Aged Care Act 2024
resources overview

December 2025

This document gives an overview of the resources published by the Commission to help the aged care sector understand the new Aged Care Act.

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

The resources developed by the Commission aim to:

- provide information to older people, workers, providers, other stakeholders in the sector and the wider community about key topics under the new Aged Care Act
- 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 f or 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

- ✔ 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 need to be registered by the Commission.

Information

- ✔ Information on Provider registration. ●
- ✔ Information on Changes to the number of available beds. ●
- ✔ Provider handbook giving an overview on provider obligations. ●
- ✔ Provider Registration Policy explaining our process and principles. ●
- ✔ Provider registration and renewal in practice sector webinar and presentation slides – 15 April. ●
- ✔ 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. ●
- ✔ Information for Digital Platform Operators including a Digital platform operator notification form. ●

Forms and tools

- ✔ Registration guidance with information to consider when you are completing an application or submitting a request. ●
- ✔ 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. ●
- ✔ 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). ●

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

Under the new Aged Care Act, providers will be audited when they apply for registration, renewal or variation of registration.

Information

✔ Pre-audit readiness checklist for providers to help prepare for the audit process. ●

✔ Audit guides for providers:
  – applying to be registered for the first time ●
  – renewing their registration ●
  – varying their registration. ●

Tools

✔ Audit evidence collection tools for providers:
  – applying to be registered for the first time ●
  – renewing their registration ●
  – vary their registration. ●

✔ 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. ●

Learning

✔ Alis e-learning module for workers and providers about the audit process. ● ●

✔ Recorded live learning session about the regulatory landscape, highlighting registration conditions and obligations for registered providers. ● ●

Compliance and Enforcement

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

Information

✔ Information about how we manage compliance and enforcement, including the Compliance and Enforcement Policy. ●

✔ Our Procedural fairness and the Aged Care Code of Conduct fact sheet explains how we make fair decisions. ● ●

✔ 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. ●

✔ The Provider register lists providers' regulatory histories. ● ●

✔ Information about the Banning orders register. ● ● ●

✔ Compliance and enforcement sector webinar and presentation slides – 20 May. ●

Forms

✔ Application to vary or revoke a banning order or a condition of a banning order ●

Serious Incident Response Scheme (SIRS)

Information

✔ SIRS Reportable Incidents - Neglect web page explaining neglect and how to respond. ●

✔ Reportable incidents and SIRS – a quick guide to changes from 1 Nov 2025. ●

Tools

✔ Reportable incidents workflow with steps to take when an incident occurs. ●

Learning

✔ e-Learning modules providing an introduction to incident management systems. ●

✔ e-Learning modules about using incident management systems. ●

Clinical

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

Tools

✔ Food Focus Group Toolkit: Support for providers (including practical advice and resources) to help implement a Food Focus Group in their service. ●

Learning

✔ Alis learning modules relating to infection prevention and control in aged care. ●

✔ Alis e-learning modules:
  – about dementia and choice for workers and managers ●●
  – about IPC including outbreak management templates and documents. ●●

✔ Antimicrobial stewardship (AMS) and quality improvement for aged care leaders online learning program. ●

Rights and regulation

Information

✔ Videos explaining the Statement of Rights for older people and for registered providers and their workers. ●●●

✔ Information about whistleblowers including the Managing Whistleblower Disclosures Policy. ●●●

✔ Resources relating to the Aged Care Code of Conduct including provider guidance, videos, posters and online learning. ●

✔ General notice of collection explains how we may collect, use, and disclose personal information as part of our legislative functions. ●●●

Learning

✔ Working in Aged Care – an overview of rights and regulation online learning program. ●●

Financial and Prudential Standards

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

Information

✔ Final exposure draft of the Aged Care Financial and Prudential Standards. ●

✔ Public consultation summary report on the new Financial and Prudential Standards. ●

✔ Fact sheets explaining key requirements of:
  – Investment Standard ●
  – Liquidity Standard ●
  – Financial and Prudential Management Standard. ●

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

✔ Overview video giving a summary of the new Financial and Prudential Standards. ●

✔ Videos which provide an overview of:
  – Liquidity Standard ●
  – Investment Standard ●
  – Financial and Prudential Management Standard. ●

✔ Understanding the new Financial and Prudential Standards sector webinar and presentation slides – 18 February. ●

✔ Aged care financial reporting calendar details due dates and auditing requirement for reports. ●

✔ Poster summarising permitted and non permitted uses of refundable deposits. ●

Forms and tools

✔ Guidance document explaining the new Financial and Prudential Standards. ●

✔ Liquidity calculator for registered providers. ●

✔ An Evaluated MLA notification form for providers to notify the Commission if they are electing to maintain an evaluated minimum liquidity amount.

Complaints handling

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

Information

✔ Video introducing the Aged Care Complaints Commissioner and explaining rights-based complaints handling.

✔ Information about how we handle complaints and feedback, including the Complaints Handling Policy. ●

✔ Better practice guide to complaints handling in aged care services. ● ●

✔ The Top tips for registered providers: Building a strong complaints system fact sheet. ●

✔ A video that outlines the Commission's complaints handling process. ●

✔ Do you have a concern or complaint? poster and brochure that explain how to raise a concern about aged care. ● ●

✔ How we regulate aged care workers' behaviour for your wellbeing and safety fact sheet. ●

✔ Open disclosure poster and fact sheet that explains what it is, when providers must use it, and what older people can expect. ●

✔ 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. ●

Tools

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

Provider governance

Information

✔ Quality care advisory body fact sheet explains obligations for quality care advisory bodies. ●

✔ Membership of governing bodies fact sheet explains governing body membership requirements. ●

✔ Provider governance checklist provides a way to identify which governance obligations apply to your registration category. ●

Strengthened Quality Standards

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

Information

✔ Introductory videos and New Quality Standard video series explaining each standard in a separate video available on the Commission's website and YouTube channel. ● ●

✔ Bringing the strengthened Quality Standards to life sector webinar, presentation slides and resources – 18 March. ●

✔ 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. ●

Forms and tools

✔ Quality Standards Resource Centre to enhance understanding of the new standards. ●

✔ Updated Worker, governing body and provider guidance with home care service context considerations published in the Digital Guidance Tool. ●

✔ Case study activity pack for:
 – residential services ●
 – home care services. ●

✔ 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. ● ● ●

Learning

✔ e-Learning modules exploring and deepening understanding of the Standards through case studies. ●

✔ Live learning sessions to explore implementing the Standards in practice. ● ●

✔ 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 for diverse audiences help to create awareness about rights for older people and culturally appropriate aged care.

Information

✔ 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. ●

✔ 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. ●

Tools

✔ First Nations toolkit with key resources, messages and links. ●

✔ 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