



Australian Government
Department of Health and Aged Care



New regulatory model for aged care

Unpacking the new model for providers



Aged Care Regulatory Model

We are introducing a new aged care regulatory model as part of the new Aged Care Act. The new model will emphasise stronger working relationships, transparency and collaboration across the aged care sector.

The new regulatory model introduces more protections and places the rights and needs of older people at the centre of aged care. The new model promotes care that is safe and high quality, which meets the needs of older people.

It will introduce:

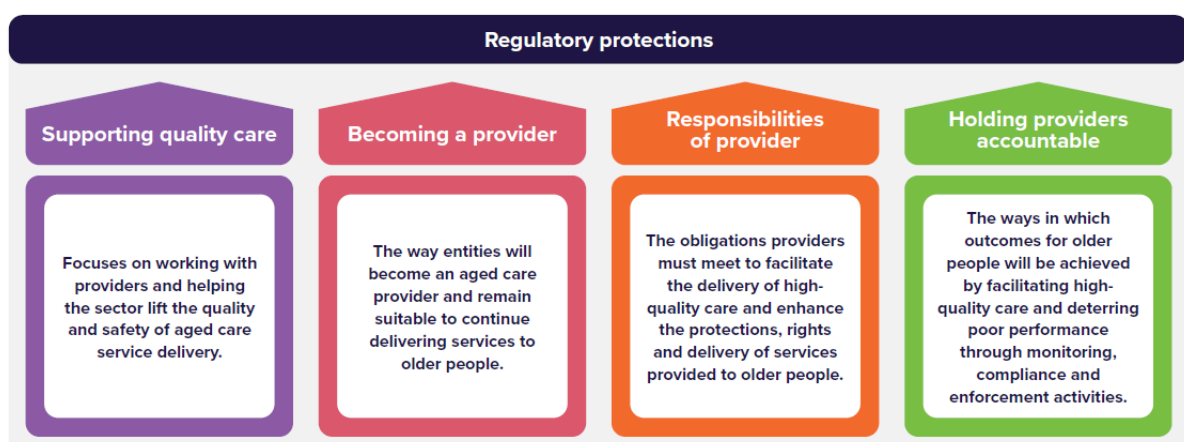
- universal registration – a single registration for each provider across all aged care programs
- obligations that reflect the types of services you deliver
- ways for providers to demonstrate and be recognised for excellence in aged care service delivery.

The new regulatory model will make it easier for providers to operate across multiple aged care programs by:

- simplifying the requirements for entry to deliver different service types
- clearly articulating the obligations that are associated with those service types.

It will also encourage you to keep improving the quality and safety of your services, with the right resources to support you and your workers.

Framework of the new regulatory model



We will provide information and resources to help you:

- understand what is required to become a registered provider
- understand your obligations to provide high-quality care and services that protect older people and their rights
- be accountable to the [Aged Care Quality and Safety Commission](#) (the Commission) for the quality of care you deliver.

The Commission will work with you and make sure you're meeting your obligations using the new regulatory model and other regulatory tools.

Find the latest information on the new regulatory model at health.gov.au/regulatory-model.

New Aged Care Act

The Australian Government is changing aged care laws to put the rights and needs of older people first.

The new Act will:

- change the way services are delivered to older people in their homes, aged care homes and the community
- introduce laws to make sure all aged care services are safe and people are treated with respect and have the quality of life they deserve
- include new Quality Standards to drive continuous improvement and high-quality care
- introduce stronger regulatory powers to protect people from harm
- make things clearer for everyone connected to the aged care system.

The new Act will include a Statement of Rights and a Statement of Principles. These will guide the actions, behaviours and decision-making of aged care organisations, providers and workers. These obligations will ensure that older people and their needs remain at the centre of the new system, with a positive duty for providers to uphold those rights.

Find more information on the [new Aged Care Act](#).

Registration

The new regulatory model will introduce universal provider registration – a single registration for each provider across all aged care programs.

If you currently deliver multiple programs (such as home care and residential aged care), you will only need to register once under the new regulatory model. This includes if you are registered to deliver services in multiple registration categories.

This will:

- mean one set of consolidated obligations specific to each registered provider
- reduce unnecessary administrative burden related to the current accreditation process
- improve regulatory oversight
- improve transparency of which providers are operating in the sector and how they are working.

The new registration process will apply to all providers delivering Government-funded aged care, including:

- [residential aged care services](#)
- [Commonwealth Home Support Programme \(CHSP\)](#)
- [Home Care Packages Program](#)
- [Short-Term Restorative Care Programme](#)
- [Transition Care Programme](#)
- [Multi-Purpose Services Program](#)
- [National Aboriginal and Torres Strait Islander Flexible Aged Care Program \(NATISFAC\)](#).

This is the first time the CHSP and NATSIFAC programs will be regulated under aged care legislation.

The registration process will start when a new entity seeks to provide Government-funded aged care services.

The Commission will oversee the provider registration and renewal process.

Once registered, the Commission will monitor you to make sure you meet your obligations.

When the [Support at Home program](#) starts, non-corporations such as sole traders and partnerships can register to deliver some Government-funded aged care services. This will support new kinds of business models.

Standard registration renewal will occur every 3 years to ensure a provider's ongoing suitability and capability. The Aged Care Quality and Safety Commission will have the ability to extend or shorten a registration period depending on a provider's compliance history.

Find more information on [registration](#).

Registration of existing providers

We're working to prepare all current government-funded providers for the new Aged Care Act. To make this process simple, the department will move you to registration categories based on the services you deliver or the services as required by your current funding agreement.

Find more information on the [deeming process and provider registration](#).

Categories

There will be 6 registration categories that group service types based on similar care complexity and risk. This means registration requirements and related provider obligations will be linked to these registration categories.

You can register into one or more of the 6 categories relevant to the type of services you provide.

Proposed registration categories

Provider registration category	Description	Service types
Category 1	Home and community services	Domestic assistance Home maintenance and repairs Meals Transport
Category 2	Assistive technology and home modifications	Equipment and products Home adjustments
Category 3	Advisory and support services	Hoarding and squalor assistance Social support and community engagement
Category 4	Personal care and care support in the home or community (including respite)	Allied health and other therapy Personal care Nutrition Therapeutic services for independent living Home or community general respite Care management Restorative care management
Category 5	Nursing and transition care	Nursing care Assistance with transition care
Category 6	Residential care (including respite)	Residential accommodation Residential everyday living Residential services Residential clinical care

Obligations

As an aged care provider, you must meet obligations relevant to your registration category, set out in the new Act. We will give support and resources to help you prepare. This will enable you to deliver seamless services to care recipients as we move to the new regulatory model.

You will have one set of consolidated obligations depending on the registration category or categories you are registered into.

This will streamline engagements between providers and the Commission when services are delivered across multiple program types, such as CHSP and home care.

The government has grouped registration categories and service types according to common characteristics and risks associated in delivery of care.

Some registration conditions will apply to all providers. For example:

- understanding and having systems in place to support the rights of older people receiving aged care services
- continuous improvement
- the Aged Care Code of Conduct
- incident management and complaints.

Find more information on [provider obligations](#).

Providers and workers

The new Act will enforce obligations of aged care providers and workers through:

- streamlined and clarified obligations and registration conditions
 - including that a provider must demonstrate they understand the [Statement of Rights](#)
 - have practices in place to ensure services are not delivered in a way that is incompatible with the rights
- the [Code of Conduct for Aged Care](#)
- strengthened [Aged Care Quality Standards](#)
- new [obligations](#) to show a commitment and capability to continuous improvement towards high-quality care.

Statement of Rights

The new Act will include a Statement of Rights. The statement will:

- put the needs of older people at the centre of the new Act
- outline what older people should expect when they use or receive aged care services funded by the government.

Under the Statement of Rights:

- providers must make sure their actions are consistent and uphold the rights of care recipients
- workers must have the appropriate qualifications, skills and experience to provide services to older people.

Statement of Principles

The new Act will also include a Statement of Principles. This will guide how workers and organisations behave and make decisions to support quality aged care.

Under the Statement of Principles, the aged care system will support workers to:

- be innovative, continuously improve and deliver high-quality care
- participate in provider governance and accountability requirements.

Reporting

Providers, including CHSP and NATSIFAC, will be able to complete their reporting obligations and manage organisational details through the Government Provider Management System (GPMS) themselves.

We will equip providers with relevant education and guidance to support their transition to GPMS.

Service types

When the new Act starts, CHSP, MPS, TCP and NATSIFAC programs will also be referred to as Specialist Aged Care Programs. Specialist Aged Care Programs are government-funded programs where there is an agreement or arrangement, such as a grant, in place to deliver aged care services. These programs provide additional funding and support for individuals who meet the criteria based on a needs assessment.

Support at Home program

The new Support at Home program will bring together a single program of in-home aged care when the new Aged Care Act starts, replacing the:

- Home Care Packages Program
- Short-Term Restorative Care Programme.

The Commonwealth Home Support Programme will transition to the Support at Home program no earlier than 1 July 2027.

Under the new regulatory model, home care provider quality reviews will stop and will be replaced with a new renewal of registration process.

The department will move Support at Home providers to be registered providers through the new regulatory model process.

Commonwealth Home Support Programme (CHSP)

Under the new regulatory model, CHSP providers will, for the first time, come under aged care legislation.

CHSP providers will transition to the Support at Home program no earlier than 1 July 2027. This will allow CHSP providers time to change their business systems and avoid disrupting service delivery to older people.

In the interim (prior to 1 July 2027) CHSP providers will:

- become a Specialist Aged Care Program
- continue to be grant funded.

To deliver services under Specialist Aged Care Programs, providers must:

- be registered through the new regulatory model process
- meet some extra requirements, such as having an agreement with Government to provide those services.

Find out more about [CHSP obligations](#).

Home Care Packages (HCP)

Under the new regulatory model, HCP providers will be registered through the new process.

The government will replace HCP with the Support at Home program when the new Act starts.

Short-term Restorative Care (STRC)

Under the new regulatory model, STRC will be registered through the new process.

The government will replace STRC with the Support at Home program when the new Act starts.

Residential aged care services

Under the new regulatory model, accreditation of residential homes will stop and be replaced with a new renewal of registration process.

Residential aged care providers will be registered through the new regulatory model process.

Permanent residential care places will be allocated to older people directly and not to the residential care home.

Transition Care Programme (TCP)

Under the new regulatory model, TCP providers will be known as registered providers under Specialist Aged Care Programs.

To deliver services under Specialist Aged Care Programs, providers will need to:

- be registered through the new regulatory model process
- meet some extra requirements, such as having an agreement with the relevant State or Territory Government to provide those services.

Multi-Purpose Services (MPS)

Under the new regulatory model, MPS providers will be known as Specialist Aged Care Programs.

To deliver services under Specialist Aged Care Programs, providers will need to:

- be registered through the new regulatory model process
- meet some extra requirements, such as having an agreement with Government to provide those services.

National Aboriginal and Torres Strait Islander Flexible Aged Care (NATSIFAC)

Under the new regulatory model, NATSIFAC providers will, for the first time, come under aged care legislation.

NATSIFAC providers will:

- become a Specialist Aged Care Program
- continue to be grant funded.

This will ensure continuity of care and delivery of quality services for older people under their care.

To deliver services under Specialist Aged Care Programs, providers will need to:

- be registered through the new regulatory model process
- meet some extra requirements, such as having an agreement with Government to provide those services.

We will provide information and training to help providers prepare for the transition. For now, providers can continue to operate as normal.

Glossary

Term	Definition
Continuous improvement	<p>We use the ‘tell us once, use multiple times’ approach to share information across the sector. We will support providers to build their capability and continuously improve their services to deliver high quality care. We will give meaningful, easy to understand information for older people, their families and carers.</p> <p>We will also provide education opportunities and talk to providers about their responsibilities and older people about their rights.</p>
CHSP	Commonwealth Home Support Programme
Deeming	A process we will manage to set up current government-funded providers to become registered providers ahead of Act coming into effect. The department will move you to registration categories based on the services you deliver or the services as required by your current funding agreement.
GPMS	Government Provider Management System
HCP	Home Care Packages
MPS	Multi-Purpose Services
NATSIFAC	National Aboriginal Torres Strait Islander Flexible Aged Care
Obligations	Registered providers must comply obligations as set out in the new Aged Care Act. This includes their required actions and behaviours. Failure to comply with one or more of their obligations result in enforcement action being taken against the provider – for example, penalties, fines or other legal action. Obligations include conditions of registration.
Person-centred	<p>We work with older people and value their wants and expectations. Older people are involved and informed to make choices about their care.</p> <p>Person-centred means older people receive care that is respectful and responsive to their needs.</p>
Renewal of registration	All registered providers will be given a date that marks the end of their registration during the deeming process. These dates will be sequenced when the new Act starts. This will allow the good management of registration renewal. The standard registration period for all providers will be 3 years.
Rights-based	We value the wants and needs of older people, protect them from harm, abuse and neglect. A rights-based approach ensures older people have their dignity maintained and are treated with respect.
Risk-proportionate	<p>Risk proportionate refers to the way the Commission will tailor oversight of each provider. This is based on factors such as a provider’s registration category/s, identified risks– rather than a ‘one size fits all’ approach.</p> <p>In certain circumstances, the Commission may shorten the registration period for new providers to:</p> <ul style="list-style-type: none"> • re-test performance shortly after starting operations, or • manage specific, identified risks. <p>The Commission may vary the standard registration period for particular providers (as part of provider risk management).</p>
STRC	Short-Term Restorative Care
TCP	Transition Care Programme
Universal registration	<p>A single registration for each provider across all aged care program. This is the case regardless of:</p> <ul style="list-style-type: none"> • funding arrangements • whether providers are registered in one or multiple registration categories.

Let's change aged care together

- For more information on the new regulatory model visit our [website](#)
- If you have questions please contact us AgedCareRegModel@health.gov.au
- Join our newsletter mailing list and stay up to date with issues affecting the aged care sector – [for both providers and workers](#)
- Visit the [Aged Care Engagement Hub](#) to find out about the latest consultation opportunities and outcomes



Phone **1800 200 422**
(My Aged Care's freecall phone line)



Visit **agedcareengagement.health.gov.au**

For translating and interpreting services, call **131 450** and ask for My Aged Care on **1800 200 422**.

To use the National Relay Service, visit **nrschat.nrscall.gov.au/nrs** or call **1800 555 660**.