

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 April 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 ●



April

Provider Registration

- Commission sector webinar – **15 April.** ●
- Provider Handbook published in Digital Guidance tool. ●
- Provider Registration Guidance published in Digital Guidance tool. ●
- Videos published explaining the registration process. ●
- Map of provider obligations by category published. ●
- Resources for First Nations providers. ●

Strengthened Quality Standards

- Video published on Standards 6–7. ●●●



May

Compliance and Enforcement

- Commission sector webinar – **20 May.** ●
- Commission compliance and enforcement policy information published. ●
- Provider supervision webpage and videos launched. ●
- Enforcement case studies published exploring how we use intelligence and our approach to resolving incidents. ●

Complaints handling

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

Audit

- New recorded live learning session on the regulatory landscape and E-learning module on the audit process available through Alis. ●●

June

Ready to go

- Two Commission sector webinars to recap key aspects of the reforms and provider obligations under the new *Aged Care Act.* ●

Strengthened Quality Standards

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

Financial and Prudential Standards

- Fact sheets published for older people explaining the Financial and Prudential Standards. ●
- Educational materials for providers, including videos, factsheets and posters published. ●●

Audit

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

Complaints handling

- Video published about rights-based and person-centred complaints handling. ●●