



Regulation of the Multi-Purpose Service Program from 1 November 2025

Aged care services delivered under the in the Multi-Purpose Service Program (MPSP) are regulated to ensure providers meet their obligations under the new Aged Care Act (the new Act) and their MPSP agreements.

Overview

As providers deliver both health and aged care services through a multi-purpose service (MPS), several bodies regulate the services they provide. These include:

- Australian Commission on Safety and Quality in Health Care (ACSQHC)
- Aged Care Quality and Safety Commission (the Commission)
- Department of Health, Disability and Ageing (the department).

Australian Commission on Safety and Quality in Health Care

The [ACSQHC](#) supports streamlined accreditation arrangements for providers that deliver integrated health and aged care services at the one location under the MPSP.

This means you do not need to be audited twice under two separate regulatory schemes. Under the Australian Health Service Safety and Quality Accreditation Scheme, accrediting agencies, approved by the ACSQHC, assess providers against:

- the Integrated Health and Aged Care Services Module, and
- the National Safety and Quality Health Service Standards.

This is referred to as a health service standards assessment under the Aged Care Rules 2025. The results of this assessment can be used by the Commission for aged care registration purposes in place of an audit that they complete.

Aside from this, the regulation of providers delivering services under the MPSP is generally the responsibility of the Commission (see below).

Aged Care Quality and Safety Commission

The Commission is the national regulator of aged care services and protects the health, safety and wellbeing of older people.

It is responsible for regulating aged care services delivered by registered providers, including under the MPSP.

The Commission is responsible for:

- registration and re-registration of providers delivering aged care services under the MPSP
- resolving complaints about aged care services delivered under the MPSP
- managing the Serious Incident Response Scheme (SIRS) and, where appropriate, responding to incidents reported to the Commission under SIRS
- monitoring providers' compliance with Aged Care Quality Standards and other obligations
- regulating aged care workers under the Code of Conduct
- undertaking compliance and enforcement actions, including the imposition of penalties.

Department of Health, Disability and Ageing

The department is responsible for the overall management of the MPSP. We manage the MPSP agreements that are in place with each provider.

This includes ensuring that providers are aware of any obligations under their MPSP agreement in addition to those already outlined in legislation.

Penalties

Providers that fail to comply with certain requirements under the new Act can be liable for civil penalties. Examples include:

- breaching a condition on their registration
- failing to comply with an obligation
- a serious failure to comply with a statutory duty
- providing false or misleading information or documents.

A compensation order can also be imposed in certain circumstances where a breach of a statutory duty is established.

More information about penalties and other actions to [enforce provider obligations](#) is available from the Commission's website.

More information

For more information, email mpsagedcare@health.gov.au.

Start a conversation about aged care

Transforming aged care laws to put the rights of older people first.



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Phone **1800 200 422** (My Aged Care's free-call phone line)

For translating and interpreting services, call 131 450 and ask for 1800 318 209.

To use the National Relay Service, visit nrschat.nrscall.gov.au/nrs to choose your preferred access point on their website, or call the NRS Helpdesk on 1800 555 660.