

# Provider Registration Policy

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

Engage  
Empower  
**Safeguard**

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# 1 How we register providers of aged care services

## 1.1 Purpose of this policy

The Provider Registration Policy explains the Aged Care Quality and Safety Commission's (Commission) process and principles for registering providers of Australian Government-funded aged care services.

The policy includes information on:

- **our registration model**, which explains how we register providers to deliver aged care services and make changes to registration. This includes how we monitor compliance through our supervision model and what we do if there is non-compliance
- **initial registration of providers**, which lists the process for organisations or people to apply for registration and the requirements they need to meet
- **approving residential care homes**, which describes the processes we use to approve a building or buildings as a residential aged care home
- **renewing registration**, which explains how:
  - we invite a provider to renew their registration
  - we run an audit for providers registered in categories 4, 5 or 6
  - the application process works
- **changes the Commission can make to registration**, this includes varying, suspending or revoking (cancelling) a provider's registration. We might do this because of safety issues or repeated non-compliance
- **changes a provider can request to their registration**, which explains how we vary, suspend or revoke registration when the provider has asked us to
- **Provider Register**, which describes how we make sure details of registered providers of aged care services are transparent.

You can find definitions of key terms in the [Commission's glossary](https://www.agedcarequality.gov.au/about-us/corporate-documents/aged-care-quality-and-safety-commission-glossary).<sup>1</sup>

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## **1.2 Overview of the Commission**

The Commission protects and improves the safety, health, wellbeing and quality of life of older people receiving aged care. We achieve this by regulating aged care providers to make sure that they meet their obligations to:

- provide safe and quality care
- treat the people using their services with dignity and respect.

We are the national regulator of aged care services. We work with older people, providers and other stakeholders to help create a world-class sector that protects the wellbeing and rights of people receiving aged care.

## **1.3 Our regulatory approach to provider registration**

Our [Regulatory Strategy](#)<sup>2</sup> explains how we:

- regulate registered providers and workers in proportion to the risk faced by older people
- respond to risk and harm
- act to stop harm from happening in the first place.

It describes how we:

- regulate providers as they enter the aged care market
- identify risks
- take supervision and enforcement action to hold providers to account and protect older people.

Registered providers are responsible for their delivery of care and services all the time. We expect them to work with older people to identify where they can improve and deliver the high-quality care that older people deserve.

### **Regulating workers**

While this policy focuses on registered providers, we also regulate aged care workers and responsible persons. This makes sure they meet expected behaviours and obligations when providing aged care. If we are concerned about their behaviour or their suitability to provide aged care, we will stop them from entering, continuing or taking part in different ways in aged care.

You can find more information about how we regulate workers in our [How we regulate aged care workers' behaviour for your wellbeing and safety](#)<sup>3</sup> fact sheet.

<sup>2</sup> <https://www.agedcarequality.gov.au/resource-library/regulatory-strategy-2024-25>

<sup>3</sup> <https://www.agedcarequality.gov.au/resource-library/how-we-regulate-aged-care-workers-behaviour-your-wellbeing-and-safety>

## 1.4 Legislative framework

We conduct our registration activities under the following legislation:

- [Aged Care Act 2024](#)<sup>4</sup> (Aged Care Act)
- [Aged Care Rules 2025](#) (Aged Care Rules)

The Aged Care Act lists the Commissioner's functions around registering providers. This includes functions to:

- register and renew registration of registered providers under Part 2 of Chapter 3
- vary, suspend and revoke the registration of registered providers under Part 3 of Chapter 3

4 <https://www.legislation.gov.au/C2024A00104/latest/text>



## 2 Registration model

Registration helps protect older people by making sure that only providers who are suitable can register and stay registered to provide aged care.

Registration gives the Commission a better understanding of who is providing aged care and the services they are delivering. This creates greater transparency and gives us better regulatory intelligence.

We can detect and act quickly on emerging provider risks to safeguard older people.

Under the Aged Care Act, funded aged care services need to be delivered by a registered provider. Registered providers can claim Australian Government funding for delivering aged care services to a person who has been approved for those services. This includes services delivered through the Support at Home program, in residential aged care or through a specialist aged care program, such as the:

- Multi-Purpose Services Program
- Commonwealth Home Support Programme (CHSP)
- National Aboriginal and Torres Strait Islander Flexible Aged Care Program
- Transition Care Program.

All providers of funded aged care services need to be registered by the Commission. Organisations and people must register in one or more provider registration category. The categories are based on the types of services they plan to deliver.

### Becoming a registered provider

To become a registered provider, an organisation or person must apply and be [registered](#) by the Commission in their chosen [registration categories](#). We register providers for a set period. The provider will then need to apply to [renew](#) their registration.

When registering and renewing providers, we test their suitability, capacity, and capability. We do this when they apply and regularly after that.

Registered providers have [obligations and conditions of registration](#) they must comply with, based on their registration categories. The Commission may also [add conditions](#) to a provider's registration. We give a [supervision status](#) to all registered providers and monitor them through the supervision model. This helps us detect and understand risks to older people, particularly as far as how the provider complies with their obligations.

## Changes to registration

The Commission may [vary the registration](#) of a provider because of risks to older people. For example, we can add a condition to a provider's registration when there is a high risk to older people because the provider has not managed specific issues or non-compliance. Or we could remove the provider from a registration category.

We can also [revoke or suspend a provider's registration](#). We do this if there are severe levels of risk to the safety of older people, or the provider is no longer suitable to deliver aged care services.

If we suspend a provider's registration, Australian Government funding stops for the period of the suspension. The provider still needs to comply with their obligations while registration is suspended.

If we revoke a provider's registration, this ends the provider's registration. The provider can no longer provide funded aged care services.

During these processes, we work closely with the provider and the Department of Health, Disability and Ageing, if needed. This helps to manage complex risks and protect the safety and access to care for older people.

A registered provider can also ask us to [vary, suspend or revoke](#) their registration.

## Registration decisions

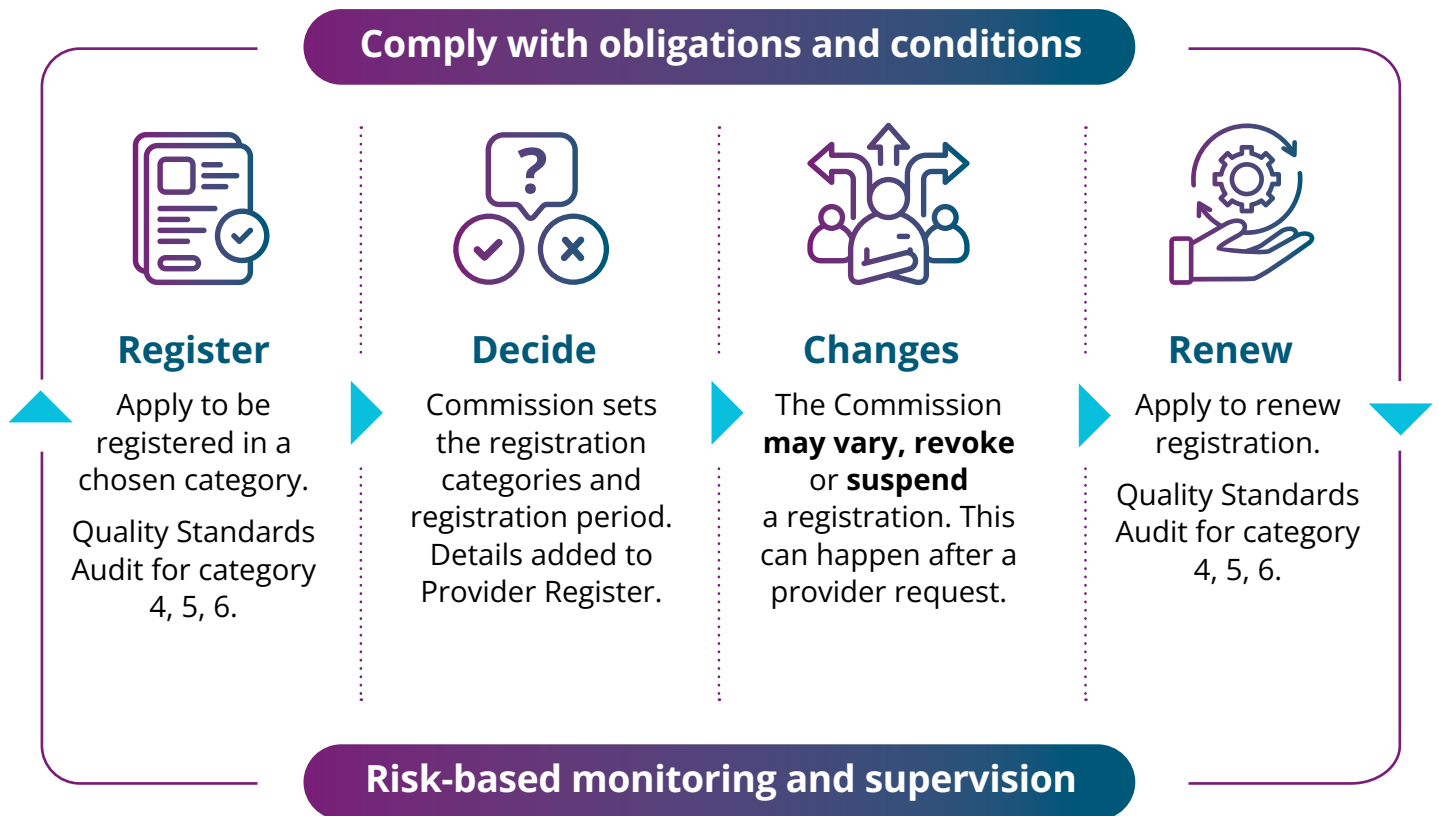
When we make a registration decision, we give the organisation, person or provider a Notice of Decision. We record and update provider registration details in the [Provider Register](#).

Some registration decisions that we make are reviewable decisions. This means that organisations, people or registered providers can apply to have us reconsider the decision.

[Regulatory Bulletin 2021-12: Reconsideration of reviewable decisions](#) explains how to apply to have a reviewable decision reconsidered.



Figure 1. Registration model



## 2.1 Registration categories and service types

An organisation or person must be registered as a provider in one or more provider registration category. These categories group together types of services based on:

- common characteristics
- risks associated with that service
- provider obligations that address those risks (see [figure 2](#)).

When applying for registration, an organisation or person must tell us about each type of service they plan to deliver. This informs our assessment and regulatory oversight. If we register that organisation or person as a registered provider, they can deliver all or some of the types of service in each category they register in.

Registered providers need to let us know if there are changes to these service types.

This process streamlines registration processes for providers. It helps older people and providers to understand the provider's obligations and helps us to deliver risk-based regulation.

Figure 2. Registration categories and service types



## **2.2 Provider obligations and conditions of registration**

To protect older people, registered providers have obligations and conditions for their registration. Conditions may be set out in the Aged Care Act or Aged Care Rules or they may be added by the Commission.

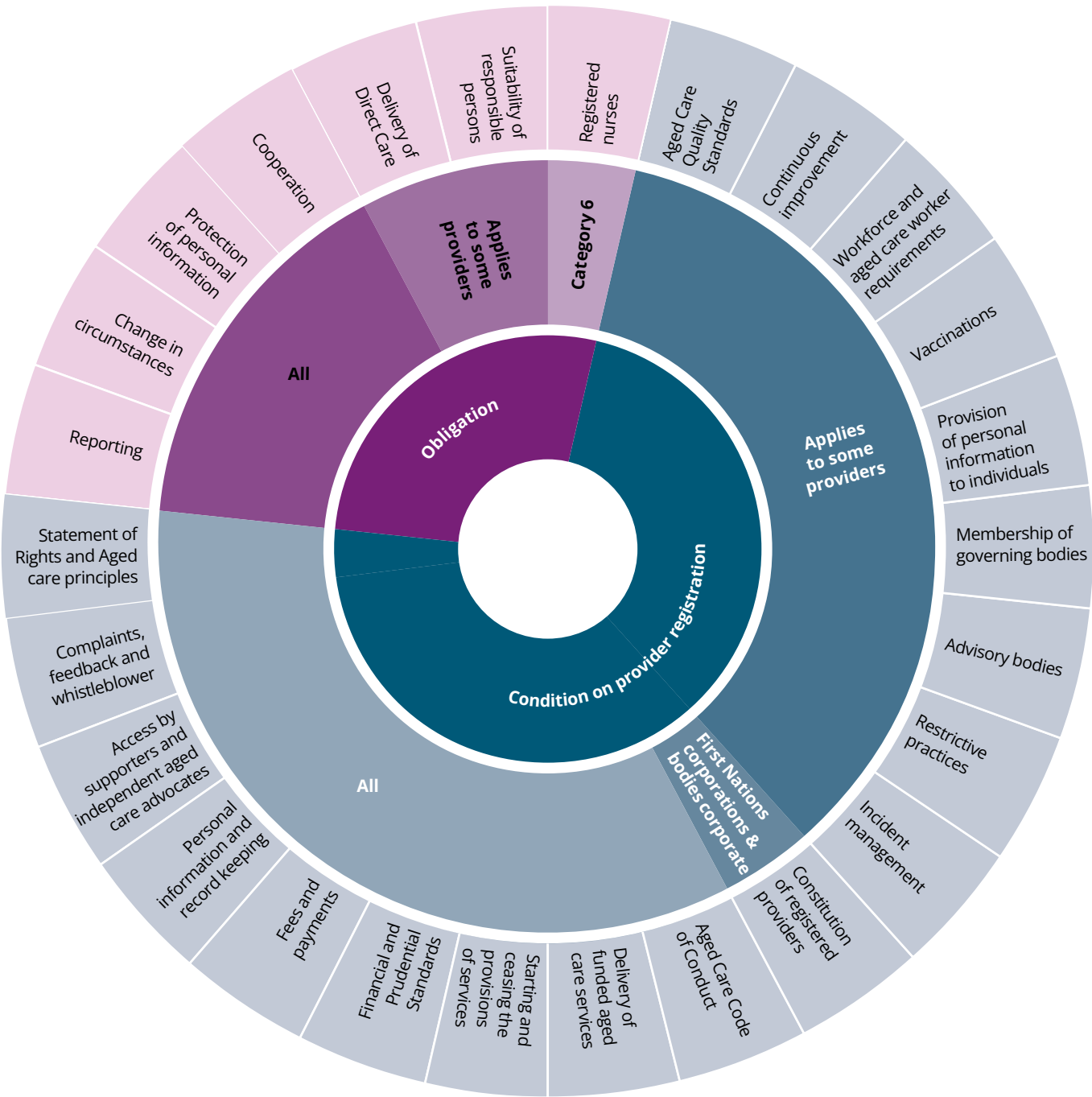
Some conditions apply to all registered providers. Other conditions are specific to a category and only apply to some providers.

Providers must meet these obligations and conditions to stay registered with the Commission.

Registration streamlines a provider's obligations and how they work with the Commission when they are delivering services across multiple categories. For example, a provider delivering CHSP and residential care has a single set of obligations. In the past these providers had obligations under a funding agreement for their CHSP services, and obligations under the *Aged Care Act 1997* for their residential care services.

Provider Registration Policy

Figure 3 summarises the provider obligations and conditions, including the registration categories that they will apply to.



### 2.2.1 Condition added by the Commission

The Commission can add a condition to the registration of a registered provider when they first register or at any time during registration.

We only add a condition for a registered provider if we decide it is necessary. The condition will be in proportion to any non-compliance or risk relating to delivering aged care services needing to be managed.

For example, the Commission identifies significant risks for personal care services a registered provider is delivering in registration category 4. The provider has shown they are not taking action to fix the risks. The Commission adds a condition to the provider's registration stopping them from delivering the personal care service type. The condition does not stop them from delivering other service types in registration category 4.

We may add a condition as part of our case management activities under our supervision model. This means other regulatory activities may happen at the same time as we add a condition. Through these activities, we can respond to risks and help change the behaviour of the provider.

Where we have added a condition to the registration of a provider, they can apply for a [variation of registration](#) to have that condition cancelled or changed. The Commission can also vary registration to change or cancel the condition if the provider has done what is needed and there are no other issues.

A decision to add a condition to a provider's registration is a reviewable decision. This means a provider can apply for us to reconsider the decision.

You can find more information about adding conditions in our [Compliance and Enforcement Policy](#).

## 2.3 Supervision of registered providers

The level of supervision of a registered provider helps the Commission to easily understand the level of our engagement with and risk profile of the provider.

There are 4 levels of supervision. The level of our intervention increases in response to risk. The 4 levels of supervision, in order of increasing regulatory intensity, are:

- risk surveillance
- targeted supervision
- active supervision
- heightened supervision.

If there are no or low risks identified during the registration process, a newly registered provider will usually have a risk surveillance supervision status. We may also add a condition to their registration to manage an identified risk. For example, we can ask the provider to tell us on certain dates what actions they have taken to manage the risk.

If we need to engage with the provider to gain assurance over their management of risk, we will do that through a targeted or active supervision response.

The Commission monitors registered providers' compliance with their obligations, including any risk to older people, through risk surveillance.

The level of supervision of registered providers can change at any time based on their level of risk and ability and willingness to show the Commission that they are managing the risk. Providers in targeted, active or heightened supervision will know because of our communication with them.

We take compliance or enforcement action to:

- change the provider's behaviour and that of the sector
- make sure they fix the issues that caused non-compliance
- manage risk to older people.

These actions ensure that providers take the steps needed to manage risk and protect older people. Actions hold providers to account where non-compliance resulted in harm.

Compliance and enforcement actions can include [varying or suspending the registration](#) of a provider, or [revoking](#) registration. We may revoke registration if the non-compliance is severe, or the provider is not suitable to deliver aged care.

You can find more information in the supervision model and our [Compliance and Enforcement Policy](#).



# 3 Initial registration of new providers

To become a registered provider, an organisation or person needs to apply to the Commission to deliver aged care services in their chosen registration categories.

We assess specific criteria to decide whether to register the organisation or person. We do an audit against the strengthened [Aged Care Quality Standards](#) (Quality Standards) if the organisation or person is applying for registration in categories, 4, 5 or 6.

If we decide to register the provider, their registration is for a set period. A provider then needs to apply to renew their registration at the end of that time.

If we decide to refuse registration, this is a reviewable decision. This means the organisation or person can ask us to reconsider the decision.

## 3.1 Who can apply to be a registered provider?

The following can apply to be a registered provider:

- companies
- co-operatives
- government entities
- incorporated entities
- other unincorporated association with a governing body
- sole traders
- partnerships.

This improves older people's choice and the sustainability of the aged care sector.

## **3.2 Application process**

An organisation or person can apply to become a registered provider by completing a Registration application form.

Through the application process we need certain information to decide whether to register the organisation or person as a registered provider. Organisations or people applying for registration in categories 4 to 6 need to submit more information than those applying for registration in categories 1 to 3.

The Commission's [Cost Recovery Implementation Statement \(CRIS\) 2025–26](#) outlines any application fees to be paid when applying for registration. If fees apply, we will not have to accept the application if the correct fee has not been paid.

## **3.3 Assessment of registration requirements**

One of the best ways to keep older people safe is to make sure only suitable organisations or people can become registered providers. The Commission follows a thorough process when making our decision so only eligible and suitable organisations or people are registered to provide aged care services.

Organisations and people applying for registration need to show they meet the general registration requirements. They also need to meet the registration requirements specific to each category they are applying to be registered in.

We may ask for further information or documents if we need them to make a decision about registration.

We provide procedural fairness, including where we are considering refusing registration, or not registering the provider in a category they have applied for. We write to the applicant letting them know why we are considering refusing their application and give them an opportunity to respond.

You can find more information in our [Regulatory Bulletin on procedural fairness](#).



### 3.3.1 General registration requirements

To be registered, an organisation or person must have an Australian business number (ABN). They need to show they and each of their responsible persons (such as people in leadership positions) are suitable to deliver aged care services. The organisation or person needs to have a record of, and systems for, financial management.

The organisation or person also needs to meet all the registration category specific requirements for at least one registration category.

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

#### 3.3.1.1 Suitability of the organisation or person

We assess whether the organisation or person is suitable to deliver aged care services. We look at whether the organisation or person:

- has experience in delivering aged care or similar services. This includes their performance in delivering aged care or similar services.
- complies with any law of the Commonwealth or State or Territory where they have business activities
- has, or has had in the past, a banning order or a National Disability Insurance Scheme (NDIS) banning order against them
- was a registered provider, an approved provider or a registered NDIS provider and registration was revoked (unless they asked for it to be revoked)
- is a registered provider or a registered NDIS provider and the registration is suspended.

We will also look into the legal and business structure. When looking at the business structure, we want to understand the relationship between the organisation or person and any associated providers. Associated providers do work for a registered provider, such as a subcontractor. The registered provider is responsible for making sure associated providers meet their obligations.

### 3.3.1.2 Suitability of responsible persons

To be a suitable responsible person, we will look to see if the person:

- has experience in providing aged care services or similar
- has, or has had in the past, a banning order, or NDIS banning order against them
- has been convicted of an indictable offence (a serious criminal charge)
- has had a civil penalty order made against them (a penalty of money imposed by a civil court)
- is or has been an insolvent under administration (bankrupt)
- is or has been the subject of negative findings or enforcement actions
- is or has been the subject of any findings or judgment of fraud, misrepresentation or dishonesty in any administrative, civil or criminal proceedings
- is currently part of any proceedings that may mean they are the subject of such findings or judgment
- is or has been disqualified from managing corporations
- meets any worker screening requirements.

If registered, providers need to assess the suitability of responsible persons at least once a year. They then need to let the Commission know if there have been any changes to someone's suitability.

### 3.3.2 Registration category specific requirements

The organisation or person must meet all the registration category specific requirements to be registered in that category.

If the organisation or person is applying for registration in more than one category, we look at the specific requirements for each category they are applying for.

The requirements include the organisation's or person's:

- plan to deliver the intended service types in the 3 years after their application
- commitment, capability and capacity to deliver aged care services.

For organisations or people applying for registration in categories 4-6, we audit them against the Quality Standards.

To be registered in Category 6, the organisation or person must meet the [approval requirements](#) for at least one residential care home. An organisation or person can apply for [approval of residential care homes](#) as part of the registration process.

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

**We will not register an organisation or person as a provider if they do not meet the requirements for at least one registration category.**

### 3.3.2.1 Registration requirements for Support at Home

**Ongoing home care** – a provider delivering ongoing home care must also provide care management services. To provide care management, the provider must apply for and meet the requirements for category 4 personal and care support in the home community.

**End-of-Life Pathway** – a provider delivering short term care under the End-of-Life Pathway for people expected to live three months or less who want to stay at home, must also provide care management services. To provide care management, the provider must apply for and meet the requirements for category 4 personal and care support in the home or community

**Restorative care management** – a provider delivering restorative care management, a short-term program to help older people recover or maintain their abilities, must also be delivering allied health and therapy services. To deliver allied health and therapy services, the provider must apply and meet the requirements for category 4 personal and care support in the home or community.

### 3.3.2.2 Quality Standards audit

For organisations or people applying for registration in categories 4–6, we do an audit against the Quality Standards to help us make a registration decision. The registration audit helps us to understand if the organisation or person can comply with the related Quality Standards. We do this by collecting evidence from the organisation or person to assess if they have good governance, systems and processes in place.

Once registered, complying with the Quality Standards is a condition of the provider's registration.

#### **Recognition of audits and accreditation processes conducted by other regulators**

An organisation planning to deliver specialist aged care through the Multi-Purpose Services Program may not need an audit to be undertaken by the Commission if they have been:

- accredited under the Australian Health Services Safety and Quality Accreditation Scheme
- assessed to the National Safety and Quality Health Service Standards and the Multi-Purpose Services (MPS) Aged Care Module<sup>5</sup> as part of their accreditation (equivalent to the Aged Care Quality Standards applicable at the time<sup>6</sup> for category 6 providers).

5 From 1 November 2025 the MPS Aged Care Module will be replaced by the Integrated Health and Aged Care Services Module

6 From 1 November 2025 equivalent to the Strengthened Aged Care Quality Standards

## Provider Registration Policy

### Audit methodology

Our audit methodology describes the key stages of the audit process. The audit methodology includes:

- guidance
- key points of consideration
- principles for decision making
- an overview of the audit process.

It also provides background for the evidence mapping framework auditors use.

You can find more information about Audit here:

- [Registration audit guide](#)
- [Renewal of registration audit guide](#)
- [Variation of registration audit guide](#)

## 3.4 Decision to register the provider

If the Commission decides to register the organisation or person as a registered provider, we set the [categories](#) the provider is registered in and the registration period.

To protect older people receiving aged care services, the provider's continued registration will depend on them meeting the [obligations and conditions of registration](#).

We give the registered provider a [supervision status](#) and monitor if they are complying with their obligations and if there are any risks to older people.

### 3.4.1 Period of registration

When the Commission decides to register an organisation or person as a registered provider, they will usually be registered for 3 years. This is unless we identify a risk that means a shorter period of registration is needed to manage that risk.

## 3.5 Decision to refuse registration

The Commission follows procedural fairness processes before deciding to refuse registration. This means that we will write to the applicant letting them know why we are considering refusing their registration application and giving them an opportunity to respond.

A decision to refuse a provider's registration is a reviewable decision. A provider can apply to have a reviewable decision reconsidered.

## 3.6 Deemed registration

The System Governor may decide that an organisation or person is taken to be a registered provider. If they are taken to be registered in category 6, the System Governor may also decide a residential care home is taken to be approved. This will only happen if:

- an emergency situation causes, or could cause, another registered provider to be unable to deliver aged care services
- deemed registration would make sure that particular aged care services can still be delivered or can resume
- deemed registration would stop a significant shortage in the number of aged care services being delivered in a particular area.

We update the Provider Register to include details of deemed registered providers and deemed approved residential care homes.



# 4 Approving residential care homes

For the Commission to approve a residential care home, the home must meet the approval requirements, and the provider must be registered in category 6.

Organisations can apply to the Commission for approval of a home as part of the registration process. However, we will not approve the home unless the provider is registered in category 6.

A registered provider can also apply for approval of a new home at any time during its registration.

## 4.1 Approval requirements

To be approved, the home must meet the definition of a residential care home. The building or buildings of the home must:

- be permanent
- suitable to be used as a home
- meet all related building codes, standards and laws
- not go over the maximum occupancy or any restrictions on the numbers of residents during the provider's registration.

If the organisation, person or registered provider does not own the building or buildings, the owner needs to agree for it to be used as a home.

If approved, registered providers need to make sure an approved home:

- is kept in a good state
- meets all related building codes, standards and laws
- does not go over the maximum occupancy during the provider's registration.

## **4.2 Decision to approve the home**

If the Commission approves the home, we will decide the total number of beds covered by the approval.

Approved residential care homes do not need to be re-approved as part of the registration renewal process, or if the home is transferred to another registered provider.

A registered provider can apply to the Commission to remove or add an approved home to their registration. They can also apply to vary the total number of beds of an approved home, or to revoke the approval of a home.

The Commission can vary the total number of beds of a home. If the home is no longer suitable to be used for residential care, we may revoke approval. The Commission follows procedural fairness before deciding to revoke approval of a home.

If we decide to refuse, vary or revoke approval of a home, this is a reviewable decision. An organisation, person or provider can apply for reconsideration of a reviewable decision.



# 5

## Renewing registration

Providers need to apply to the Commission to renew their registration to keep delivering aged care services.

We assess the provider against the [registration requirements](#) to decide whether to renew the registration.

### 5.1 Invitation to renew registration

We start the registration renewal process before the provider's registration expires. We invite the provider to renew their registration and give them a deadline for completing their registration renewal application form.

The invitation to renew can be given up to 18 months before the end of the registration period. The timing of the invitation depends on:

- the size of the provider
- the current and any proposed registration categories of the provider
- whether the provider needs an audit against the Quality Standards.

### 5.2 Quality Standards audit

We do an audit of providers renewing their registration in categories 4, 5 or 6, or applying to extend their registration to category 4, 5 or 6. The renewal audit informs the registration decision. It helps us to understand if the provider can conform with the related Quality Standards.

We do this by collecting evidence from the provider to assess if they have good governance, systems and processes in place. We observe and speak with older people and the workers delivering aged care services to confirm the provider's systems and processes.

You can find more information about Audit here:

- [Registration audit guide](#)
- [Renewal of registration audit guide](#)
- [Variation of registration audit guide](#)



## 5.3 Provider application process

A provider can apply to the Commission to renew their registration by completing a Registration renewal application form.

Through the application process we need certain information to decide whether to renew the provider's registration, and in which categories.

**A provider's registration will end if they do not submit their renewal application before the end of their registration period.**

If this happens, the provider still needs to meet the conditions of registration for stopping services to an older person. For example, they must tell the Commission and have a plan to manage continuity of care for people receiving aged care services.

The [Cost Recovery Implementation Statement \(CRIS\) 2025–26](#) outlines any application fees to be paid when applying for registration renewal. If application fees apply, we do not have to accept the application if the correct fee has not been paid.

## 5.4 Assessment of registration requirements

The Commission assesses the information in the application form against the [registration requirements](#) to decide whether to renew the provider's registration. As part of the assessment, we also consider the outcome of an audit and any other information and intelligence we have gathered or received during the provider's registration. This includes:

- routine reporting
- notifications
- information from complaints
- the outcomes of any risk-based monitoring or our compliance actions.

## 5.5 Decision to renew registration

When we decide to renew registration, we set the categories the provider is registered in and the new registration period.

When the Commission decides to renew the registration of a provider, they will usually be registered for 3 years. This is unless we identify a risk that means a shorter period of registration is needed to manage that risk.

The provider's registration depends on them continuing to meet the obligations and conditions of registration.

## **5.6 Decision to refuse renewing registration**

The Commission follows procedural fairness before deciding to refuse renewal of registration.

We may move providers to a heightened supervision status if we decide to refuse renewal of registration. We will work with the provider to manage complex risks and protect the safety and ongoing care for older people. We will focus on making sure the provider manages continuity of care to people receiving aged care services.

A decision to refuse a provider's registration is a reviewable decision. A provider can apply for a reviewable decision to be reconsidered.



# 6 Changes the Commission can make to a provider's registration

How the Commission regulates providers is based on the level of risk to older people. We focus on preventing harm and acting quickly to fix issues. This protects and improves the safety, health, wellbeing and quality of life of older people.

We use active or heightened supervision and enforcement actions when:

- a provider's non-compliance is serious, service wide or has caused serious harm to older people
- a provider has not tried or is unable to reduce risks to older people
- a provider is no longer suitable to provide aged care services.

This holds registered providers to account and protects older people.

We can [change](#) or [suspend](#) a provider's registration to respond to risks in these situations or if it is appropriate to do so.

We will consider [revoking](#) a provider's registration if their non-compliance is serious or they are no longer suitable to deliver aged care services.

We may also stop or restrict a provider from being involved in aged care by making a banning order. We can ban them permanently or for a set period. We can ban them from delivering any aged care services or stop them from delivering specific types of services. A banning order can also have conditions. You can find further information in our Banning Orders Policy.

The Commission will follow procedural fairness processes if we are considering:

- varying, suspending or revoking a provider's registration
- making a banning order.

However, we may not follow procedural fairness if there is an immediate and severe risk to the safety, health or well-being of people receiving care. This only applies to these decisions:

- varying a provider's registration by adding, changing or removing a condition of registration
- making a banning order.

Some of our decisions to vary, suspend or revoke a provider's registration are reviewable decisions. A provider can apply for a reviewable decision to be reconsidered.

Our [Compliance and Enforcement Policy](#) contains more information about Commission-initiated variations, suspensions and revocations, as well as banning orders.

### 6.1 Varying registration

The Commission can vary or change a provider's registration to:

- add a new condition of their registration
- change or revoke a condition of their registration, for example, where a provider has taken action to respond to a risk
- remove a particular registration category from their registration
- reduce or extend the registration period
- remove one of their approved residential care homes from their registration.

We only vary the registration of a registered provider if it is appropriate.

Providers are likely to be under active or heightened supervision, and being case managed if our variation includes:

- adding a new condition to their registration
- removing the provider from a registration category
- reducing their registration period.

## **6.2 Suspending registration**

If we suspend a provider's registration, Australian Government-funding will stop while their registration is suspended. The provider still needs to comply with their obligations if registration is suspended.

The Commission may suspend a provider's registration to address non-compliant conduct or other inappropriate practices. Suspension is a protective measure we may take if a provider has contravened (broken) a law or where a provider has faced other compliance action. We may suspend registration alongside other compliance or enforcement actions. We may also use it to escalate our response. For example, we may suspend a registration first and then follow this by revoking it.

Suspending a provider's registration can have serious consequences for older people and aged care workers as well as the provider. We balance these considerations with the need to stop harm to people receiving aged care.

We may suspend a provider's registration if:

- the provider has contravened, is contravening, or is planning to contravene the Aged Care Act
- the provider's registration application had false or misleading information
- the provider is insolvent and under administration
- the provider is no longer suitable to deliver aged care services
- the provider's responsible persons are no longer suitable to be involved in the delivery of aged care services.

## **6.3 Revoking a provider's registration**

We may revoke a provider's registration if:

- the provider has contravened, is contravening, or is planning to contravene the Aged Care Act
- the provider's registration application had false or misleading information
- the provider is insolvent and under administration
- the provider is no longer suitable to deliver aged care services
- the provider's responsible persons are no longer suitable to be involved in the delivery of aged care services.

If we revoke registration, this ends the provider's registration. The provider can no longer provide funded aged care services.

The Commission is cautious about revoking a provider's registration. It is a severe response, and it can have a harmful effect on people receiving aged care and aged care workers. We look at whether other compliance and enforcement tools could achieve a similar result without the same effect on older persons.

## Provider Registration Policy

Revoking a provider's registration is an appropriate tool if:

- we have already used other enforcement action, such as a suspending registration
- the provider continues to fail to properly address any concerns or fix their non-compliance.

Registered providers may need to agree to certain things if we are considering revoking their registration. This includes appointing an adviser who has the right qualifications, skills or experience to help the provider meet their obligations.

If the provider does not agree, we will revoke their registration.



# 7 Changes a provider can request to their registration

A registered provider can ask the Commission to **vary** its registration. The provider can ask to:

- register in a new registration category
- remove a registration category
- add or remove an approved residential care home from its registration
- vary or revoke a condition of registration added by the Commission.

A registered provider can also ask the Commission to **suspend** or **revoke** its registration.

Providers need to make requests to vary, suspend or revoke their registration in an approved form. The form needs to include all the information asked for and include the correct fee.

We will consider the information in the request and decide whether it is appropriate to vary, suspend or revoke the registration.

When deciding whether to remove a category or approved residential care home, or to suspend or revoke a provider's registration, we look at what arrangements there are to make sure people receiving care have continuity of care.

We may add a new [condition of registration](#) to respond to a provider requested variation. This helps to manage any potential risks because of the change.

If we refuse to vary, suspend or revoke a registration, this is a reviewable decision. A provider can apply for a reviewable decision to be reconsidered.

## 7.1 Registration in a new category

If the provider wants to extend their registration to a new registration category, we consider the registration category specific requirements for each new category they are applying for.

Providers asking for registration in categories 4-6, may need to have an audit against the [Quality Standards](#).

You can find more information about Audit here:

- [Registration audit guide](#)
- [Renewal of registration audit guide](#)
- [Variation of registration audit guide](#)



# 8 The Provider Register

The Commission is responsible for setting up and maintaining a Provider Register.

The Provider Register makes the registration details and status of registered providers transparent. The Provider Register will contain details such as:

- the name and address of the provider
- the period of registration
- the registration categories
- whether the registration is current or is suspended
- and any specific conditions of registration.

Registered providers can view information about their registration in the Provider Register through the Provider Portal. This can help them to manage their registration, as well as making sure that we have up-to-date information.

The Provider Register will also record these details for former registered providers.

## 8.1 Maintaining the Provider Register

We add registration information to the Provider Register when we register an organisation or person as a provider. We update the Provider Register when we make decisions about registration. This includes renewing, varying, suspending or revoking a registration, and approving or revoking residential care homes.

We also update the Provider Register when providers let us know about registration changes through Change in circumstance notifications. This includes where the provider has changed the service types they plan to deliver.

## 8.2 Publishing the Provider Register

We publish information from the Provider Register on our website to make the registration process transparent. This makes it clear to the public which providers are registered to deliver aged care services.

View the Provider Register on our website.





*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.*

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