



Aged care regulatory and governance roles

This guide helps you understand aged care regulatory and governance roles and responsibilities for:

- Department of Health, Disability and Ageing (the department)
- Aged Care Quality and Safety Commission (the commission).

The Australian Government is working to improve aged care and ensure older people access safe, high quality and respectful care, where and when they need it.

The new Aged Care Act (new Act), coming into effect from 1 November 2025, will put the rights and needs of older people at the centre of aged care. Under the new Act, a new regulatory model and changes to the Aged Care Quality Standards, feedback and complaints processes, and system governance will affect how the department and commission oversee and manage the aged care system.

Roles

Secretary of the Department of Health, Disability and Ageing, System Governor manages the operation and oversight of the aged care system, including facilitating equitable access to funded aged care services.

Inspector-General of Aged Care monitors the aged care system and reports to the Minister and Parliament.

Aged Care Quality and Safety Commissioner regulates aged care quality, safety and financial matters, and manages provider registration and renewal. The commission also ensures aged care providers comply with their obligations under the new Act, and work in an open and ethical way to support older people.

Complaints Commissioner is an independent officer within the Commission who handles complaints about aged care services, promoting improved complaints management and transparency of complaints handling.

Aged Care Quality and Safety Advisory Council provides advice to the Aged Care Quality and Safety Commissioner and Minister about the performance of the commission's functions.

Responsibilities

The **department** develops the laws and policies and seeks to ensure the aged care sector meets community expectations, especially those of older people accessing aged care, their families and carers.

The **commission** works with providers to make sure quality care is delivered and the laws governing aged care are followed. This includes registering providers, monitoring providers, supporting continuous improvement and, when necessary, taking enforcement action.

Further information

- **New Aged Care Act:** [Health.gov.au/Aged-Care-Act](https://www.health.gov.au/aged-care-act)
- **New Aged Care Regulatory model:** [Health.gov.au/Regulatory-Model](https://www.health.gov.au/regulatory-model)
- **Statement of Expectations to the Aged Care Quality and Safety Commission:** [Health.gov.au/Resources/Publications/Statement-of-Expectations-to-the-Aged-Care-Quality-and-Safety-Commission](https://www.health.gov.au/resources/publications/statement-of-expectations-to-the-aged-care-quality-and-safety-commission)
- **Aged Care Quality and Safety Commission:** [AgedCareQuality.gov.au](https://www.agedcarequality.gov.au)

How we work together

Department of Health, Disability and Ageing	Aged Care Quality and Safety Commission
Empower older people to understand and exercise their rights under the Statement of Rights.	
Improve sector capability and sustainability, and public trust and confidence in aged care.	
Support training and development of aged care workers.	
Develop and implement laws, including the new Act.	Monitor aged care provider compliance with and enforce aged care laws
Administer and evaluate the regulatory model – the rules and policies that shape provider behaviour and how the sector operates.	Regulate government-funded aged care providers, responsible persons, aged care workers and digital platform operators.
Develop and manage the policy for the regulatory framework, including the Statement of Rights, Aged Care Code of Conduct and Aged Care Quality Standards.	Monitor service quality and compliance with the Statement of Rights, Aged Care Code of Conduct and Aged Care Quality Standards as part of the broad regulatory framework.
Establish worker screening for aged care workers.	Ensure registered providers and aged care workers comply with worker screening requirements.
Uphold the rights of older people by enabling equitable access to funded aged care services, including palliative care and end of life services.	Uphold the rights of older people by managing and resolving complaints and feedback about registered providers, responsible persons or aged care workers, including Serious Incident Response Scheme reporting.
Provide stewardship of the aged care sector, including increasing availability of aged care services in areas of unmet demand.	Manage who enters and remains in the aged care system through provider registration and renewal.
Collect information, monitor and investigate to make sure providers meet their obligations and requirements in relation to its functions (e.g. program assurance).	Collect information, monitor and investigate to make sure providers meet their obligations and requirements in relation to its functions (e.g. registration and safeguarding).
Use notices to make a provider do, or not do, certain things in relation to their functions.	Use notices to make providers do, or not do, certain things. Use banning orders to stop or restrict a provider or worker or responsible person from delivering services in certain situations.
Oversee and respond to reporting, including about how aged care services are delivered, as well as about financial and prudential matters.	Oversee and manage reportable incidents and enforce the Financial and Prudential Standards.
Recognise and celebrate providers who are innovative and deliver high-quality care.	Publish data and insights on sector and provider performance.