Sector readiness plan

This plan gives an overview of the resources the Commission will publish to help the aged care sector prepare for the new *Aged Care Act*.

The resources being developed by the Commission aim to:

• provide information to older people, workers, providers, other stakeholders in the sector and the wider community as soon as it is practicably available.
• make information and products easy to find and navigate, noting the volume and complexity of information that will be available to the sector from the Commission and others.
• ensure as wide a reach of information and products as possible, by providing key information in a range of formats and spotlighting it at different times.
• support diverse audiences by producing tailored resources for First Nations and culturally and linguistically diverse providers, workers and older people.

Updated June 2025

Please note that information (including dates) in this plan may change. Please refer to the monthly Quality Bulletin and our website to keep up to date.

January

Strengthened Quality Standards
✔ Updated provider guidance published in the Digital Guidance Tool. ●
✔ Introductory videos published on the Commission website and YouTube channel. ● ● ●

Infection prevention and control
✔ E-learning modules available on the Commission's online learning platform, Alis, for workers and managers including outbreak management templates and documents. ● ●

Legend
● For older people
● For providers
● For workers
● For First Nations providers, workers and older people

February

Financial and Prudential Standards
✔ Commission sector webinar and presentation slides – **18 February**. ●
✔ Financial and Prudential Standards guidance materials published. ●

Strengthened Quality Standards
✔ Video on Standards 1–3 published. ● ● ●
✔ Conversation cards published for providers and older people to support understanding of the role of the Strengthened Quality Standards in the provision of aged care. ● ●
✔ Worker, governing body and provider guidance with home care service context considerations published. ● ●

Food, nutrition and dining
✔ E-learning modules available on Alis about dementia and choice for workers and managers. ● ●

New *Aged Care Act*
✔ Targeted resources for First Nations audiences on the role of the Commission and rights of older people in aged care. ●

Provider registration
✔ Commission Provider registration policy information published. ●

March

Strengthened Quality Standards
✔ Commission sector webinar, presentation slides and resources – **18 March**. ●
✔ E-learning modules available on Alis for workers and managers deepening understanding of the strengthened quality standards through case studies. ●
✔ New live learning sessions launched to explore implementing the Standards in practice. ● ●
✔ Videos on Standards 4–5 published. ●
✔ First Nations workplace posters on Standard 1 (The individual), Standard 2 (The organisation), Standard 3 (The care and services), Standard 4 (The environment), Standard 5 (Clinical care), Standard 6 (Food and Nutrition) and Standard 7 (The residential community). ● ●

Worker regulation
✔ Updated materials published about the Code of Conduct. ●

Complaints handling
✔ Complaints handling checklist published about the steps to take when responding to feedback or complaints. ● ●

New *Aged Care Act*
✔ Targeted resources for older people from diverse backgrounds. ●
✔ First Nations toolkit published with key resources, messages and links. ●

Australian Government
Aged Care Quality and Safety Commission

April	**May**	**June**

April

Provider Registration

✔ Commission sector webinar and presentation slides – **15 April**. ●

✔ Provider Handbook published in Digital Guidance tool. ●

✔ Videos published explaining the registration process. ●

  – Becoming a registered provider and renewing your registration video. ●

  – Changing, suspending and revoking provider registration video. ●

Strengthened Quality Standards

✔ Launch of strengthened Quality Standards Resource Centre.

✔ Videos published on Standards 6–7. ● ● ●

New Aged Care Act

✔ Resources for providers and workers about providing aged care to First Nations older people.

  – Explaining aged care and your rights community poster. ●

  – Culturally safe care is your right – and our responsibility video. ●

  – Person-centred care is good aged care video. ●

  – Quality aged care for mob is about family, community and culture video. ●

  – Sharing language is sharing culture video. ●

May

Compliance and Enforcement

✔ Commission sector webinar and presentation slides – **20 May**. ●

✔ Provider supervision webpage and video launched. ●

✔ Provider supervision case studies published exploring how we use intelligence and our approach to managing risk. ●

✔ Video outlining how we will manage non-compliance with new and changed obligations in the early day of the new Aged Care Act. ●

Complaints handling

✔ Video developed explaining the Commission's processes and expectations when we receive a complaint (under consultation). ● ● ●

Audit

✔ E-learning module on the audit process available through Alis. ● ●

Strengthened Quality Standards

✔ Draft Audit Evidence Collection Tools for providers applying to be registered for the first time, renew their registration or vary their registration. ●

✔ Draft Care Delivery Evidence Collection Tool for providers renewing their registration depending on service type:

  – Care Delivery Evidence Collection Tool – Care delivery location (Category 4 & 5) ●

  – Care Delivery Evidence Collection Tool – Residential (Category 6). ●

✔ Case study activity pack for residential services. ● ●

June

Strengthened Quality Standards

• Updated E-learning modules available in Alis exploring the Standards. ● ●

• Case study activity pack for home care services. ● ●

Financial and Prudential Standards

• Fact sheet published for older people explaining the Financial and Prudential Standards. ●

• Educational materials for providers published. ● ●

Audit

• New recorded live learning session on the regulatory landscape. ● ●

• Training resources published to support providers to educate their staff. ● ●

Complaints handling

• Fact sheets published about rights-based and person-centred complaints handling. ● ●

• Video published explaining the Commission's processes and expectations when we receive a complaint. ● ● ●

Provider Registration

• Provider Registration Forms Guidance published. ●

• Resources for First Nations providers. ●

• Map of provider obligations by category published. ●

Compliance and Enforcement

• Commission compliance and enforcement policy information published. ●