Provider registration and change in circumstances

Checklist

This checklist will help you understand the steps required when completing an application to become a registered provider and stay a registered provider. This includes how to notify us of certain changes in circumstances.

We have developed the Registration and Change in Circumstance guidance to guide and support you through the registration and change in circumstance processes.

The guidance will help you complete the forms. It describes:

• the evidence you need to provide

• how to complete and submit your application

• our decision-making process.

What you need to do

Step 1
Read the Guidance

Read the Guidance to understand the process, how to complete the forms and the evidence you need to submit.

Step 2
Download the forms

Download and complete the relevant forms.

Step 3
Submit your forms and evidence

Submit the completed forms and evidence to the Commission via our Submit completed forms webpage.

Forms required

All forms are available under Homepage > For providers > Provider registration > Applications, requests and notifications.

Notifying us of a change in circumstances

> Make sure you have the Change in circumstance guidance open.

You will need to complete all the forms you are provided including:

- one Change in circumstances notification form (**baseform**)
- the form/s specific to the change/s you are notifying us about (**subforms**)

Complete a subform for every notification you are making. For example, you'll need to complete 5 subforms if you are notifying us that you are:

- adding 2 responsible persons (complete this subform for each person)
- adding one associated provider and
- removing 2 responsible persons (complete this subform for each person).

Note: You must complete and submit all the forms you download.

Baseform	+	Subform(s)
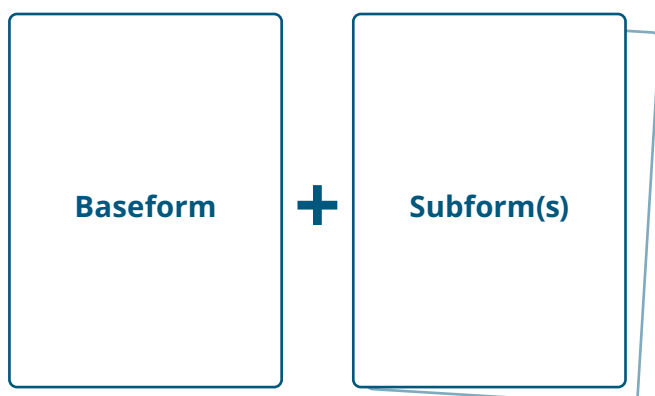
Becoming and staying a registered provider

> Make sure you have the Registration guidance open.

You will need to:

- check which registration category/s your application relates to
- find out if you have to pay a registration or an audit fee
- download and complete the **Application form (baseform)** and any **additional forms (subforms)**.

You should include the category specific subform for each category you intend to register or vary.

For those wishing to provide funded aged care services under Support at Home (SaH), under the 'Single Provider model' you must be registered in Category 4 in the service type Care management.

To apply or to vary registration to deliver services under the Commonwealth Home Support Program or any other Specialist Aged Care Program, you must have a contract through a grant opportunity with the Department of Health, Disability and Aged Care for the categories you want to add.

If registering in Category 4 or 5, and you plan on delivering care or services to older people in the community that is not a person's home, then you should also include at least one 'add a care delivery' subform.

If you are registering in Category 6, you should also include at least one 'add a residential care home' subform.

If you apply to provide services in registration categories 4, 5 or 6, we will audit you against the strengthened Aged Care Quality Standards as part of your registration assessment.

You can use our fee calculators to estimate your fees.

Evidence and submission

In each guidance you will find the **'Evidence' tab** that lists the supporting documents.

We may reject your registration application or contact you about your Change in Circumstances notification if you:

- submit an incomplete form
- don't submit a baseform or submit more than one baseform
- don't submit all the subforms relevant to your application/notification
- don't submit relevant evidence with your form/s.

    I have reviewed the 'Evidence' tab in the guidance for my process

    I have gathered all the supporting documents listed in the guidance.

Check file names before uploading

File names must not:

- include special characters (such as " * : < > ? / \ | # % and &)
- end in .lock, CCOM0 - COM9, LPT0, - LPT9, _vti_, desktop.ini
- begin with ~$
- start or end with spaces
- go over 255 characters (including spaces).

Once you have completed your application forms, go to the Submit completed forms webpage and enter the requested details.

You will receive an email from <info@agedcarequality.gov.au> within 5 minutes. It will contain a unique link and a submission code. Use these to upload completed forms and supporting documents to the Commission.

After you've uploaded your documents, if your submission is successful, you will receive an email to this effect. If your submission is unsuccessful, you will receive an email as to why the submission failed. You can then contact us to seek assistance if you need it.

Find more tips on submitting forms.

    I have all my supporting documents ready

    I've checked my file names meet the requirements above

    I've filled out my details on the Submit completed forms webpage

    I've uploaded my forms and supporting documents through my secure link.

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Find this resource online

agedcarequality.gov.au/resource-library/provider-registration-and-change-circumstances-checklist

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