

Sector readiness plan by topic

November 2025

This document gives an overview of the sector readiness resources published by the Commission between January and November 2025 – organised by topic – to help the aged care sector understand the new Aged Care Act. Updated and new resources are listed with a purple tick.

Legend

- For older people
- For providers
- For workers
- For First Nations providers, workers and older people

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

Please refer to the monthly [Quality Bulletin](#) and our [website](#) to keep up to date.

Policies overview

Updated

- ✓ [Complaints Handling Policy](#). ●
- ✓ [Compliance and Enforcement Policy](#). ●
- ✓ [Provider Registration Policy](#). ●
- ✓ [Provider Supervision Model](#). ●
- ✓ [Managing Whistleblowers Disclosure Policy](#). ●
- ✓ [Managing Worker Risk Policy](#). ●

Provider Registration

Under the new Aged Care Act, all providers delivering government-funded aged care services will need to be registered by the Commission.

Updated

- ✓ Care Delivery Evidence Collection Tool for providers renewing their registration depending on service type:
 - [Care Delivery Evidence Collection Tool – Care delivery location \(Category 4 and 5\)](#). ●
 - [Care Delivery Evidence Collection Tool – Residential \(Category 6\)](#). ●
- ✓ [Provider Registration Policy](#) explaining our process and principles. ●

New

- ✓ Information on [Provider registration](#). ●
- ✓ [Provider registration forms](#) to find and submit an application, request and notification. ●
- ✓ [Fee waiver eligibility form](#) to request to waive the fees that apply to registration and variation. ●
- ✓ [Registration guidance](#) with information to consider when you are completing an application or submitting a request. ●
- ✓ Information for [Digital Platform Operators](#) including a [Digital platform operator notification form](#). ●

Existing

- ✓ Provider registration and renewal in practice [sector webinar](#) and [presentation slides](#) – 15 April. ●
- ✓ [Provider handbook](#) giving an overview on provider obligations. ●
- ✓ Becoming a registered provider and renewing your registration [video](#). ●
- ✓ Changing, suspending and revoking provider registration [video](#). ●
- ✓ [Guidance](#) and [Regulatory Bulletin](#) with information about associated providers. ●

Cost recovery

- ✓ [Public consultation summary report](#) on the proposed new charging arrangements and fees for providers. ●
- ✓ [Fact sheet](#) explaining fees for providers. ●
- ✓ [Cost Recovery Implementation Statement](#) - for provider registration, renewal of registration and provider-initiated variations to registration. ●
- ✓ [Guide and scenarios](#) explaining fees for providers and [Fee calculators](#). ●

Audit

From 1 November 2025, providers will be audited when they apply for registration, renewal or variation of registration.

Updated

- ✓ [Alis e-learning module](#) for workers and providers about the audit process. ●●
- ✓ Audit guides for providers:
 - [applying to be registered](#) for the first time ●
 - [renewing their registration](#) ●
 - [varying their registration](#). ●

Existing

- ✓ [Recorded live learning session](#) about the regulatory landscape, highlighting registration conditions and obligations for registered providers. ●●
- ✓ Standard audit meeting agendas to support a consistent and transparent approach to conducting meetings during an audit:
 - [Standard audit initiation meeting agenda](#) ●
 - [Standard governing body meeting agenda](#) ●
 - [Standard senior management meeting agenda](#) ●
 - [Standard opening meeting agenda](#) ●
 - [Standard entry meeting agenda](#) ●
 - [Standard closing meeting agenda](#). ●
- ✓ Audit evidence collection tools for providers:
 - [applying to be registered for the first time](#) ●
 - [renewing their registration](#) ●
 - [vary their registration](#). ●
- ✓ [Pre-audit readiness checklist](#) for providers to help prepare for the audit process. ●

Compliance and Enforcement

How we will assess and monitor and enforce provider compliance under the new Act.

Updated

- ✓ Our [Procedural fairness and the Aged Care Code of Conduct fact sheet](#) explains how we make fair decisions. ●●
- ✓ The [Banning orders register](#). ●●●
- ✓ Information about how we manage [compliance and enforcement](#), including the [Compliance and Enforcement Policy](#).

Existing

- ✓ Compliance and enforcement [sector webinar](#) and [presentation slides](#) – 20 May. ●
- ✓ Provider supervision [webpage](#) and [video](#) explaining what it means for you. ●
- ✓ Provider supervision [case studies](#) 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. ●
- ✓ The [provider supervision model](#) explains how our regulatory functions work together to detect, assess, and respond to provider risk to protect older people receiving aged care. ●
- ✓ [Application](#) to vary or revoke a banning order or a condition of a banning order ●

Serious Incident Response Scheme (SIRS)

Updated

- ✓ SIRS Reportable Incidents - [Neglect web page](#) explaining neglect and how to respond. ●
- ✓ [Reportable incidents workflow](#) with steps to take when an incident occurs. ●

New

- ✓ Reportable incidents and SIRS – a [quick guide](#) to changes from 1 Nov 2025. ●



Clinical

Food, Nutrition and Dining, and Infection Prevention and Control (IPC) are the key focus of some of our new clinical education materials.

Updated

- ✓ [Alis learning modules](#) relating to infection prevention and control in aged care.

Existing

- ✓ [Alis e-learning modules](#):
 - about dementia and choice for workers and managers ●●
 - about IPC including outbreak management templates and documents. ●●
- ✓ [Food Focus Group Toolkit](#): Support for providers (including practical advice and resources) to help implement a Food Focus Group in their service. ●
- ✓ Antimicrobial stewardship (AMS) and quality improvement for aged care leaders [online learning program](#). ●

Rights and regulation

Updated

- ✓ Resources relating to the [Aged Care Code of Conduct](#) including provider guidance, videos, posters and online learning. ●

New

- ✓ Videos explaining the Statement of Rights for [older people](#) and for [registered providers and their workers](#). ●●●

Existing

- ✓ Working in Aged Care – an overview of rights and regulation [online learning program](#). ●●
- ✓ Information about [whistleblowers](#) including the [Managing Whistleblower Disclosures Policy](#). ●●●

Financial and Prudential Standards

Resources to explain the new financial and prudential requirements providers must meet.

New

- ✓ An [Evaluated MLA notification form](#) for providers to notify the Commission if they are electing to maintain an evaluated minimum liquidity amount
- ✓ Videos which provide an overview of:
 - [Liquidity Standard](#) ●
 - [Investment Standard](#) ●
 - [Financial and Prudential Management Standard](#). ●

Existing

- ✓ Understanding the new Financial and Prudential Standards [sector webinar](#) and [presentation slides](#) – 18 February. ●
- ✓ [Public consultation summary report](#) on the new Financial and Prudential Standards. ●
- ✓ [Fact sheet](#) for older people explaining the Financial and Prudential Standards. ●
- ✓ Final exposure draft of the [Aged Care Financial and Prudential Standards](#). ●
- ✓ Overview [video](#) giving a summary of the new Financial and Prudential Standards. ●
- ✓ [Guidance document](#) explaining the new Financial and Prudential Standards. ●
- ✓ Fact sheets explaining key requirements of:
 - [Investment Standard](#) ●
 - [Liquidity Standard](#) ●
 - [Financial and Prudential Management Standard](#). ●
- ✓ [Liquidity calculator](#) for registered providers. ●

Complaints handling

A new rights-based and person-centric regulatory model brings more transparency and accountability to the complaints handling process.

Updated

- ✓ The [Do you have a concern or complaint? poster](#) that explains how to make a complaint about aged care. ● ●
- ✓ [How we regulate aged care workers' behaviour for your wellbeing and safety](#) fact sheet. ●
- ✓ A [complaints handling checklist](#) about the steps to take when responding to feedback or complaints. ● ●
- ✓ [Better practice guide to complaints handling in aged care services](#). ● ●
- ✓ Information about how we handle [complaints and feedback](#), including the [Complaints Handling Policy](#). ●
- ✓ [Open disclosure poster and fact sheet](#) that explains what it is, when providers must use it, and what older people can expect. ●
- ✓ The [Top tips for registered providers: Building a strong complaints system fact sheet](#). ●

New

- ✓ A [video](#) that outlines the Commission's complaints handling process. ●

Existing

- ✓ [What is Open Disclosure video](#), explaining the process and what older people can expect from their registered provider. ●
- ✓ The [Asking for a review of a complaint decision](#) fact sheet explains how you can ask for a review of our decision about your complaint or make a complaint about our service. ●
- ✓ The Commission's complaints handling process [video](#). ●

Strengthened Quality Standards

The Quality Standards have been strengthened as part of the new Act, to better define what good care looks like.

Updated

- ✓ [e-Learning modules](#) exploring and deepening understanding of the Standards through case studies. ●
- ✓ Introductory videos and New Quality Standard video series explaining each standard in a separate video available on the Commission's website and [YouTube channel](#). ● ● ●

Existing

- ✓ Updated [Worker, governing body and provider guidance](#) with home care service context considerations published in the Digital Guidance Tool. ●
- ✓ [Quality Standards Resource Centre](#) to enhance understanding of the new standards. ●
- ✓ Bringing the strengthened Quality Standards to life [sector webinar](#), [presentation slides](#) and resources – 18 March. ●
- ✓ Case study activity pack for:
 - [residential services](#) ●
 - [home care services](#). ●
- ✓ [Live learning sessions](#) to explore implementing the Standards in practice. ● ●
- ✓ [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. ● ● ●
- ✓ Provider fact sheets:
 - [Quick Reference Guide](#) ●
 - [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](#) ●
 - [Standard 7: The residential community](#). ●
- ✓ Older person fact sheets:
 - [Understanding the strengthened Quality Standards](#) ●
 - [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](#) ●
 - [Standard 7: The residential community](#). ●

- ✓ [e-learning modules](#) exploring some of the topics in the strengthened Quality Standards including trauma aware and healing informed care, culturally safe care, goals of care and continuous improvement. ● ●



New Aged Care Act for diverse audiences

The new Aged Care Act puts older people at the centre of aged care. The below resources were created for diverse audiences to create awareness about rights for older people and culturally appropriate aged care.

- ✓ Targeted [resources for First Nations audiences](#) on the role of the Commission and rights of older people in aged care. ●
- ✓ Targeted [resources for older people from diverse backgrounds](#) to help them understand their rights to quality, safe aged care and the upcoming changes. ●
- ✓ [First Nations toolkit](#) with key resources, messages and links. ●
- ✓ [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. ●
- ✓ First Nations workplace posters explaining the strengthened Quality Standards:
 - [Standard 1 The individual](#) ●
 - [Standard 2 The organisation](#) ●
 - [Standard 3 Care and services](#) ●
 - [Standard 4 The environment](#) ●
 - [Standard 5 Clinical care](#) ●
 - [Standard 6 Food and nutrition](#) ●
 - [Standard 7 The Residential community](#). ●
- ✓ [Your rights in aged care](#) animation. ●
- ✓ [Digital flipchart](#) to guide conversations between providers/workers and older people about aged care. ●
- ✓ [Toolkit](#) with an overview of resources designed for First Nations stakeholders including providers, workers and others involved in providing aged care services for First Nations people. ●

We continue to add resources and information to help providers, workers and older people understand the new Aged Care Act. Visit our [website](#) to stay up to date.

agedcarequality.gov.au

