee waiver, you can email [info@agedcarequality.gov.au](mailto:info@agedcarequality.gov.au) or call us on **1800 951 822** and ask about other evidence options that may be acceptable.

## More information

The Commission website provides information about [eligibility for fee waivers](#) for applicants wishing to register or vary their registration.

Find out how we apply fee waiver criteria in our [Guide and scenarios – Fees for providers](#).

You can find more information at the following links:

- [Fee waiver eligibility form](#)
- [Cost Recovery Implementation Statement](#)
- [Aged Care Act 2024](#)
- [Provider Registration Policy](#)
- [Modified Monash Model classifications](#)
- [Australian Government Cost Recovery Policy](#).



*The Aged Care Quality and Safety Commission acknowledges the Traditional Owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to Elders both past and present.*

December 2025



**Phone**  
1800 951 822



**Web**  
[agedcarequality.gov.au](http://agedcarequality.gov.au)



**Write**  
Aged Care Quality and Safety Commission  
GPO Box 9819, in your capital city