



Webinar Q&As – New aged care regulatory model: how it will work

Thank you to everyone who attended our webinar on 14 November 2024 and submitted questions and feedback. This document provides answers to those questions.



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Becoming a registered provider

How do I become a registered provider?

The new Aged Care Act (the Act) will introduce a new regulatory model for aged care. This will include a new provider registration and renewal process from 1 July 2025. Existing government-funded providers will be automatically moved, or deemed, into registration categories ready for day 1 of the new Act.

New providers can register from 1 July 2025 with the [Aged Care Quality and Safety Commission](#) (the Commission).

Will there be a cut-off date to submit applications under the current approval/accreditation process?

New providers wanting to deliver government-funded aged care services can apply through the current process with the Aged Care Quality and Safety Commission.

Any application that has not been finalised by 1 July 2025 will be taken as an application to be a Registered Provider under the new Act.

Under the new Act, organisations will have greater flexibility in the services they can be registered to deliver. For example, a single application can cover:

- both home care and residential aged care, or
- subset of services in a home care environment.

You may want to consider whether your organisation would like to wait for this increased flexibility before applying to become a provider.



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How does an organisation register for Support at Home if they are not currently a Home Care Packages provider?

[Support at Home](#) will bring together current in-home aged care programs, ensuring a simpler and more equitable system for older people that helps them to stay at home for longer.

From 1 July 2025, Support at Home will replace the existing Home Care Packages Program (HCP) and Short-Term Restorative Care Programme

The Commonwealth Home Support Programme (CHSP) will transition to Support at Home no earlier than 1 July 2027. If your organisation does not currently provide HCP services, but you want to deliver services under Support at Home, you can:

- register under the new system from 1 July 2025, or
- apply now to deliver HCP services under the Commission's current process and be deemed into Support at Home from 1 July 2025.

Until at least 2027, Support at Home recipients will need to have a single provider for all the services they require, including care management.

Can current CHSP providers deliver Support at Home once the new Act comes into effect?

The [Commonwealth Home Support Programme \(CHSP\)](#) will transition to Support at Home no earlier than 1 July 2027.

Current CHSP providers may be able to deliver Support at Home from 1 July 2025 if they:

- are registered in the relevant categories
- can meet all legislative requirements, including funding and regulatory policies and expectations.

Providers delivering CHSP services only, will be registered in line with the services included in their funding agreement. CHSP providers will not automatically be able to deliver Support at Home, unless they meet the program requirements. If services are not listed in the funding agreement, the CHSP provider will not be able to deliver them under Support at Home.

As outlined in the [Support at Home program handbook](#), a single provider will manage and deliver a Support at Home participant's services to meet their assessed needs within their budget.

All Support at Home participants will have access to care management. This service:

- is not a CHSP service type (as per the draft service list)
- has specific expectations linked to its delivery.

Under the new Act, the Commission must consider the service types an entity intends to deliver when assessing suitability for registration. In addition to registration categories, service types will also be recorded on the provider register for each provider.

Providers are required to notify the Commission of a change in circumstance if there is a change to the service types they intend to deliver within a registration category, under which they are registered. If this notification raises any concerns with the Commission, it can use one of its many regulatory tools to investigate or act.

I have been registered into Category (X). Do I have to deliver all services listed under this category?

No, providers don't need to offer all services in their registration category, even though all service types are regulated.

Providers might not be able to deliver all services in a category due to funding arrangements. For example, if services are:

- not included in the funding agreement
- only available under specialist programs like CHSP.

How can I increase or decrease the types of services I intend to deliver?

Providers are required to notify the Commission of a change in circumstance if there is a change to the service types they intend to deliver within a registration category under which they are registered. If this notification raises any concerns with the Commission, it can use one of its many regulatory tools to investigate or act.

Providers must consider the continuity of care for older people before increasing or reducing the service types they deliver. Providers under a funding agreement, such as CHSP providers, will need to coordinate with their account manager if they want to change services as listed in their funding agreement.



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How do I update my details if I change the services I provide?

Under the Act, the Commission must consider the service types an entity intends to deliver when assessing their registration suitability. In addition to registration categories, service types will also be recorded on the provider register for each provider

Once the new Act starts, providers must keep their service types up to date. Providers are required to notify the Commission of a change in circumstance if there is a change to the service types they intend to deliver within a registration category under which they are registered. The Commission will update the provider's record of intended service types in the provider register.

Providers under a funding agreement, such as CHSP providers, will also need to coordinate with their account manager if they want to change services as listed in their funding agreement.

What will be involved in the application process and how much will it cost?

For new providers seeking to be registered under the new Act, the following information will be required:

- the registration categories the entity is seeking to be registered in
- the service types they intend to deliver
- details of all residential care homes where residential care will be provided.

Aged care providers currently providing services will:

- not need to apply for registration
- be automatically moved, or deemed, into registration categories ahead of the new Act starting in July 2025.

Until that time, they will continue to be known as approved providers.

The Commission will provide more information on application processes and any applicable costs under the new registration system when available.

Will new providers going through the Commission's current application process need to apply to be registered in July 2025?

Organisations currently seeking approval under the Commission's existing application process will not need reapply under the new Act. If approved by the

Commission before 1 July 2025, they will be deemed by the Department of Health and Aged Care (the department) to be a registered provider when the new Act starts.

Similarly, any application that hasn't been decided by the Commission by 1 July 2025, will become an application to be a registered provider and will continue to be considered.

Is the registration audit a requirement for current providers? We have just had an audit.

For current providers, audits will be required when their registration is due for renewal. The initial period for a provider's registration will be set in consultation with the Commission. Recent audits will be considered in setting the registration period.

When can new providers apply under the new registration model?

You cannot apply to become a registered provider before the new Act starts.

New providers wanting to deliver government-funded aged care before the new Act starts, can apply through the current process with the Commission. These applications will be transferred to the new arrangements automatically from the start of the new Act.

Registration categories and service types

Where can I find the service types? For example, what is covered in Category 1 for Domestic



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Assistance and what is covered in Category 4 for Personal Care?

In September 2024, the department released the service list for consultation, with feedback closing in October 2024.

The [service list](#) outlines the care and services that will be available to older people under the new Act. You can find more information on services, under Domestic Assistance at section 36 of the service list, and section 43 for personal care.

Read about the [registration categories](#) on the department's website.

Which category will palliative care fall under?

Existing services under state and territory-based palliative care schemes offer specialist palliative care. Palliative care is not a stand-alone service on the service list for the new Act. However, the [Support at Home program](#) will have an End-of-Life Pathway from 1 July 2025.

End-of-Life Pathway services will be the same as those listed in the ongoing classifications, as set out in the Support at Home service list. Providers registered to deliver Support at Home's ongoing classification, including care management and any other subsidised service types, can also deliver the End-of-Life Pathway.

Download the [Support at Home handbook](#).

Providers are recommended to register into Categories 1 to 5 if they are managing individuals requiring palliative care supports.

Is the Multi-Purpose Program (MPS) included in the new registration model? Is Category 6 relevant for MPS?

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 (TCP)
- Multi-Purpose Services Program (MPS)
- National Aboriginal and Torres Strait Islander Flexible Aged Care (NATISFAC) Program.

The Multi-Purpose Services Program (MPS) will be known as a Specialist Aged Care Program under the new registration model.

Providers delivering Specialist Aged Care Program services will need to:

- be registered in the appropriate categories
- meet some additional requirements, such as having an agreement to provide those services.

Read about [Specialist Aged Care Programs](#) on the department's website.

Under the proposed [service list](#), each Category 6 service type can be delivered under the following programs:

- MPS
- NATSIFAC
- TCP.

Associated providers, sole traders and non-corporations

Under the new Act, sole traders and partnerships will be able to deliver government-funded aged care services if they meet the registration criteria. Opportunities for small organisations, including sole traders and partnerships, are expected to increase when:

- the Commonwealth Home Support Program is transitioned to Support at Home (not earlier than 2027)
- it will be possible for a person to receive services from more than one registered provider.

The new 'associated provider' concept will be introduced in the new Act. It describes an entity that delivers services on behalf of a registered provider, like a subcontractor. Associated providers can also be:

- registered providers in their own right
- subcontracted to provide specific services on behalf of another registered provider.



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Will sole traders and partnerships only be eligible to register in certain categories?

Sole traders and partnerships can register to deliver services in any registration category.

All organisations will need to have an ABN and be able to show their ability to provide services in their proposed registration category. Providers offering services under categories 4 to 6 will also be assessed against the [strengthened Quality Standards](#).

What impact will the new registration process have on subcontracting arrangements and regulatory responsibility?

Subcontractors currently working with approved providers will not be deemed by the department as registered providers. Subcontractors can continue to deliver services as before if they are contracted by a registered provider. They will be known as 'associated providers' under the new model.

Registered providers cannot contract out their legal obligations. The registered provider will be responsible for ensuring any associated providers providing care or services on their behalf comply with all relevant obligations.

How will labour hire organisations be connected to registered providers?

Organisations providing services on behalf of a registered provider will be known as 'associated providers'. A labour hire firm may be considered an associated provider, depending on the nature of their arrangement with the registered provider.

In all cases, the registered provider will be responsible for:

- ensuring compliance with relevant obligations
- any workers who deliver care.

Which registration category is relevant to subcontract nursing services? Category 4 or 5?

Nursing care will be registered under category 5. The Commission will audit providers delivering nursing services against the strengthened Quality Standards.

What is the registration process for sole traders who are Ahpra registered and fully qualified to deliver professional services?

Registration with the [Australian Health Practitioners Regulation Agency](#) (Ahpra) for a sole trader will be considered as part of any application for provider registration. However, Ahpra registration will not replace the application process to become a registered provider of aged care services under the new regulations.

Sole traders will require an ABN and must show they can appropriately deliver aged care services relevant to their proposed registration category.

Ahpra registered professionals can work in aged care as an employee or subcontractor of a registered provider.

Provider obligations and interaction with the Quality Standards

Under the new regulations, core conditions will apply to all registered providers, including:

- the [Code of Conduct for Aged Care](#)
- compliance with worker screening requirements
- ensuring services are delivered consistent with the Rights and Principles in the Act.

Providers will have a single set of obligations based on their registration category or categories. The [strengthened Quality Standards](#) will also apply to some providers from day 1 of the new Act.



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Will the Charter of Aged Care Rights remain the same under the new regulatory model?

No. The new Act will include a Statement of Rights, which will replace the current Charter of Aged Care Rights. The Statement of Rights can be found under [section 23 of the Aged Care Act 2024](#).

When will the subordinate legislation (the Rules) be available?

The Aged Care Bill 2024 received Royal Assent on 2 December 2024.

The department is continuing to engage the sector on the new aged care laws. We will continue to ask for feedback and provide information on the Rules under the new Act over the next few months.

Information and consultation on the [Rules of the new Act](#) is available on the department's website, including:

- a timetable for development and consultation on the Rules
- information on which the Rules are expected to differ from current arrangements.

When can we see the Code of Conduct?

The [Code of Conduct for Aged Care](#) is available on the Commission's website.

Which registration categories will the strengthened Quality Standards apply to?

The strengthened Quality Standards start with the new Act. The Standards will apply to providers:

- registered under categories 4, 5 and 6, based on the services being delivered
- as specified in a funding agreement.

The Commission will audit providers delivering residential aged care and complex home care services against the strengthened Quality Standards. This is part of the registration process.

How will providers be regulated where they deliver services across several registration categories,

given the strengthened Quality Standards apply to some but not all?

Registered providers will be regulated and required to meet obligations set out in the new Act. Providers will have a single set of obligations based on their registration category or categories.

Each [registration category](#) has clearly defined obligations that providers must meet to provide care in that category.

Why does Standard 5 (Clinical Care) not apply to “Allied Health and other therapy” in Category 4?

There will be 6 registration categories that group service types based on similar care complexity and risk. The categories may change as the new Act and associated Rules are finalised.

Strengthened Quality Standards obligations are applied to registration categories where risks to older people may be greater, such as in clinical or nursing care.

Feedback received during consultation on the regulatory model indicated that [duplicating regulation](#) is not required for allied health practitioners regulated under either:

- Australian Health Practitioners Regulation Agency (Ahpra)
- National Alliance of Self-Regulating Health Professions (NASRHP).

Ahpra and NASRHP have governance structures which provide assurance that people accessing allied health care services receive quality services from a suitably trained, qualified and certified practitioner.

Providers registered in category 4, which includes allied health, will also be required to adhere to obligations including:

- the Aged Care Code of Conduct
- audits against Quality Standards 1-4



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- worker screening
- complaints management
- incident management and reporting
- fees
- disclosures
- continuity of care
- service delivery
- record keeping.

Deeming of existing government-funded providers and next steps

The department will automatically move, or deem, current government-funded providers into registration categories based on:

- the services currently provided, or
- services required in their current funding agreement.

The deeming process is being used to understand what services providers are delivering before the new Act starts.

Our organisation has not received the deeming validation survey. What do we do?

The deeming validation survey tested the rules for assigning registration categories to providers under the new Act. This process has now closed.

The information providers shared will help transition all government-funded aged care providers to their new registration categories.

If you were unable to participate in the validation process, we will continue to work with you to confirm your registration categories prior to the new Act start from 1 July 2025. Providers can review their registration details, including proposed registration categories, as part of the provider preview process in April 2025. Further details on the provider preview process will be available shortly.

You can find out more about [deeming on the department's website](#).

I've been sent the deeming validation survey as a provider of residential aged care. There is a question

about an occupancy certificate that I don't understand. How do I answer this question?

This survey question sought to confirm the total number of beds your service operates is equivalent to the number that has been approved. Providers were encouraged to answer based on the number of beds you have been approved to operate.

Can we use the deeming validation process to expand our service offering?

No. The deeming validation process tested the rules for assigning providers with registration categories under the Act. The validation process allowed us to address any feedback beforehand. It is not an opportunity for providers to advise us of a change in circumstances to service delivery or to update contact details.

Providers should continue to report of any changes which may affect their suitability to provide aged care services through either their account manager or the *Manage Your Organisation* tile in [GPMS](#).

Commonwealth Home Support Programme (CHSP) and the new aged care regulatory model

For the first time, the new Aged Care Act will include CHSP. This means CHSP providers will become registered provider under the new model. CHSP will transition to the Support at Home program no earlier than 1 July 2027. CHSP providers will be known as a Specialist Aged Care Program in the meantime.



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Can CHSP providers expand their service offering to more than just CHSP services?

Current CHSP providers may be able to deliver Support at Home from 1 July 2025 if they:

- are registered in the relevant categories
- can meet all legislative requirements, including funding and regulatory policies and expectations.

Providers delivering CHSP services only, will be registered in line with the services included in their funding agreement. CHSP providers will not automatically be able to deliver Support at Home, unless they meet the program requirements. If services are not listed in the funding agreement, the CHSP provider will not be able to deliver them under Support at Home.

As outlined in the [Support at Home program handbook](#), a single provider will manage and deliver a Support at Home participant's services to meet their assessed needs within their budget.

All Support at Home participants will have access to care management. This service:

- is not a CHSP service type (as per the draft service list)
- has specific expectations linked to its delivery.

Under the new Act, the Commission must consider the service types an entity intends to deliver when assessing suitability for registration. In addition to registration categories, service types will also be recorded on the provider register for each provider.

Providers are required to notify the Commission of a change in circumstance if there is a change the service types they intend to deliver within a registration category, under which they are registered. If this notification raises any concerns with the Commission, it can use one of its many regulatory tools to investigate or act.

How will deeming work for CHSP providers?

From day 1 of the new Act, the Commission will register and regulate new providers, including CHSP providers. All existing aged care providers, including CHSP providers, will be automatically set up – or deemed – as registered providers.

Providers will be moved into registration categories based on:

- the services they provide, or
- the services required by their current funding agreement.

This will enable you to provide continuity of services. When the new Act starts, CHSP will be referred to as a Specialist Aged Care Program.

Has the email been sent to all CHSP providers to confirm provider contact details?

We have now sent out contact nomination requests to all providers based on contact data we hold about their organisation at a point in time. This excludes state and territory government providers. We will get in touch with state and territory government providers through a different process.

When the new Act starts, existing CHSP providers will automatically be moved into registration categories based on:

- the services they are delivering, or
- as required under their funding agreement.

What about CHSP providers that are currently not registered? They will still be delivering services after 1 July 2025.

Providers will not be registered until 1 July 2025, as registration is a new process introduced under the new Act. CHSP providers currently delivering services will automatically be deemed into relevant registration categories for the start of the Act.

New CHSP providers wanting to deliver services now and during 2025-27, will have to apply through the grant funding opportunity managed by the department, such as a growth funding round. Growth funding opportunities are advertised through the [Grant Connect website](#).



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When will registrations open to become a Support at Home service provider?

From 1 July 2025, Support at Home will replace the Home Care Packages (HCP) Program and Short-Term Restorative Care (STRC) Programme. From this date, the Commission will register and regulate new providers. The new registration process will apply to all providers delivering government-funded aged care.

More information on the new registration process will be available shortly.

Contact

If you have any further questions about the new regulatory model, please contact us AgedCareRegModel@health.gov.au.



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