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Aged Care Quality and Safety Commission

# Provider Registration and Renewal in Practice

What to expect

15 April 2025







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# Acknowledgement of Country

Artwork by Dreamtime Creative







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Aged Care Quality and Safety Commission

# Liz Hefren-Webb

Aged Care Quality and Safety  
Commissioner



# New Regulatory Framework – Provider Registration Preview

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Harmonisation and Regulatory Strategy  
Branch

Assistant Secretary: Robert Day





## Registration under the new regulatory model

Provider registration and the new regulatory model  
What are the key changes



## Deeming

Call to action for provider registration preview



## Key dates

Key dates for registration updates and final deeming



# Provider level registration

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Under the new Act, provider registration and renewal will be regulated at the provider level.

Key registration changes to be introduced by the new regulatory model are:

- universal provider registration
- time-limited registrations
- registration categories.



Provider registration category	Description	Service types	Application to registration categories			
			Provider obligations	Code of Conduct	Aged Care Quality Standards Standards 1 to 4	Aged Care Quality Standards Standards 5 to 7
<b>Category 1</b>	Home and community services	<ul style="list-style-type: none"> <li>Domestic assistance</li> <li>Home maintenance and repairs</li> <li>Meals</li> <li>Transport</li> </ul>	✓	✓	X	X
<b>Category 2</b>	Assistive technology and home modifications	<ul style="list-style-type: none"> <li>Equipment and products</li> <li>Home adjustments</li> </ul>	✓	✓	X	X
<b>Category 3</b>	Advisory and support services	<ul style="list-style-type: none"> <li>Hoarding and squalor assistance</li> <li>Social support and community engagement</li> </ul>	✓	✓	X	X
<b>Category 4</b>	Personal care and care support in the home or community (including respite)	<ul style="list-style-type: none"> <li>Allied health and therapy</li> <li>Personal care</li> <li>Nutrition</li> <li>Therapeutic services for independent living</li> <li>Home or community general respite</li> <li>Community cottage respite</li> <li>Care management</li> <li>Restorative care management</li> </ul>	✓	✓	Standard 1: The Person Standard 2: The Organisation Standard 3: The Care and Services Standard 4: The Environment	Standard 5: Clinical Care – Outcome 5.1 Clinical Governance (Applies to the service types of care management and restorative care management only)
<b>Category 5</b>	Nursing and transition care	<ul style="list-style-type: none"> <li>Nursing care</li> <li>Assistance with transition care</li> </ul>	✓	✓	Standard 1: The Person Standard 2: The Organisation Standard 3: The Care and Services Standard 4: The Environment	Standard 5: Clinical Care
<b>Category 6</b>	Residential care (including respite)	<ul style="list-style-type: none"> <li>Residential accommodation</li> <li>Residential everyday living</li> <li>Residential clinical care</li> <li>Residential non-clinical care</li> </ul>	✓	✓	Standard 1: The Person Standard 2: The Organisation Standard 3: The Care and Services Standard 4: The Environment	Standard 5: Clinical Care Standard 6: Food and Nutrition Standard 7: The Residential Community

# Provider identification through ABNs

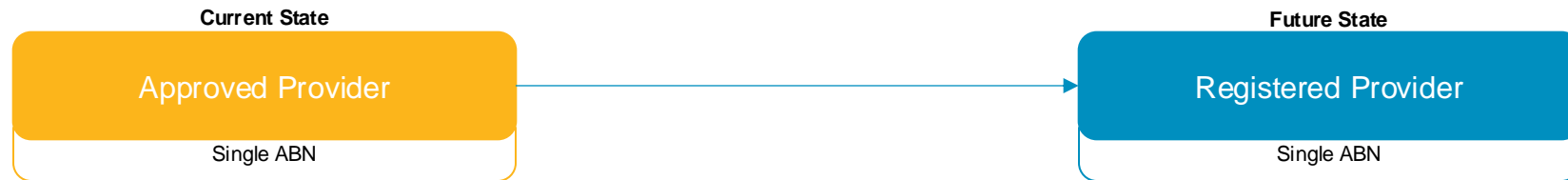
In the future state, providers will need an ABN to be registered to give greater clarity on who the regulated entity is

## Provider identification using ABNs

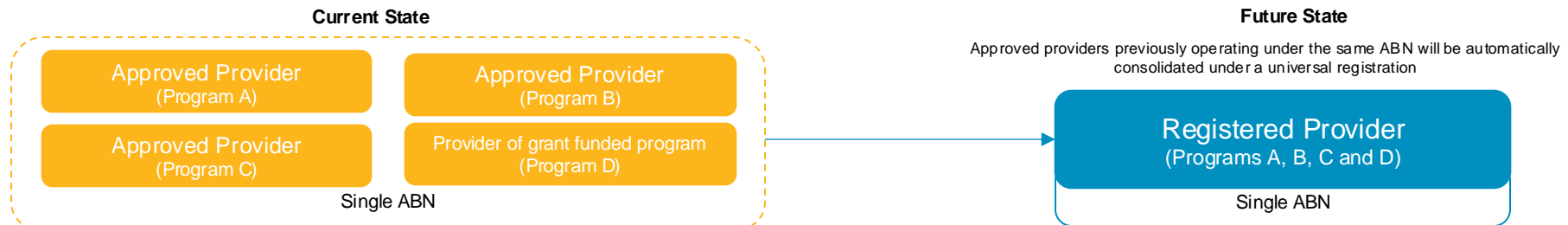
- An entity identifiable in the aged care system under a **singular provider ABN** which operates as **one approved provider** will be automatically deemed as a registered provider.
- An entity identifiable in the aged care system under a **singular provider ABN** which operates as **more than one approved provider** will consolidate to one registered provider
- An entity that is not identifiable in the aged care system as a single company (i.e. **has multiple ABNs**) will **retain separate** provider entities.

### What this looks like for the provider:

#### Single provider, single ABN



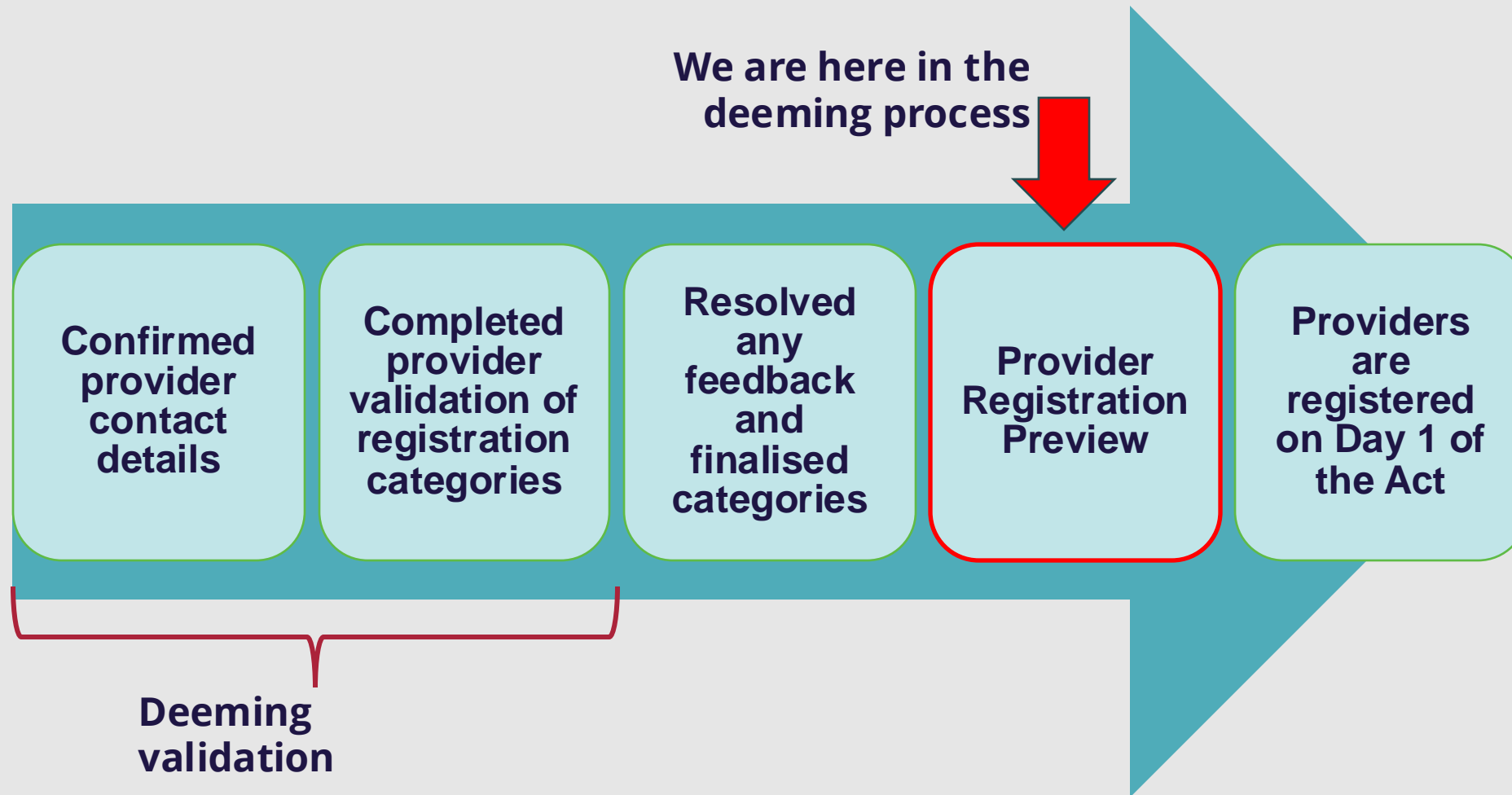
#### Multiple providers, single ABN





# Deeming

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# Provider registration preview



**Provider registration preview PDF sent via email from:** [noreply@communications.health.gov.au](mailto:noreply@communications.health.gov.au)

**The Subject line:** For review | A preview of your proposed registration information and registration categories.



**Providers that were unable to participate in the deeming validation have been sent an email with the subject line – FOR ACTION:** Complete declaration form to receive proposed registration information and registration categories.



**If changes need to be made** – detailed instructions for all potential changes will be in the provider registration preview PDF. **If preview information is correct** - providers do not need to do anything.



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## Declaration to receive Provider Registration Preview

Before we provide the proposed registration details for your organisation to review, we need to first confirm your nominated contact. The nominated contact is a person that can make decisions on behalf of the provider organisation. They should therefore be aware of the aged care services delivered or required to be delivered by the provider organisation. For example, this could be senior management, the CEO or Board Chair.

This declaration allows a government funded aged care provider to confirm current contact details or nominate a new contact to receive the provider registration preview.

# Provider registration preview – headings and video

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Registered provider details

Registration and service delivery

Registration category(ies)

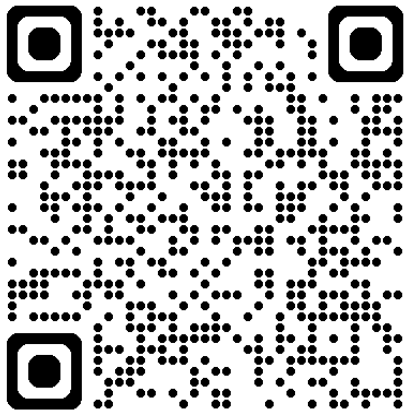
Responsible person(s)

Associated provider

Funding – Specialist Aged Care Programs

Service delivery branch

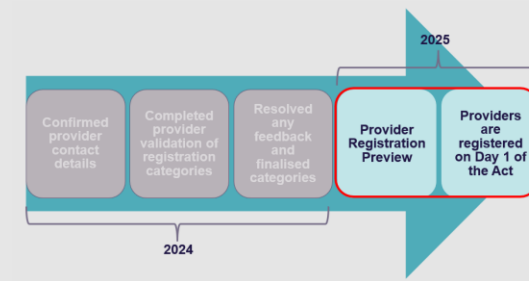
Approved residential care home details



Watch: Provider registration preview –  
deeming of aged care providers under the  
new Aged Care Act.



# Key dates



## Provider Registration Preview

- **Early April** - Provider Registration Preview email sent.
- **Early April** - Declaration form to nominate contact email sent (affected providers only).
- **Early April** - Affected providers asked to complete and return declaration form as soon as possible.
- **April - 1 June** - Providers to review PDF. You have until **5pm AEST 1 June** to update your details:
  - If information is correct – do nothing!
  - If information incorrect – Detailed instructions for all potential changes will be in the provider registration preview PDF
- **2 – 30 June** - Provider details are fixed and cannot be changed during this time.

## Providers are registered on Day 1 of the Act

- **1 July** - Providers will be deemed ready for commencement of the new Act.



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Department of Health and Aged Care

# More information

- You can find more information on the department's website:  
[www.health.gov.au/our-work/new-model-for-regulating-aged-care](http://www.health.gov.au/our-work/new-model-for-regulating-aged-care)
- Contact us at:  
[AgedCareRegModel@health.gov.au](mailto:AgedCareRegModel@health.gov.au)





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# Topics covered

1. The registration and renewal process, including how you can vary your registration
2. The audit process
3. How to access and complete the new forms for provider registration, renewal and variation
4. Fees for registration and renewal



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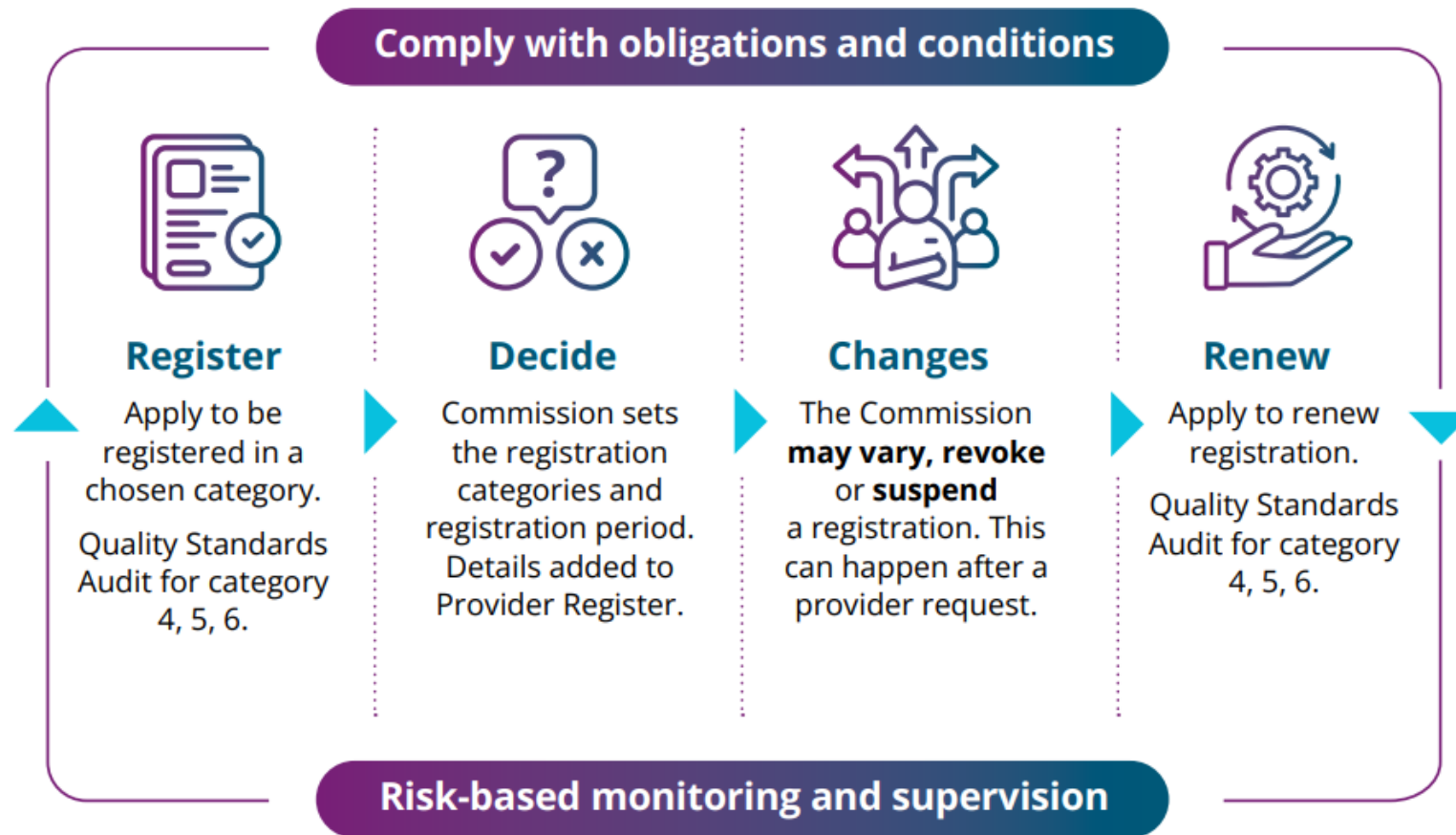
# Registration model

Helps protect older people by making sure that only **suitable providers** can register and stay registered to provide aged care.

Gives the Commission a better **understanding of who is providing aged care and the services** they are delivering.

The Commission can **act quickly on emerging provider risks** using the registration processes.

Creates better transparency, regulatory intelligence, and management.





# Initial registration of providers



An organisation or person must **apply and be registered** by the Commission to deliver funded aged care services to older people



Registration may be in **one or more registration categories** based on the **types of services** to be delivered



We assess **registration requirements** so only eligible and suitable organisations or people are registered



Provide **procedural fairness**



If registered, we set the **registration categories, period of registration**, and any **approved residential care homes** covered by registration



**Condition of registration** may be added by the Commission





# Registration requirements

## General requirements

- Australian business number (ABN)
- Suitability of the organisation of person
- Suitability of each responsible persons
- Record of, and systems for, financial management
- Meet all the registration category specific requirements for at least one registration category

**We will not register an organisation or person if they do not meet these general requirements.**

## Registration category specific requirements

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

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



# What do we focus on?

- **Suitability** – Is the providers and their responsible persons fit and proper to deliver aged care services?
- **Capability** – Are there necessary governance structures, systems, and processes to ensure delivery of safe and quality care?
- **Financial Viability** – Is the provider financially sustainable?
- **Compliance History** – What is the provider's track record in delivering aged care or other relevant services?



## Purpose of audit

- Registration category specific requirement if seeking registration in categories 4, 5 or 6
- Helps us understand if the provider can meet the relevant Quality Standards if they are registered
- Informs the registration decision







# Approval of residential care homes

The residential care home must meet the definition of residential care home

Fitted, furnished and staffed for the purpose of providing residential care

The building or buildings must:

- be permanent
- suitable to be used as a home
- meet all related building codes, standards and laws
- not go over the maximum occupancy

## *Residential care home*

- (2) A **residential care home** means a place that:
- (a) is the place of residence of individuals who, by reason of sickness, have a continuing need for aged care services, including nursing services; and
  - (b) is fitted, furnished and staffed for the purpose of providing those services.
- (3) To avoid doubt, a **residential care home** includes any of the following places:
- (a) a place within, or co-located with, a hospital or other health service that is covered by an agreement with the Commonwealth to deliver aged care services alongside health services as a part of an integrated service arrangement;
  - (b) a place within a retirement village that is a place described by subsection (2);
  - (c) a place which is a complex of buildings;
  - (d) any other place prescribed by the rules.
- (4) To avoid doubt, a **residential care home** does not include any of the following places:
- (a) a private home;
  - (b) a retirement village (other than a place referred to in paragraph (3)(b));
  - (c) a facility for which a declaration under subsection 121-5(6) of the *Private Health Insurance Act 2007* is in force (other than a place referred to in paragraph (3)(a));
  - (d) a hospice or facility that primarily provides palliative care;
  - (e) any other place prescribed by the rules.



# Approved residential care homes

A **registered provider** can apply to:

- Remove or add an approved home to their registration
- Vary the total number of beds of an approved home
- Revoke the approval of a home.

**Commission** can:

- Vary the total number of beds of a home
- Revoke approval if the home is no longer suitable to be used for residential care



# Renewing registration

## Invitation to renew registration

- The Commission may invite providers to renew their registration up to 18 months before the registration period ends.
- Intention to renew or advice of ceasing services

## Audit for providers

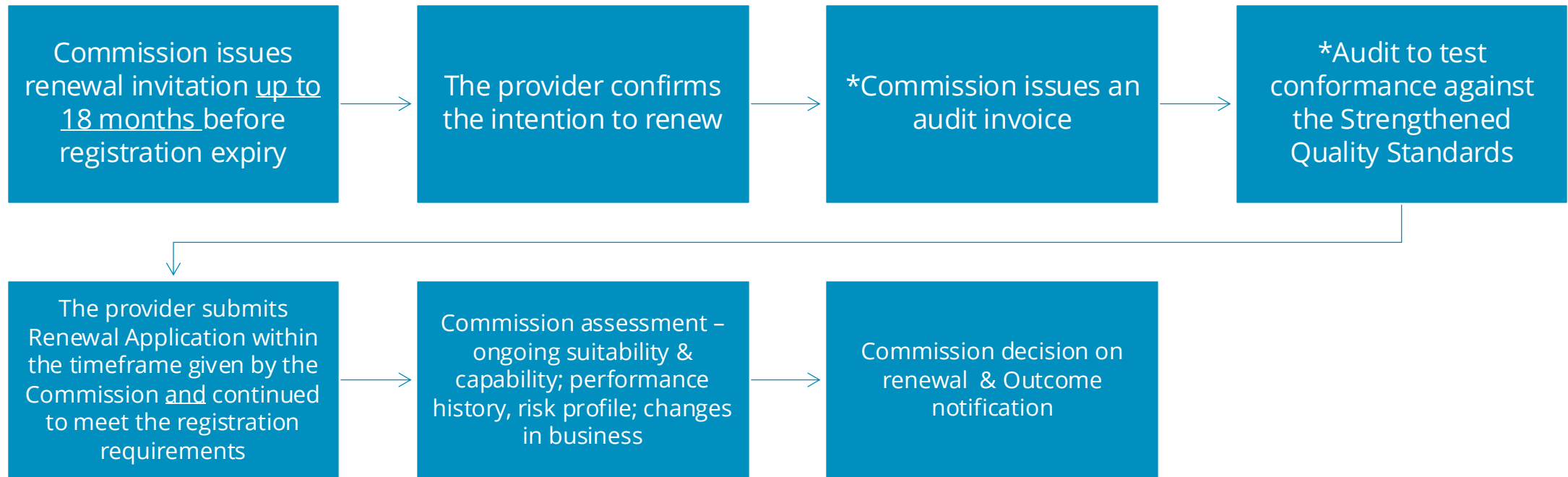
- Renewing in categories 4-6
- Adding category 4, 5 or 6

## Application for renewal of registration





# Renewing registration







# Changes a provider can request to their registration

## Variation types

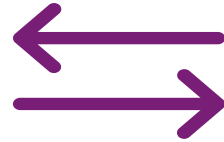
- Register in a new registration category
- Remove a registration category
- Add or remove an approved residential care home
- Vary or revoke a condition of registration

## Suspend or revoke registration

- Continuity of care arrangements



# Changes the Commission can make



## Vary

- Add a new condition
- Change or revoke a condition
- Remove a registration category
- Change the registration period
- Remove an approved residential care home



## Suspend or revoke

- Contravention of the Aged Care Act
- False or misleading information in a registration application
- Insolvent and under administration
- Provider or responsible person no longer suitable



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# Christian Hesse

A/g Executive Director, Quality  
Assessment & Monitoring Group

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# Renewal Audit Stages

What to expect & provider experience

**Stage 1: Audit Initiation**

**Stage 2: Audit Delivery**

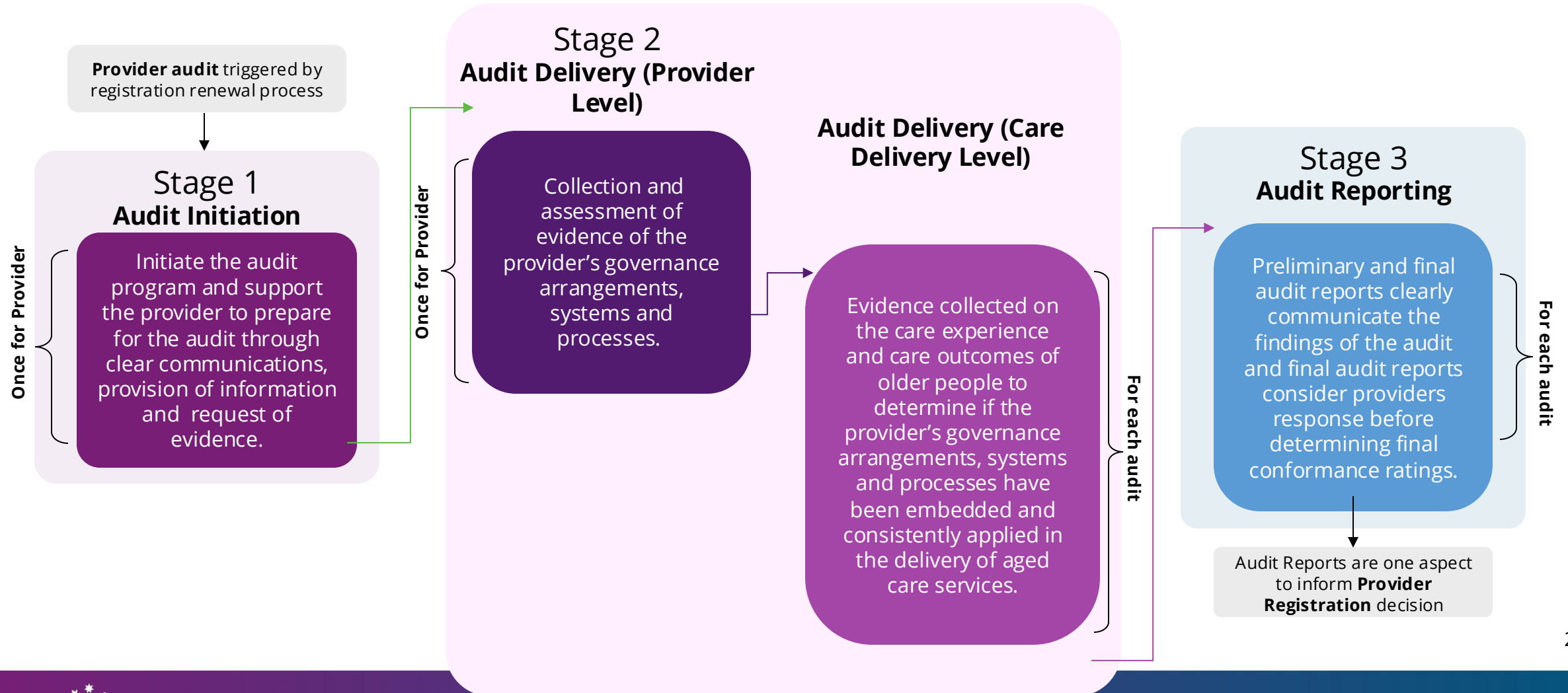
- ☐ **Provider level**
- ☐ **Care delivery level**

**Stage 3: Audit Reporting**



# Audit Methodology Stages (Renewal)

The purpose of registration renewal audits is to assess whether a registered provider can conform with relevant Quality Standards.



# Stage 1: Audit Initiation

**Provider audit** triggered by registration renewal process (intent to renew)

## Stage 1 Audit Initiation

Initiate Audit Program: Audit Evidence Collection Tool (AECT)

Schedule audit meetings

Audit initiation meeting

Once at  
Provider  
Level

### Provider experience

**Providers will receive an email with audit information and request to complete AECT and provide evidence**

**Providers will receive a telephone call from Commission Audit Manager to confirm email & offer support**

**Providers will need to plan and organise your representatives for provider level meetings (governing body & senior management)**

**Participate in Audit Initiation Meeting (support and information and logistics of audit program)**

# Stage 2: Audit Delivery (Provider Level)

## Stage 2 Audit Delivery

Review & analysis of AECT and intelligence



Governing body & Senior management meetings



Determine sample locations (cat 4/5 only)



Audit Plan Finalised

Once at  
Provider  
Level

### Provider experience

Commission Audit Team will review & analyse your evidence to understand your systems and processes

Commission will meet with provider governing body representative to understand your governance system and processes

Commission will meet with provider senior management team to understand your systems and processes (clinical, quality, staffing, other)

Commission will determine a sample (including locations) to conduct audit activities for category 4/5

Commission will finalise a provider level audit plan and communicate logistics for conducting audits

# Stage 2: Audit Delivery (Care Delivery Level)

## Stage 2 Audit Delivery (Care Delivery Level)

Care delivery Evidence Collection Tool  
(CDECT)

Review & analysis of CDECT &  
intelligence

Determine sample of older people

Opening meeting

Audit plan finalised

Entry meeting (on-site)

Interviews, observations & file reviews

Feedback meetings

Closing meeting

Once  
each  
Audit

Audits  
on site

## Provider experience

Providers will receive an email with audit information and request to complete CDECT & evidence

Providers will receive a telephone call from Commission Audit Manager to confirm email and offer support

Commission will review & analyse evidence to inform an audit plan and sample

Providers will need to plan and organise your representatives for opening meetings

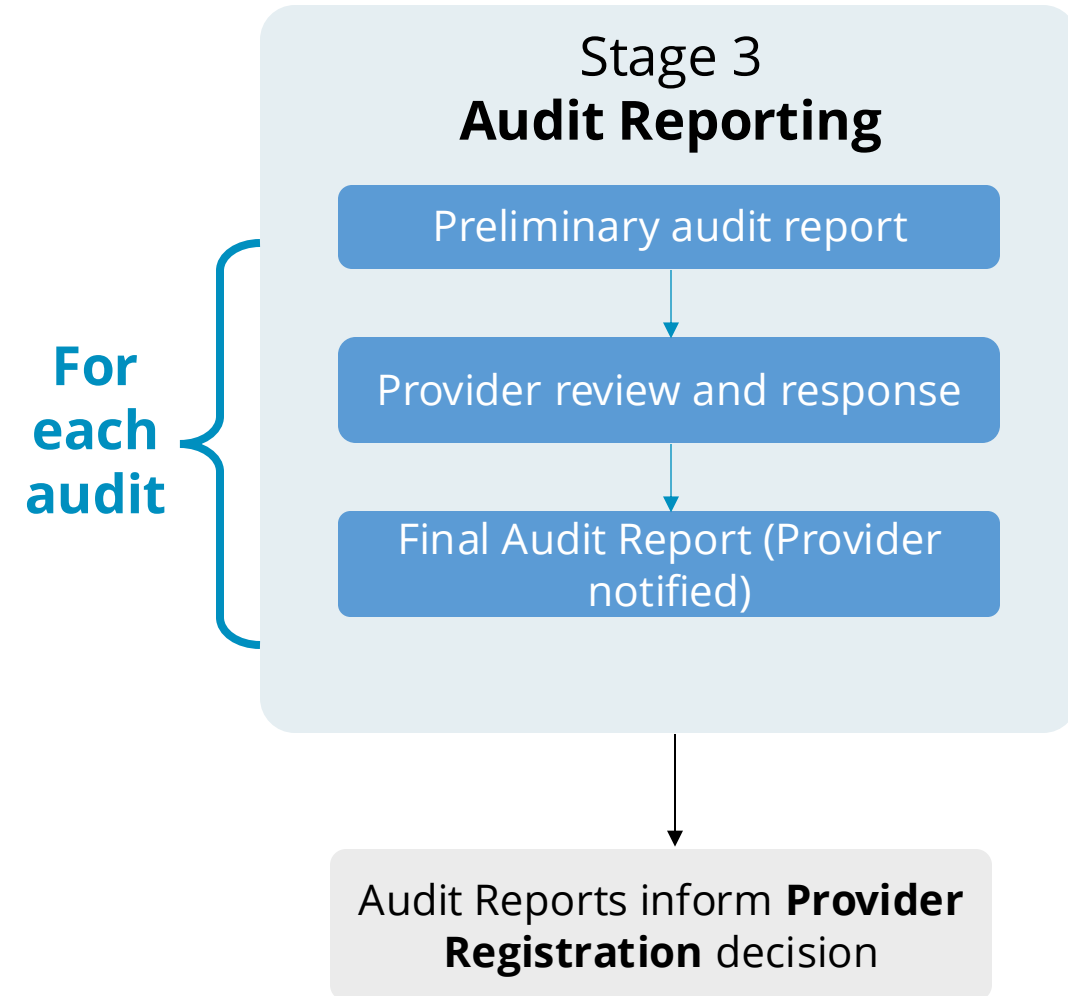
Providers will be informed of when the Commission will be conducting audit & sample of older people

Regular transparent feedback meetings

Closing meeting will include preliminary conformance ratings for each Outcome



# Stage 3: Audit Reporting



## Provider experience

Preliminary audit report will be emailed to provider for response

Preliminary conformance ratings will reflect conformance ratings from closing meeting

Provider to respond to non-conformances

Commission will review provider response & supporting evidence

Commission will complete a final audit report reflecting providers response and reasoning for final conformance rating including where conformance rating has changed

# Provider Registration Experience

**Transparent**  
**Collaborative**  
**Consistent**  
**Evidence Based**  
**Fair Assessment**

Providers will know what to expect, will understand the process (what will happen and when) and the evidence that the Commission will require

Increasing amounts of information about our process, methodology and evidence collection framework published on our website to make the registration process transparent.

Clear communication, expected timeline, planned meetings, audit conformance ratings delivered at closing meetings

Commission contact for registration and audit processes

Provider level evidence collected once only and analysed, interpreted and applied at all audits consistently

Transparency and procedural fairness before making registration decisions



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# Sarah Kelly

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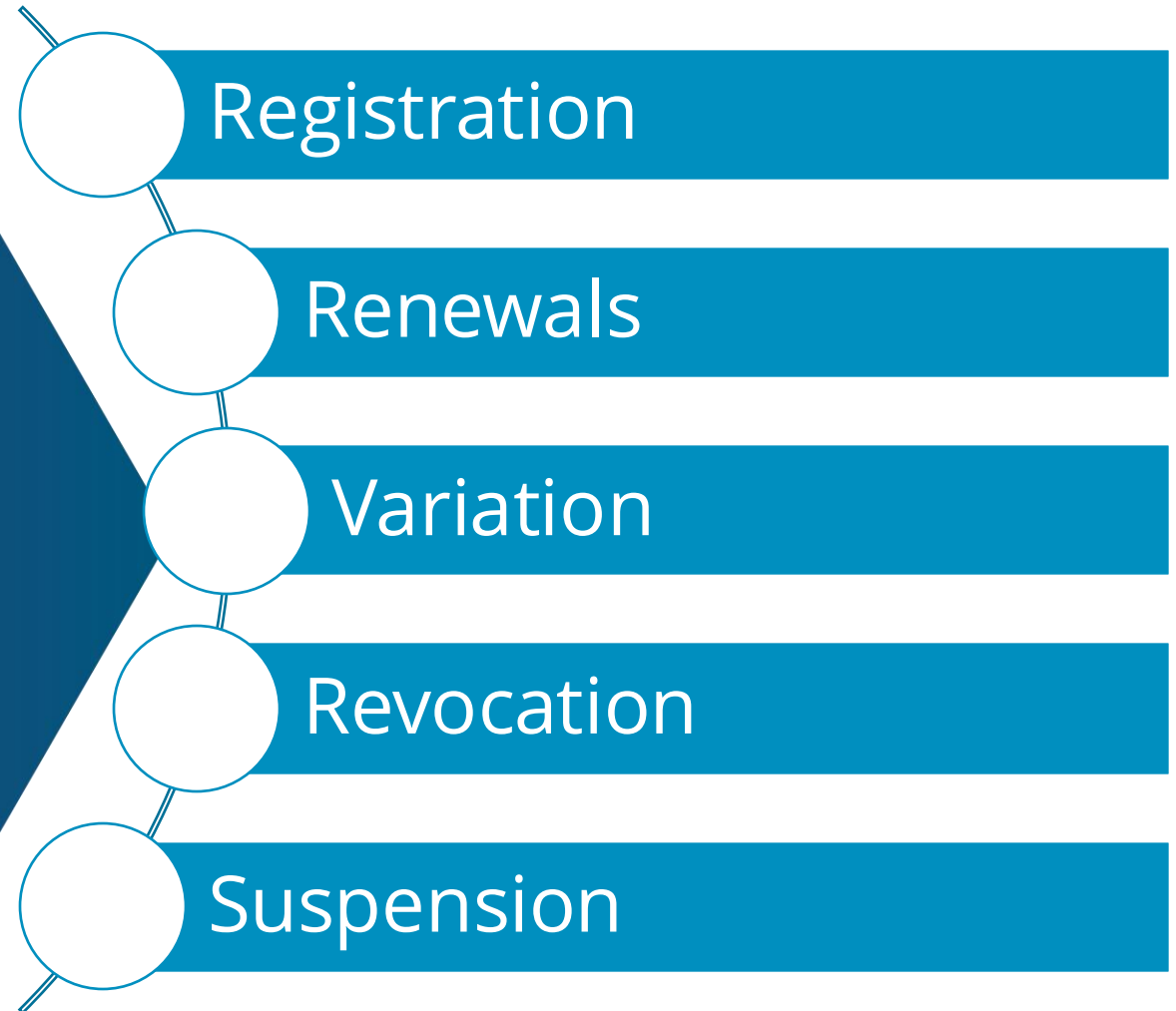




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# Forms for Provider Registration, Renewal & Variation







# Forms: Find and Download

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Complaints & concerns 1800 951 822 | Food, Nutrition & Dining hotline 1800 844 046 | Contact us

About us | For older Australians | For workers | For providers | News & publications | Get involved | [Make a complaint](#)

## Changing aged care for the better

Learn how we will deliver on our commitment to safeguard and protect older people.

[Find out more](#)

As the national regulator of aged care services, we protect the health, safety and wellbeing of older people.

[Listen](#)

**For older Australians**

Support for people receiving aged care, their families and carers.

[>](#)

**For workers**

Guidance and support for workers in delivering safe, quality aged care.

[>](#)

**For providers**

Provider obligations and responsibilities in delivering safe, quality care.

[>](#)

**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.

[Find a report](#)

### Latest updates

**November webinar on workforce responsibilities**

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

[>](#)

**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)'.

[>](#)

**New strengthened Quality Standards guidance tool**

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

[>](#)

## What are you looking to do?

[Listen](#) [Print](#)

**Start an application**

Volutpat vivamus tristique elementum diam fermentum nunc. Tempor amet ut amet enim.

[>](#)

**Submit a completed application**

Et fermentum faucibus eu vel posuere congue adipiscing neque.

[>](#)

### Need guidance for Application for Registration?

**Tips for applicants**

Volutpat vivamus tristique elementum diam fermentum nunc. Tempor amet ut amet enim.

[>](#)



# Forms: Find and Download

**Progress**

By answering these questions we'll provide you with the required forms.

**Start an application**

**Which best describes your registration?**

☐ Applying to become a registered provider  
For new or previously approved providers

☐ Currently a registered provider

- Change in circumstance notification to the Commission
- Application for registration variation
- Suspend provider's registration
- End provider's registration
- Challenge an outcome or decision from the Commission

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



Providers  
can select  
multiple  
options  
from the  
list.

**Progress**

**Applying to become a registered provider**

What types of services do you intend to deliver?

☐ Category 1: Home and community services

- Domestic assistance
- Home maintenance and repairs
- Meals
- Transport

☐ Category 2: Assistive technology and home modifications

- Equipment and products
- Home adjustments

☐ Category 3: Advisory and support services

- Social support and community engagement
- Hoarding and squalor assistance

☐ Category 4: Personal care and care support in the home or community (including respite)

- Allied health and other therapy
- Personal care
- Nutrition
- Therapeutic services for independent living
- Home or community general respite
- Community cottage respite
- Care management
- Restorative care management

☐ Category 5: Nursing and transition assistance

- Nursing care
- Assistance with transition care

☐ Category 6: Residential care (including respite)

- Residential accommodation
- Residential everyday living
- Residential services
- Residential clinical care

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# Forms : Find and Download

The screenshot shows a web interface for downloading forms. On the left, there is a 'Progress' bar with a green segment. The main content area is titled 'Download forms to fill out' and includes a sub-header 'Based on your selection for new or previously approved providers'. Below this is a button 'Download All PDFs' with a download icon. The section is divided into three parts: 'For your application' with two form options ('Application for registration' and 'Category 6: Residential care'), 'For category 6' with one form option ('Residential care homes'), and 'Additional forms (if required)' with two form options ('Additional suitability of responsible persons' and 'Additional associated providers'). Each form option has a 'Download PDF' button with a download icon. At the bottom right, there is a 'Previous' button.

Progress

**Download forms to fill out**

Based on your selection for new or previously approved providers

Download All PDFs

**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

Previous


→

The required forms will be downloaded as PDFs. Providers will complete these their own time and then securely submit completed forms and evidence to the Commission.



# Forms: Upload forms


## What are you looking to do?



### Start an application

Voluptat vivamus tristique elementum diam fermentum nunc. Tempor amet ut amet enim.

[>](#)




### Submit a completed application

Et fermentum faucibus eu vel posuere congue adipiscing neque.

[>](#)

## Need guidance for Application for Registration?



### Tips for applicants

Voluptat vivamus tristique elementum diam fermentum nunc. Tempor amet ut amet enim.

[>](#)

### Progress

By answering these questions we'll provide you with the required forms for your organisation.

[← Edit Start an application](#)

### Submit a completed application

Lorem ipsum dolor sit amet consectetur. Tempor vel sollicitudin agestas viverra amet pulvinar pellentesque aenean eget. Ac phasellus sit id feugiat cras ac a.

#### What application are you looking to submit?

☐ Application for registration  
To apply for

☐ Change of circumstance notification to the Commission  
<insert description>

☐ Application for registration variation  
<insert description>

☐ Application for renewal of registration  
<insert description>

☐ Application for registration revocation  
<insert description>

☐ Application for reconsideration  
<insert description>

☐ Application for registration suspension  
<insert description>

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





# Forms: Upload forms

Progress

By answering these questions we'll provide you with the required forms for your organisation.


[← Exit Start an application](#)


Upload Application for registration revocation

Lorem ipsum dolor sit amet consectetur. Tempor vel sollicitudin egestas viverra amet pulvinar pellentesque aenean eget. Ac phasellus sit id feugiat cras ac a.

For all applications

Application for registration revocation

 [Filename.pdf](#)

[Remove](#) 

Previous

Submit

Progress

By answering these questions we'll provide you with the required forms for your organisation.


[← Exit Start an application](#)


Upload Application for registration revocation

Lorem ipsum dolor sit amet consectetur. Tempor vel sollicitudin egestas viverra amet pulvinar pellentesque aenean eget. Ac phasellus sit id feugiat cras ac a.

For all applications

Application for registration revocation

 [Filename.pdf](#)

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Previous

Submit

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 make any edits to the application.

[Cancel](#)

[Submit for review](#)



# Forms: Upload forms

## Application submitted for review



### Submission successful

The Application for registration revocation as a provider of aged care services (Registration revocation application form) (ID #####) has been successfully submitted. A confirmation email will be sent to user@email.com

## What happens next?

You can track the progress of your application in GPMS.

For information on the assessment process and application fees, visit The Commission website.

## Have a question?

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

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# Cost Recovery

- From 1 July 2025, new cost recovery arrangements will apply under the new Aged Care Act.
- **Purpose:** To ensure the costs of regulating aged care services are shared fairly between government and providers.
- Aligns with the Australian Government's Cost Recovery Guidelines.
- Helps maintain a strong, transparent, and accountable regulatory system.



# Fees, Waivers and Exemptions

## What fees are proposed?

- **Registration** – for new providers entering the sector
- **Renewal** – when continuing registration is due
- **Provider-initiated variation** – for changes like adding services or changing scope
- Fee amounts are based on the estimated effort and resources required to assess applications

## What fee waivers are proposed?

- Some providers may be eligible for waivers or reduced fees, based on:
- Size and type of provider
- Location (e.g. rural or remote)
- Service to priority populations
- Applications for waivers will be assessed against clear, published criteria.



# Cost recovery next steps

**Review the Consultation Paper:** Although the public consultation closed on 1 April 2025, the Cost Recovery Consultation Paper and its accompanying guide remain available online.

**Stay informed:** Regularly check the Commission's website for updates on fee structures and waiver eligibility criteria.

**Assess potential organisational Impact:** Evaluate how the forthcoming fees may affect your organisation's operations and financial planning.

**Prepare for Implementation:** Ensure all necessary documentation is accurate and complete when applying for registration, renewal, or variations to facilitate efficient processing under the new fee structures.







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# Q&A





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# Useful Resources

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