

# Instructions

How to find and submit  
Change in circumstances forms

Version 1.0 | February 2026



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

Engage  
Empower  
**Safeguard**

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## Purpose of these instructions

These instructions help you find, download and upload forms to notify us of a change in circumstances, using the example of Adding an associated provider.

Use these instructions alongside the [Change in circumstances guidance](#). The guidance helps you answer questions in the forms and will tell you what evidence you need to support your forms.

If you want to become a registered provider of government-funded aged care services, and need support, you can use the [Becoming a registered provider form instructions](#).

## Notifying us of a Change in circumstances

Registered providers must notify us within 14 days of certain [changes in circumstances](#). These include:

- changes or an event that affects your suitability to be a registered provider
- changes that affect the suitability of any of your responsible persons
- changes in who your responsible persons are
- significant changes to your organisation or governance arrangements
- significant changes in the scale of the aged care services you provide
- changes in the types of services you provide
- specific changes to your associated providers
- specific changes to an approved residential care home
- specific financial and prudential matters.

 You must complete the [Change in circumstance notification \(baseform\)](#) and the [form/s \(subform/s\)](#) specific to the change/s you are notifying us about.

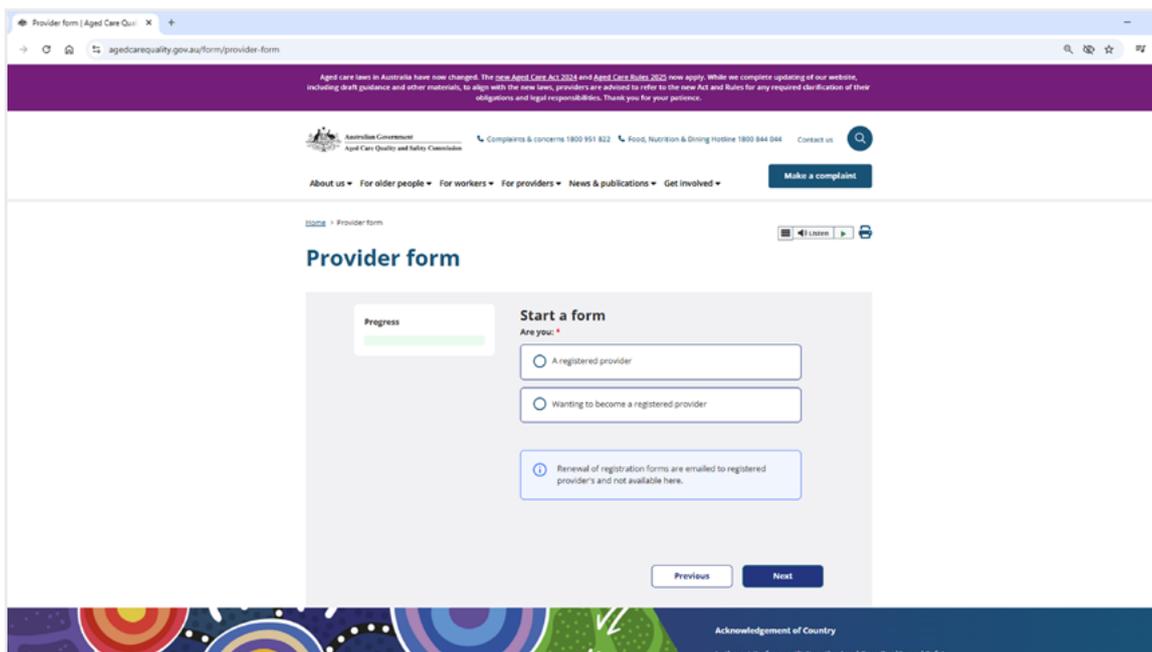
### Disclaimer

We regularly update our processes to improve user experience. We will update this document to reflect any changes we make. Please make sure you are using the current version of these instructions found in our [resource library](#).

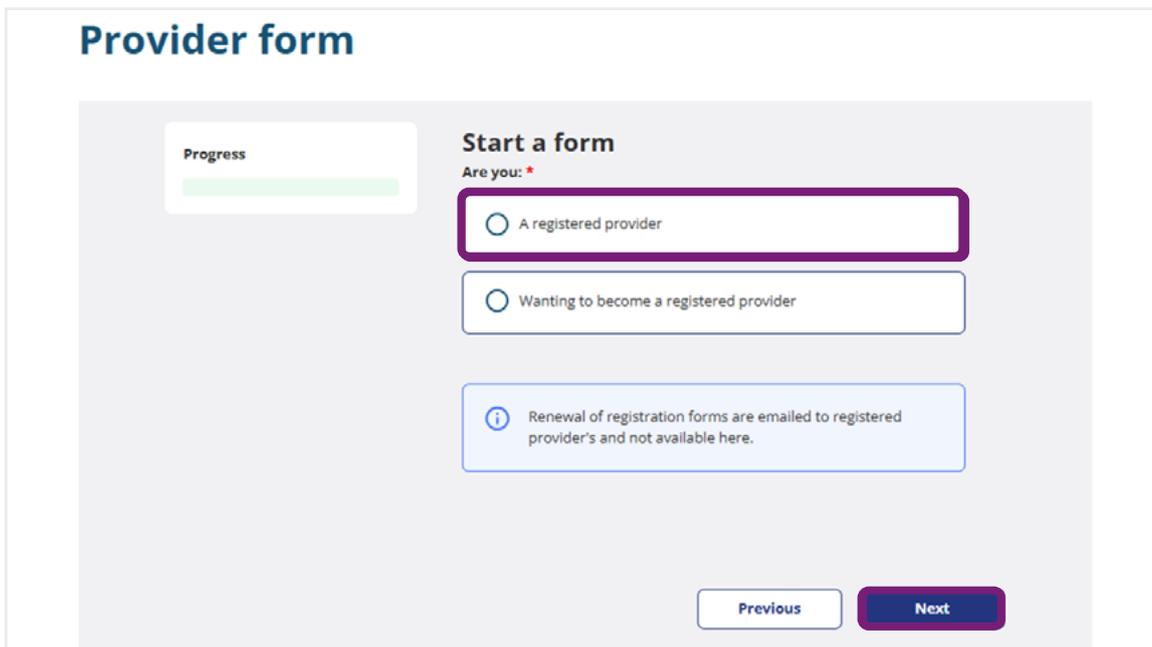
**Instructions:** How to find and submit Change in circumstances forms

## How to download and fill out your forms

You can find the Change in circumstance notification (baseform) and the form/s (subform/s) specific to the change/s you are notifying us about on our website under: **Home > For providers > Provider registration > Applications, requests and notifications > [Start a form](#).**



1. Click **A registered provider**, then **Next**.



**Instructions:** How to find and submit Change in circumstances forms

2. Open the [Guidance material](#) in a new window to refer to when completing your form.

**i** **Tip:** If you do not open the guidance in a new window, you may need to navigate back to the start.

**Provider form**

Progress

**Start a form as a current registered provider**

**i** **Guidance to help you with your forms**

[Refer to the Guidance material](#) as you are filling out your forms.

We will assume that you have read and followed the Guidance when you submit your application.

If you need any more help, [contact the Commission](#).

**What form are you looking to complete? \***

Change in circumstance notification

- changes to provider suitability

3. Click **Change in circumstance notification**, then **Next**.

**i** **Guidance to help you with your forms**

[Refer to the Guidance material](#) as you are filling out your forms.

We will assume that you have read and followed the Guidance when you submit your application.

If you need any more help, [contact the Commission](#).

**What form are you looking to complete? \***

Change in circumstance notification

- changes to provider suitability
- changes to responsible persons
- changes to organisation structure or governance arrangements
- changes to scale of provider
- changes to services
- changes about your associated providers
- changes to an approved residential care home
- financial and prudential matters

**Instructions:** How to find and submit Change in circumstances forms

4. Select the **checkbox/s** relevant to the change/s you're notifying us about. Click **Next**.

**Provider form**

**Progress**

**Change in Circumstance notification**  
Update the Commission on changes to your organisation's details.

**Guidance to help you with your forms**  
[Refer to the Guidance material](#) as you are filling out your forms.  
We will assume that you have read and followed the Guidance when you submit your application.  
If you need any more help, [contact the Commission](#).

**What details about your organisation has changed?**  
Select one or more of the checkboxes below

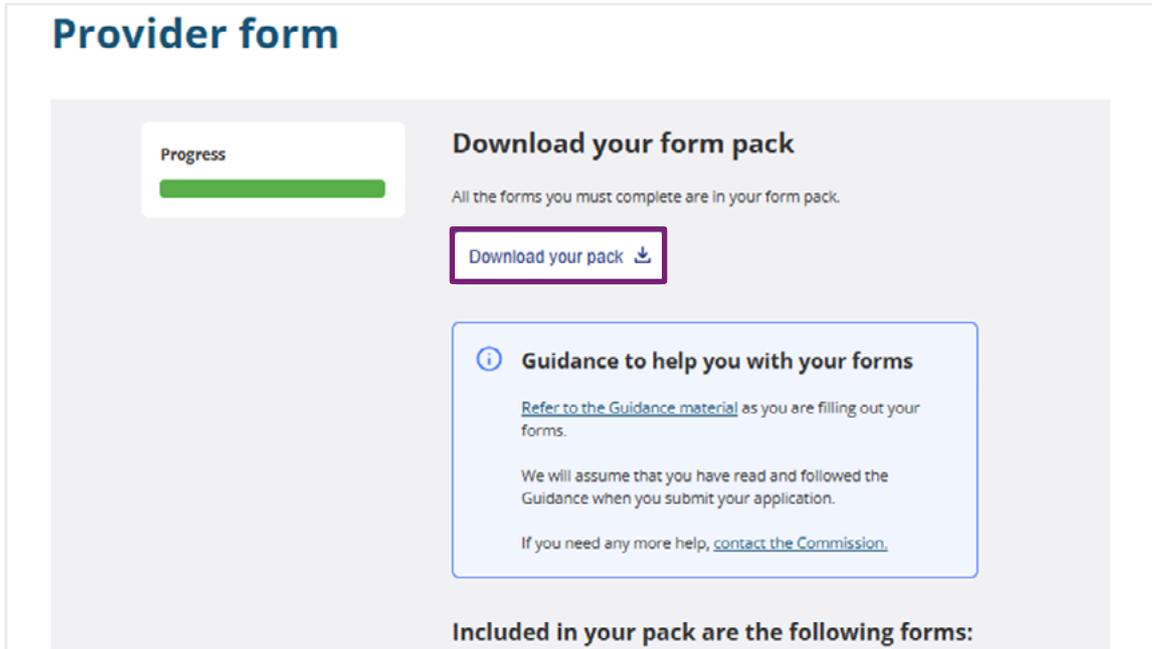
**Changes about your associated providers**  
Select one or more that apply.

- Add associated provider(s)
- Remove associated provider(s)
- Change to an associated provider's relationship

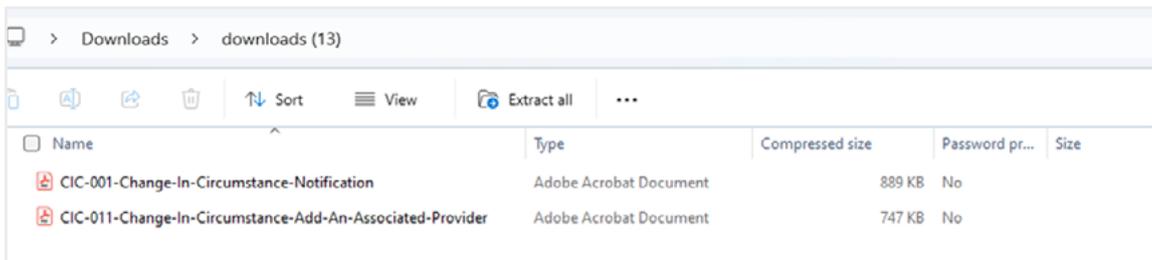
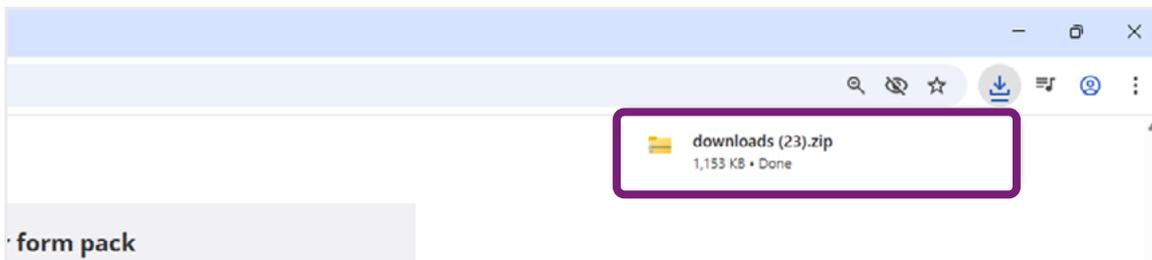
**Previous** **Next**

**Instructions:** How to find and submit Change in circumstances forms

5. Click **Download your pack**.



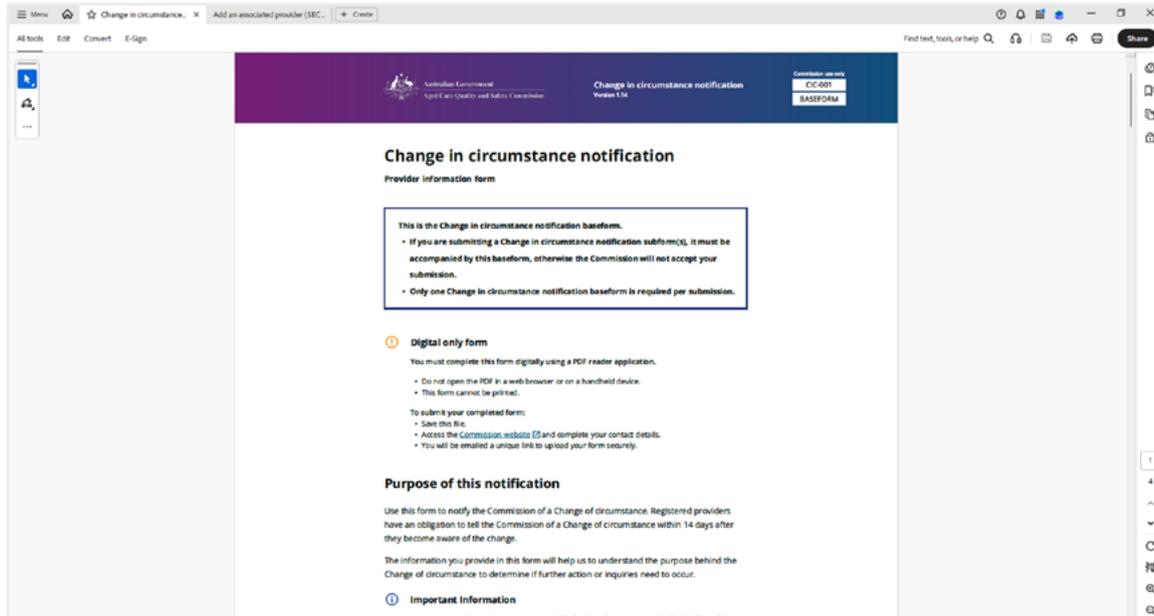
6. The forms will download in your browser. Select **Downloads** to access your forms.



**Instructions:** How to find and submit Change in circumstances forms

7. Fill out all forms. You must **complete and submit all forms downloaded**, all of which are relevant to the change you're notifying us about. Don't forget to use the [guidance material](#) to help you complete the forms.

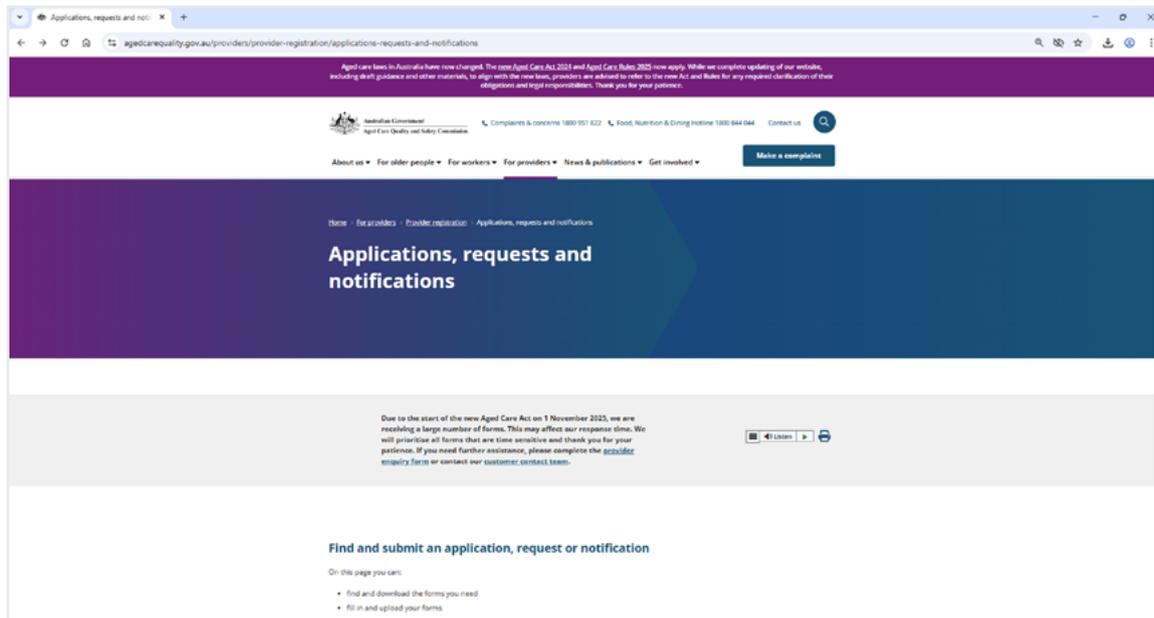
**i** **Tip:** If you're adding 3 associated providers to your registration, you must complete and submit 3 Add an associated providers forms.



**Instructions:** How to find and submit Change in circumstances forms

# How to submit and upload your forms

To submit your completed forms and supporting documents, go back to our website: **Home > For providers > Provider registration > [Applications, requests and notifications](#).**



## 1. Click **Submit a completed form**.

A three-step guide for submitting a completed form, presented in three vertical panels. The first panel is titled 'How to find and submit an application, request or notification' and contains the text: 'Read our process and steps to find and submit your forms and use our tips to help you complete a form.' with a right-pointing arrow. The second panel is titled 'Start a form' and contains a list of options: 'Application' (with sub-points: 'to become a registered provider\*', 'to vary your registration\*', 'for a governing body determination' where '\*' includes the application form for residential care home approval), 'Request' (with sub-points: 'suspension of your registration', 'revocation of your registration', 'reconsideration of a reviewable decision'), and 'Notification' (with sub-point: 'Change in circumstances') with a right-pointing arrow. The third panel is titled 'Submit a completed form' and contains the text: 'Upload your completed forms and documents here. Before starting this section, make sure all supporting documents and attachments are ready. You will not be able to save your progress.' with a right-pointing arrow.

**Instructions:** How to find and submit Change in circumstances forms

**2. Enter your details** and read and confirm you have understood the **Notice of Collection**. Click **Submit**.

The screenshot shows a web browser window with the URL `forms.agedcarequality.gov.au`. The page header includes the Australian Government logo and the text "Aged Care Quality and Safety Commission". A "Definitions" link is visible in the top right corner.

On the left side, there is a button labeled "Submit a completed application" with a green progress bar below it.

The main content area is titled "We need some details from you" and includes the following fields:

- Business name:** A text input field with the placeholder "Enter your business name".
- Full name:** A text input field with the placeholder "Enter your full name".
- Contact email:** A text input field with the placeholder "Enter your email address". Below the field is the text: "This is the email you will receive your unique link to."
- Business phone number:** A text input field with the placeholder "Enter your business phone number". Below the field is the text: "If this is a landline, include the area code. This number can also be a mobile."

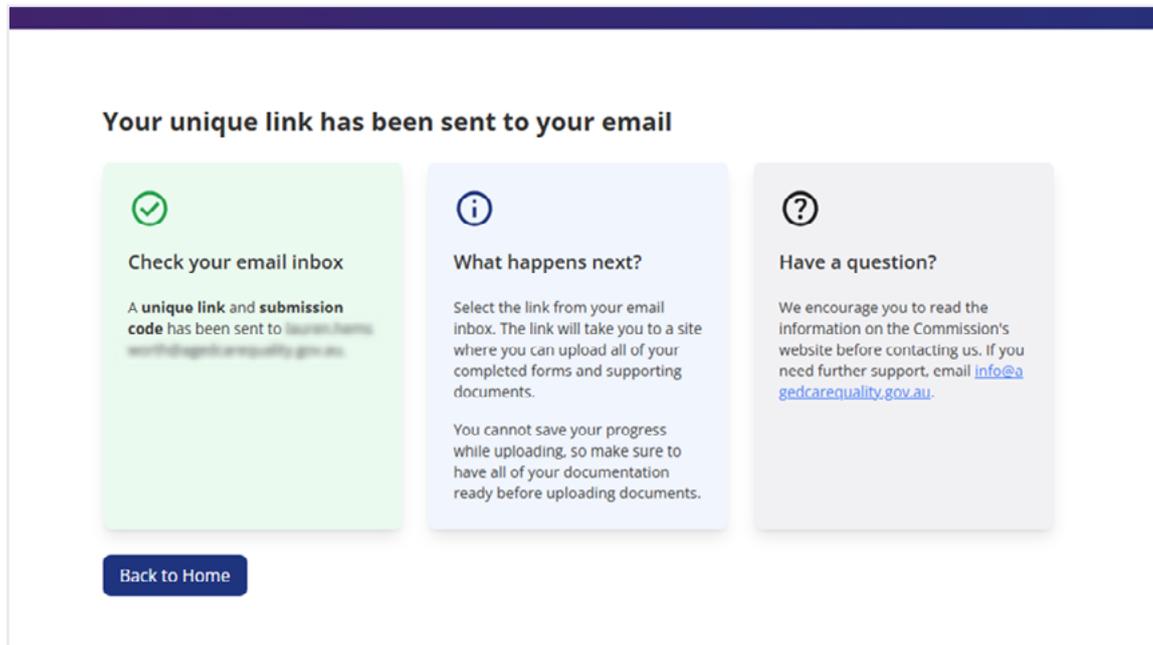
Below the form fields is a section titled "Privacy and your personal information". This section contains several paragraphs of text explaining the collection and use of personal information, including references to the Privacy Act 1988, the Australian Privacy Principles, and the Aged Care Act 2024. It also lists the entities to which information may be disclosed, such as the Department of Health, Disability and Ageing, the Australian Health Practitioner Regulation Agency (AHPRA), and the State Coroners' office.

At the bottom of the form, there is a checkbox labeled "I have read and understand the Commission's Notice of Collection". Below this checkbox is a CAPTCHA challenge with the text "I'm not a robot" and the hCAPTCHA logo.

At the bottom right of the page, there are two buttons: "Previous" and "Submit".

**Instructions:** How to find and submit Change in circumstances forms

3. You will **receive an email** from <info@agedcarequality.gov.au> within 5 minutes. If you do not receive an email, contact [info@agedcarequality.gov.au](mailto:info@agedcarequality.gov.au).



**Your unique link has been sent to your email**

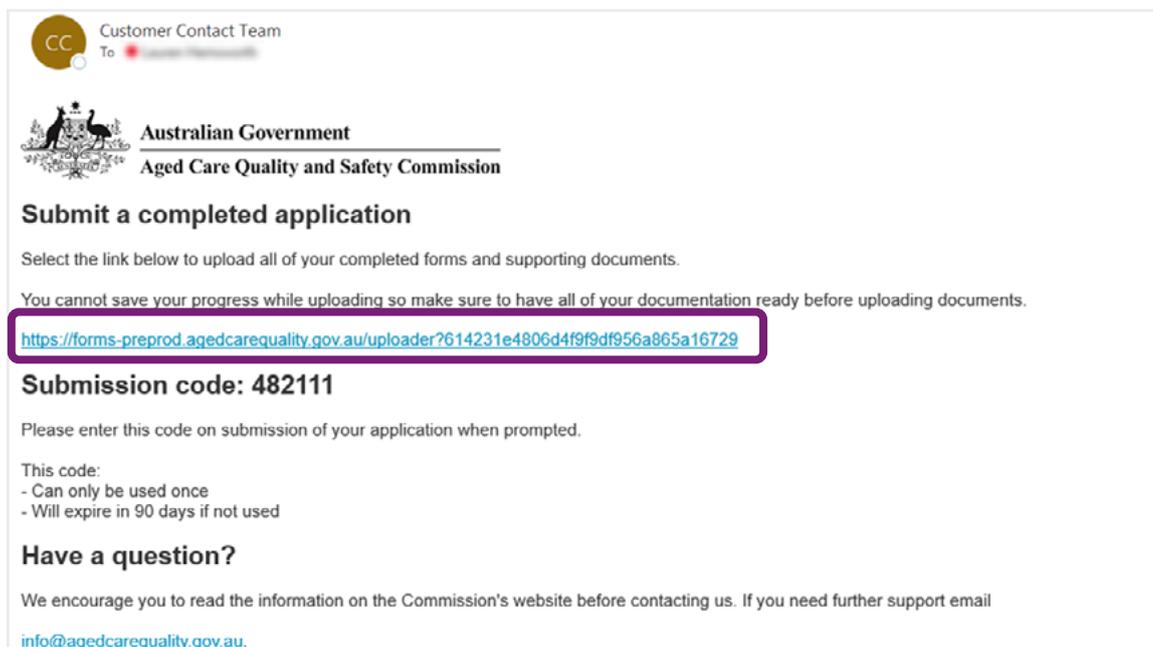
**Check your email inbox**  
A **unique link** and **submission code** has been sent to [info@agedcarequality.gov.au](mailto:info@agedcarequality.gov.au)

**What happens next?**  
Select the link from your email inbox. The link will take you to a site where you can 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.

**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).

[Back to Home](#)

4. The email from <info@agedcarequality.gov.au> will contain a unique link and a submission code. Click the **unique link** to submit all your completed forms and supporting documents.



Customer Contact Team  
To: [redacted]

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

**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-preprod.agedcarequality.gov.au/uploader?614231e4806d4f9f9df956a865a16729>

**Submission code: 482111**

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).

**Instructions:** How to find and submit Change in circumstances forms

5. Answer the questions by selecting the **checkbox/s** to upload the correct forms. Click **Next**.

you can

### Submit a completed form

Have all of your completed PDFs and supporting documents ready to upload. You will not be able to save your progress; everything must be uploaded in the same session.

**What form are you looking to submit?**

**Application for registration**  
An organisation or person can apply to become a registered provider.

**Change in circumstance notification**

- changes to provider suitability
- changes to responsible persons
- changes to organisation structure or governance arrangements
- changes to scale of provider
- changes to services
- changes about your associated providers
- changes to an approved residential care home
- financial and prudential matters.

**Application for variation of registration**  
Changes include:

- adding or removing a registration category
- varying or revoking a condition of registration added by the Commission

For Category 6:

- adding or removing an approved residential care home from your registration (may occur through a transfer)
- new approval of a residential care home
- varying the total number of beds of a home
- revoking approval of a residential care home.

**Renew registration**

- add and remove a category
- add and remove residential care home/s
  - for Category 6 applications only.
- request approval or revoke approval of residential care home/s.
  - for Category 6 applications only.

**Suspend provider's registration**  
If the Commission suspends your registration, Australian Government funding will stop. You still need to comply with your obligations if registration is suspended.

**Revoke provider's registration**  
If the Commission revokes your registration, you can no longer provide funded aged care services.

**Request that we reconsider a decision**  
Some decisions that we make are reviewable decisions. This means that you can request to have us reconsider the decision.

**Request a determination that the governing body does not:**

- have a majority of independent non-executive members and/or
- have at least one member with experience in providing clinical care.

**Next**

**Instructions:** How to find and submit Change in circumstances forms

6. Answer the next questions by selecting the **checkbox/s** to upload the correct forms. Click **Next**.

### Upload Change in circumstance notification

For new or previously approved providers

What details about your organisation has changed?  
Select one or more of the checkboxes below

#### Provider suitability

This includes:

- provider has been found by a court to be non-compliant with any law of the Commonwealth or any law of a State or Territory in which the entity operates
- NDIS banning order comes into place against the provider
- NDIS registration has been suspended or revoked (other than at the request of the entity).

Changes to provider suitability to be a registered provider

#### Changes to responsible persons

Select one or more that apply:

Add responsible person(s)

Remove responsible person(s)

#### Changes to associated providers

Select one or more that apply:

Add associated provider(s)

Remove associated provider(s)

Changes to arrangements with an associated provider

#### Residential care homes

This includes:

- planned activities such as construction on an approved residential care home which means a temporary reduction of the availability of beds
- changes to the availability of beds which the registered provider is, or will be, unable to provide residential care.

Changes to an approved residential care home

#### Financial and prudential matters

This includes:

- changes to provider's financial capacity to deliver any of the funded services they are registered to provide
- provider has used and or refunded lump sum deposit balances in a way which is not in accordance with the Act [Category 6 providers only]
- provider's liquidity drops below or is forecast to drop below the prescribed minimum liquid assets for the organisation [Category 6 providers only].

Changes to financial and prudential matters

[Previous](#) [Next](#)

**Instructions:** How to find and submit Change in circumstances forms

7. **Upload** each form and supporting documents in the correct sections. Click **Submit**.

**Progress**

**Upload documents to support change in circumstance**

**For all forms**

**ⓘ Critical required fields**

Ensure the following fields within your PDFs have been entered. If these fields are not included at a minimum your application will be unsuccessful.

Found in **Change in circumstance notification** form:

- Provider ID
- Provider Name
- What Change in Circumstance

**BASEFORM**

**Change in circumstance notification**

This is a baseform.

You must include the baseform with any subform you complete, otherwise your submission will not be accepted by the Commission.

+ Upload File or Drop File

**SUBFORMS**

**Changes about your associated providers**

**Add associated provider(s)**

You can submit one or more of these forms as required

+ Upload Files or Drop Files

**Supporting documents**

**ⓘ Required and supporting uploads**

Find a list of all of the forms and required supporting documents to be uploaded on the [Commission website](#).

**Supporting documents**

You may upload multiple supporting documents. This may include additional contact details, suitability of responsible persons, associated providers

+ Upload Files or Drop Files

Previous Submit

**Instructions:** How to find and submit Change in circumstances forms

- 8. Enter your **submission code** from the email we sent you to confirm the submission. Click **Submit for review**.

Your Submission Code

 Customer Contact Team  
To: [redacted]

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

**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-preprod.agedcarequality.gov.au/uploader7614231e4806d4f9f9df956a865a16729>

**Submission code: 482111**

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).

**Customer Contact Team**  
Aged Care Quality and Safety Commission  
E [info@agedcarequality.gov.au](mailto:info@agedcarequality.gov.au) | W [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)  
GPO Box 9819 in your capital city  
T 1800 951 822

**Add associated provider(s)**

[Cancel](#)

**Are you sure you want to submit for review?**

Once you submit this form for review by the Commission, you will not be able to edit this application.

**Submission code**  
This can be found in the email with your link to this application form.

482111

**Submit for review**

[Forgot your code?](#)

**Supporting documents**

**Instructions:** How to find and submit Change in circumstances forms

- 9. You'll **receive an email** from us confirming that we've received the forms within 5 minutes.

**Notification submitted for review**

 **Check your email inbox**

The Change in circumstance notification (ID CIC-000487) has been successfully submitted.

A confirmation email will be sent to [your.email@agedcarequality.gov.au](mailto:your.email@agedcarequality.gov.au)

 **What happens next?**

You will receive an email once your form has been processed.

If we require additional information regarding your form, we will contact you via phone or email.

For information on the assessment process, visit the Commission website.

 **Have a question?**

We encourage you to read the information on the Commission's website before contacting us.

If you need further support, email [providernotifications@agedcarequality.gov.au](mailto:providernotifications@agedcarequality.gov.au).

[Back to Home](#)

 Customer Contact Team  
To [your.email@agedcarequality.gov.au](mailto:your.email@agedcarequality.gov.au)

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

**Form submitted for review**

Your submission will now undergo digital validation to confirm it was completed using the correct form version and that all mandatory fields have been filled in. Once this automated check is complete, your notification will be sent to the Aged Care Quality and Safety Commission team, where the information provided will be reviewed. If your submission does not meet the digital validation requirements, you will be contacted and may need to resubmit your form.

The Change in circumstance notification (ID **CIC-000487**) has been successfully submitted.

**What happens next?**

If we require additional information from you when we are processing this notification we will let you know as soon as possible.

For information about our assessment process, please visit the Commission's website.

**Have a question?**

The Commission's website contains information about registration and how we regulate registered providers. We encourage you to visit our website before contacting us.

If you need further support email [providernotifications@agedcarequality.gov.au](mailto:providernotifications@agedcarequality.gov.au).

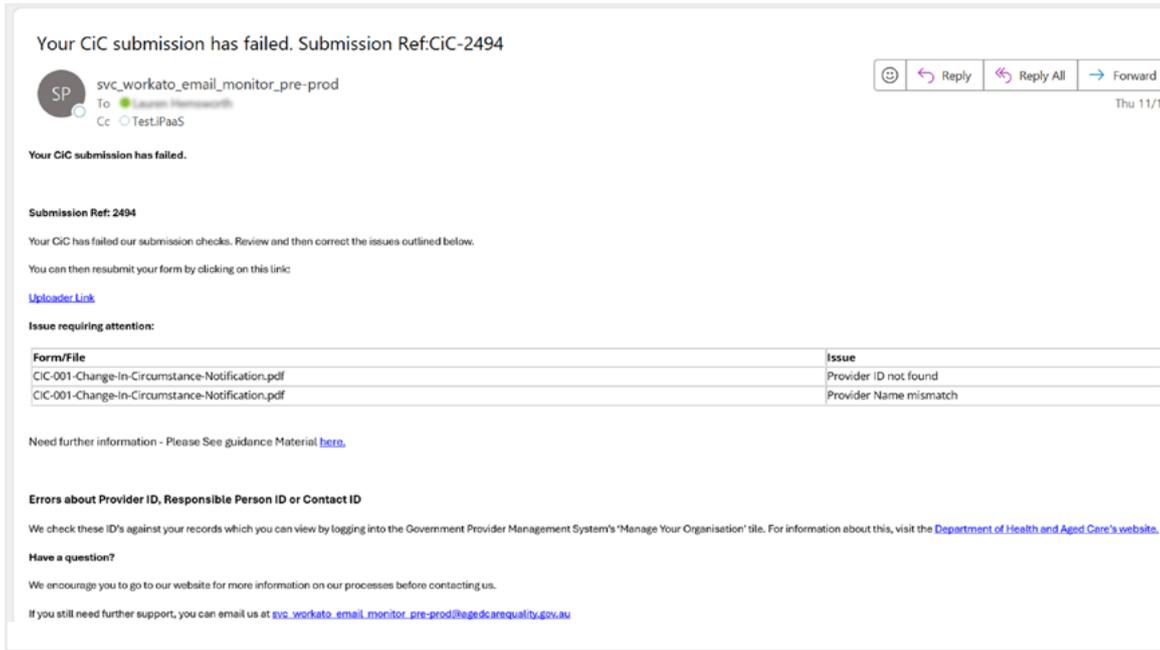
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To rate and comment on your experience, please fill out our feedback form.  
<https://survey.websurveycreator.com/s/SmartformFeedback>

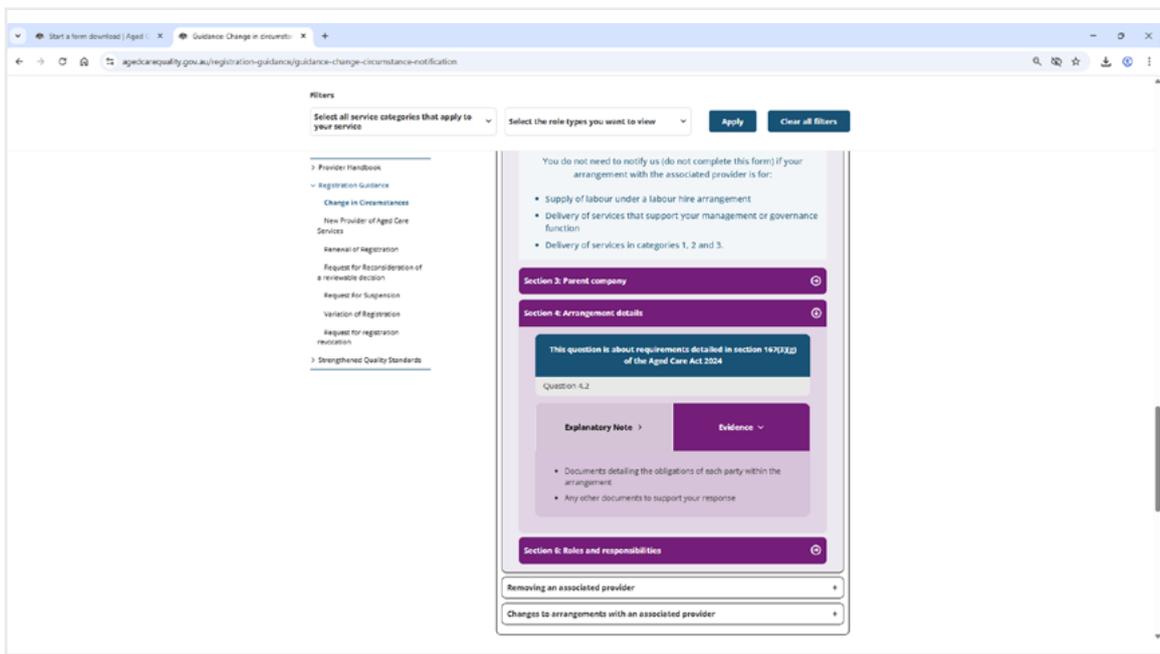
**Customer Contact Team**  
Aged Care Quality and Safety Commission  
E [info@agedcarequality.gov.au](mailto:info@agedcarequality.gov.au) | W [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)  
GPO Box 9819 in your capital city  
T 1800 951 822

**Instructions:** How to find and submit Change in circumstances forms

If you don't submit completed forms or supporting documents to support your claim, we may not be able to process your notification. You will receive a follow-up email telling you why your submission has been rejected and what you need to do to fix the issue. You can learn more on [How to find and submit an application, request or notification](#).



In the [Change in circumstances guidance](#) you will find the **Evidence tab** that lists the supporting documents you need.



**Instructions:** How to find and submit Change in circumstances forms

## Receiving your forms

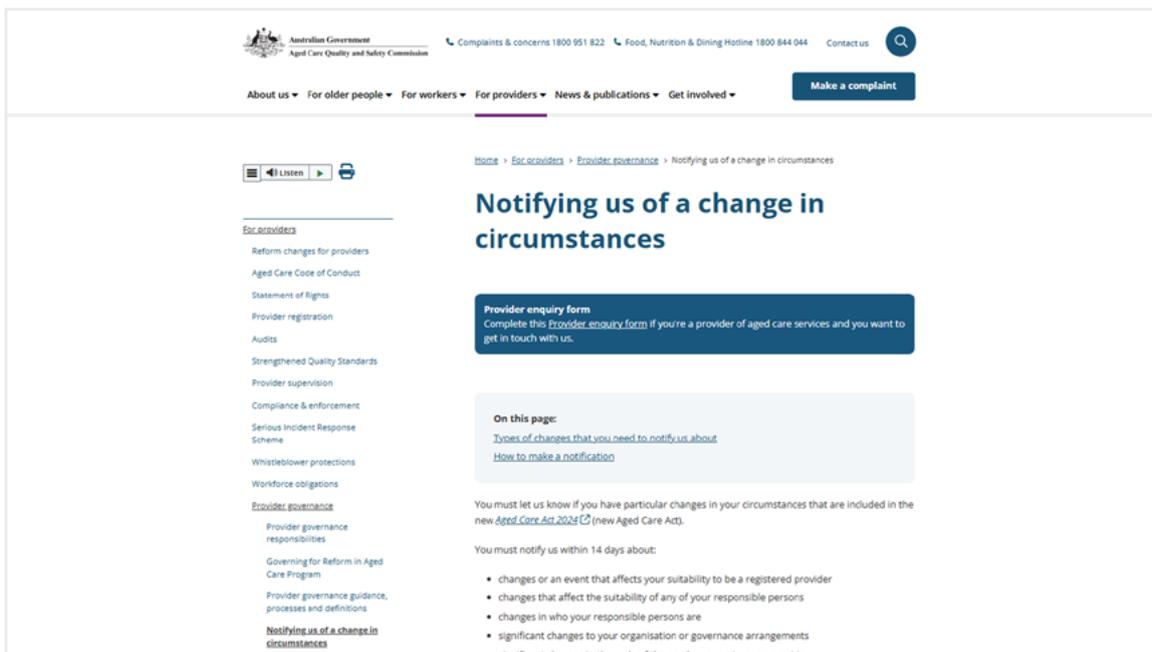
Once we successfully receive your completed forms and supporting documents, we will review them.

If we require additional information to process your notification, we will contact you.

**Tip:** Make sure you keep the email from us confirming the changes. Some changes may take time to appear in the [Government Provider Management System \(GPMS\)](#).

## More information

Find out more about Change in circumstances on our website:  
**For providers > Provider governance > [Notifying us of a change in circumstances.](#)**



## Instructions: How to find and submit Change in circumstances forms

Learn more about finding and submitting forms, and use our tips to help you complete your forms: **For providers > Provider registration > Applications, requests and notifications.**

The screenshot shows the top navigation bar of the Australian Government website, including the logo, contact information, and a search icon. Below the navigation bar is a breadcrumb trail: [Home](#) > [For providers](#) > [Provider registration](#) > [Applications, requests and notifications](#). The main heading is "Applications, requests and notifications". A notice states: "Due to the start of the new Aged Care Act on 1 November 2025, we are receiving a large number of forms. This may affect our response time. We will prioritise all forms that are time sensitive and thank you for your patience. If you need further assistance, please complete the [provider enquiry form](#) or contact our [customer contact team](#)." Below this is a section titled "Find and submit an application, request or notification" with a list of actions: "find and download the forms you need", "fill in and upload your forms", "learn about the processes and steps to find and submit the forms", and "find tips to complete our forms." Three cards are displayed: "How to find and submit an application, request or notification", "Start a form" (with sub-sections for Application, Request, and Notification), and "Submit a completed form". A footer note states: "Renewal of registration forms are emailed to registered providers".

**Applications, requests and notifications**

Due to the start of the new Aged Care Act on 1 November 2025, we are receiving a large number of forms. This may affect our response time. We will prioritise all forms that are time sensitive and thank you for your patience. If you need further assistance, please complete the [provider enquiry form](#) or contact our [customer contact team](#).

**Find and submit an application, request or notification**

On this page you can:

- find and download the forms you need
- fill in and upload your forms
- learn about the processes and steps to find and submit the forms
- find tips to complete our forms.

**How to find and submit an application, request or notification**

Read our process and steps to find and submit your forms and use our tips to help you complete a form.

**Start a form**

- Application
  - to become a registered provider\*
  - to vary your registration\*
  - for a governing body determination
    - \* includes the application form for the approval of a residential care home
- Request
  - suspension of your registration
  - revocation of your registration
  - reconsideration of a reviewable decision
- Notification
  - Change in circumstances >

**Submit a completed form**

Upload your completed forms and documents here.

Before starting this section, make sure all supporting documents and attachments are ready.

You will not be able to save your progress.

Renewal of registration forms are emailed to registered providers

**Instructions:** How to find and submit Change in circumstances forms

If you need help finding, completing or submitting forms contact our **customer contact team** on **1800 951 822**, email [info@agedcarequality.gov.au](mailto:info@agedcarequality.gov.au) or complete an [enquiry form](#) available 24/7: **Home > Contact us.**

The screenshot shows the 'Contact us' page of the Australian Government Aged Care Quality and Safety Commission. The page features a dark blue header with navigation links: 'About us', 'For older people', 'For workers', 'For providers', 'News & publications', and 'Get involved'. A 'Make a complaint' button is also visible. Below the header is a large image of an elderly man with glasses. The main content area is dark blue and contains the following text:

Home > Contact us

## Contact us

Call us for free between 9am–5pm Monday to Friday on:

- 1800 951 822 (all enquiries)
- 1800 844 064 AF101 (Food, Nutrition and Dining enquiries)
- +61 2 9633 1711 if you're calling from outside Australia

You can also email us:  
[info@agedcarequality.gov.au](mailto:info@agedcarequality.gov.au)

Below this are three white boxes with blue borders and right-pointing arrows:

- Complaints & feedback**  
If you have concerns about an aged care provider, worker or responsible person, you can talk to us. Making a complaint or giving feedback is safe and easy.
- Provider enquiries**  
Complete this Provider enquiry form if you're a provider of aged care services and you want to get in touch with us.
- General queries**  
We're here to answer your questions or concerns about aged care. You can contact us via online form, email, phone or post.



*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.*

-  1800 951 822
-  [agedcarequality.gov.au](https://agedcarequality.gov.au)
-  Aged Care Quality and Safety Commission  
GPO Box 9819, in your capital city

**Find this resource online**

[agedcarequality.gov.au/  
resource-library/instructions-  
how-find-and-submit-change-  
circumstances-forms](https://agedcarequality.gov.au/resource-library/instructions-how-find-and-submit-change-circumstances-forms)

