



Australian Government

Department of Health, Disability and Ageing

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Aged Care Provider Requirements Search tool



health.gov.au/regulatory-model

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16 September 2025

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Acknowledgement of Country

The Department of Health, Disability and Ageing acknowledges First Nations peoples as the Traditional Owners of Country throughout Australia, and their continuing connection to land, sea and community.

We pay our respects to them and their cultures, and to Elders both past and present.



Artist: Chern'ee Sutton

Agenda



- Introduction and Webinar Chair

Naomi Lavithis

Acting Assistant Secretary
Legislative Reform Branch



- What providers need to know
 - New Aged Care Act and Rules
 - Conditions, obligations and duties (types of registration requirements)

Simon Christopher

Acting Assistant Secretary
Harmonisation and Regulatory Strategy Branch



- Resources to support providers
 - Aged Care Provider Requirements Search tool

Simon Christopher

Acting Assistant Secretary
Harmonisation and Regulatory Strategy Branch



- New Aged Care Act 2024 education and training

Zosh Pawlaczek

Director
New Aged Care Act Transition Branch



Panel Q&A



The *Aged Care Act, Rules* and new regulatory model



Rights-based approach



Supporting framework



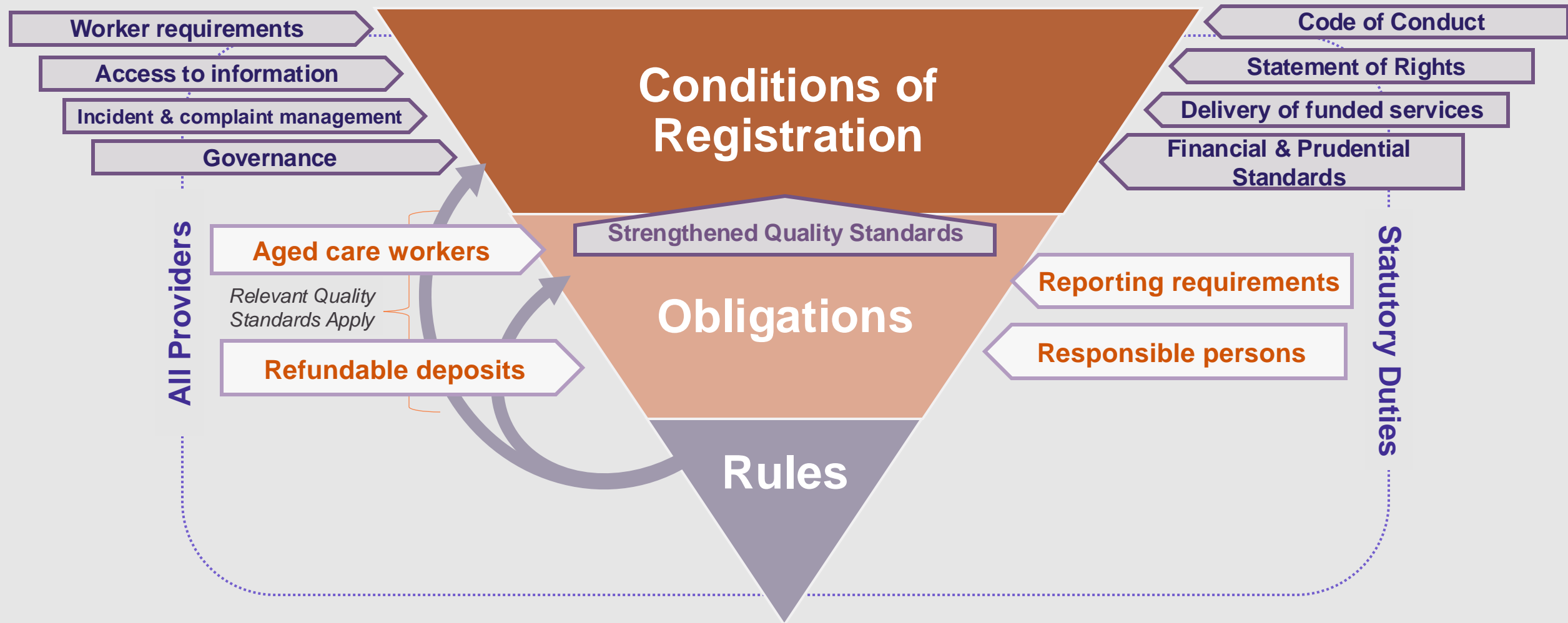
New regulatory model

Aged Care Rules 2025



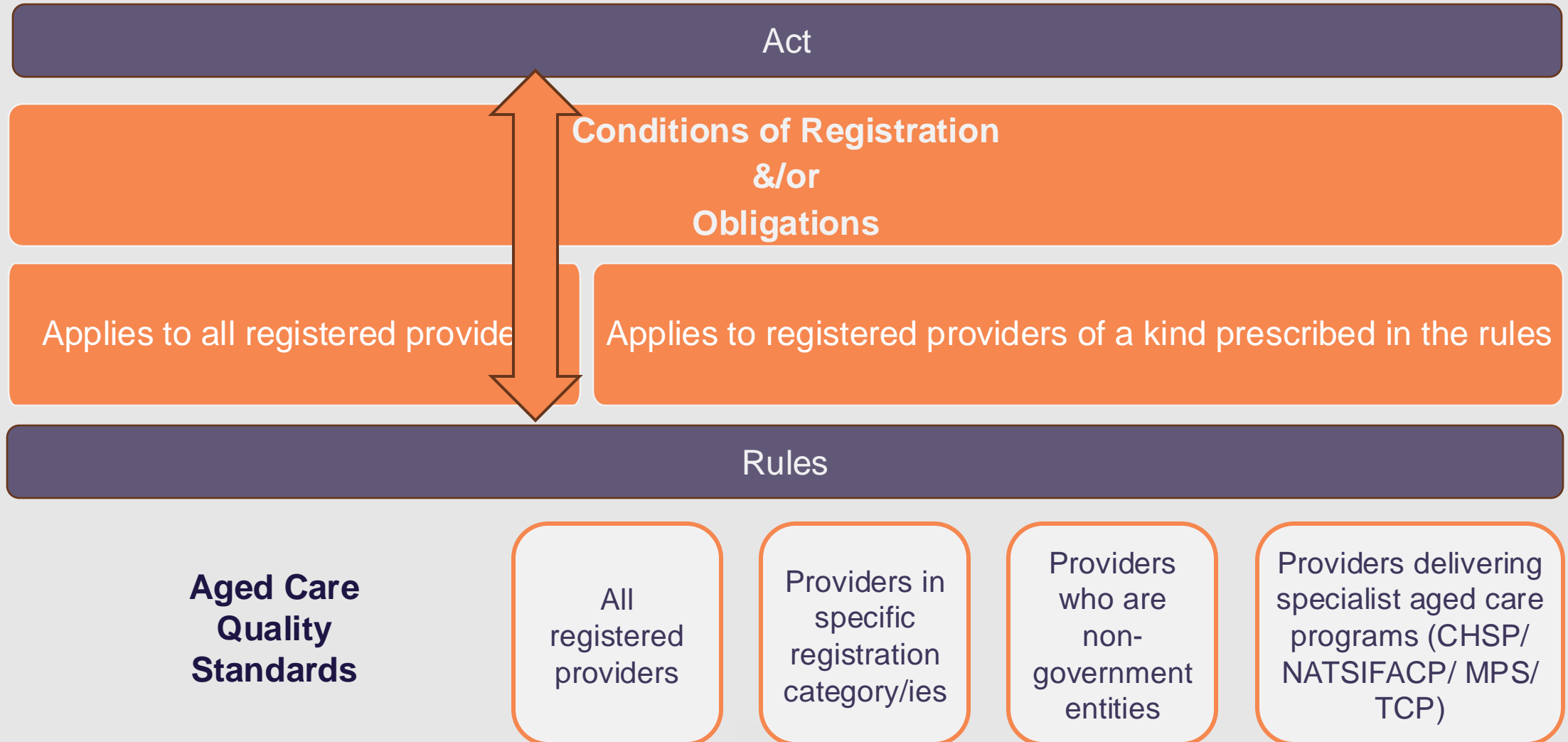
health.gov.au/resources/publications/final-draft-of-the-new-aged-care-rules

Conditions, obligations and duties

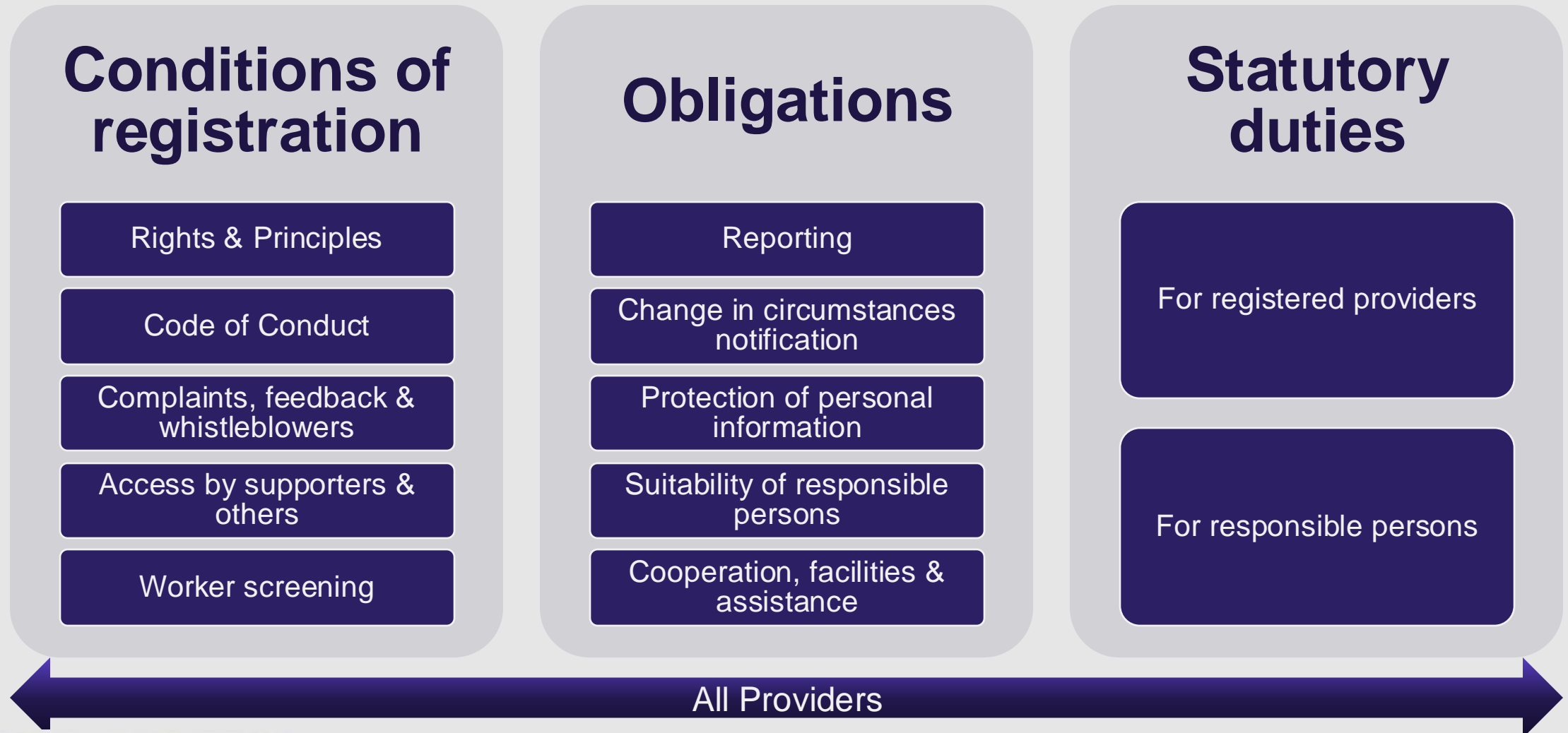


***The information provided on this slide is indicative only and not an exhaustive list of the conditions, obligations and/or rules.*

How to interpret the rules – certain kind of provider



Requirements that apply to ALL registered providers



Resources to Support Providers

Statement of Rights

Code of Conduct for Aged Care

Worker screening

Aged Care Quality Standards

Financial and Prudential Standards

Quality Indicators

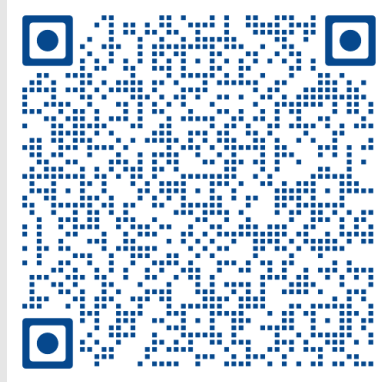
Support at Home

Multi-Purpose Service program

National Aboriginal and Torres Strait Islander Flexible

Aged Care

Aged care regulatory and governance roles

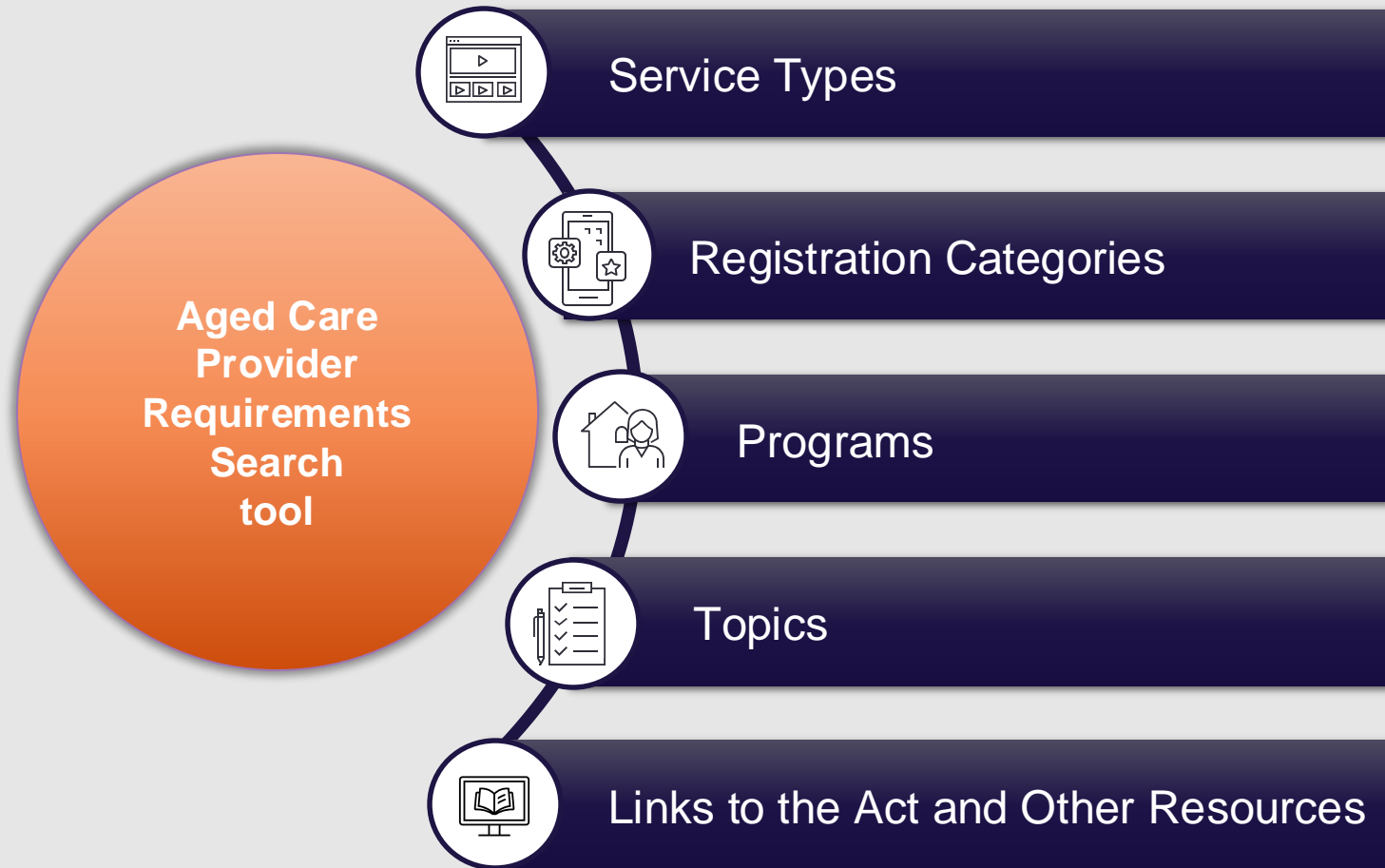


<https://www.health.gov.au/our-work/aged-care-act/resources/providers>



health.gov.au/resources/publications/aged-care-regulatory-and-governance-roles

Aged Care Provider Requirements Search tool



Aged Care Provider requirements search tool

The information provided by this tool is intended as a summary only and should not be considered a substitute for the Act or associated Rules.

Australian Government
Department of Health, Disability and Ageing

Aged Care Provider Requirements Search

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Aged Care Provider Requirements Search

The Aged Care Act 2024 (the Act) is a rights-based Act that puts older people who need aged care services at the centre of the system. Older people have the right to safe, quality funded aged care services and to be treated with dignity and respect.

This tool can help to understand the requirements of registered aged care providers under the Act. It provides a summary of the legislative requirements based on the responses you provide. This tool does not replace the Act or associated Rules — it is a guide to help support you navigate them. For full details, always check the Act and associated Rules.

Click 'Start' and choose the options that match your situation to find out the requirements that apply to your organisation.

[Start](#) ⌚ 5 mins

Explore requirements by topic

Viewing requirements by topic may limit your results, as not all requirements are aligned with a specific topic.

- [Agreements, plans and information](#)
- [Governance](#)
- [Reporting and notifications](#)
- [Workforce](#)
- [Complaints and feedback](#)

Using the tool

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Here's how it works...

New Aged Care Act 2024

Education and Training

New Aged Care Act Education and Training Modules



Module 1

Your Guide to the Act: Understanding & Adapting

1. **Understand the key changes.**
2. Understanding **your role** in adapting to or applying the changes.



Module 2

Aligning to Changes

1. **Aligning** to key changes.
2. Apply **practical tools and frameworks** to ensure compliance and best practice.



Module 3

Embedding best practice in the aged care system

1. Implementing **regulatory and compliance** requirements in daily operations.
2. Using **systems, data and reporting** to support compliance.
3. **Supporting adaptation** through diversity & Inclusion – Embedding cultural change



Module 4

Reflecting and Adjusting

1. Identify implementation **roadblocks** and find **practical solutions**.
2. Navigate **operational challenges** to ensure effective implementation and sustainability under the Act.
3. **Evaluate** change success for leaders

Module 3

RELEASE 1

Building workforce capability & readiness

- Building and implementing a workforce training plan
- Navigating and leading change



RELEASE 2

Embedding rights in practice

- Applying rights and principles
- Embedding supported decision making and cultural safety

RELEASE 3

Strengthening governance & accountability

- Audit, registration and compliance
- Ethical reporting and whistleblower protections
- Using systems and data to support quality and governance

Accessing the Modules

New Aged Care Act Education & training hubs are available on the Department's website for:

- older people, their families and carers
- aged care providers
- aged care workers / volunteers



<https://www.health.gov.au/node/54180#education-and-training>



Question and Answers

and where to go for more information

For enquiries about	Contact details
Commonwealth Home Support Program	CHSPprogram@health.gov.au
Support at Home	SAH.implementation@Health.gov.au
Multi-Purpose Service	MPSAgedCare@health.gov.au
National Aboriginal and Torres Strait Islander Flexible Aged Care Program	NATSIFACP@health.gov.au
Aged Care Rules	AgedCareLegislativeReform@health.gov.au
Worker screening	workerregulationse@health.gov.au





More information

- If you have any questions please contact us AgedCareRegModel@health.gov.au
- New aged care regulatory model – Frequently asked questions
health.gov.au/resources/publications/new-aged-care-regulatory-model-frequently-asked-questions
- For more information on the new regulatory model visit our website
health.gov.au/regulatory-model
- Coming soon – videos on provider requirements
- Join our mailing list and stay up to date with issues affecting the aged care sector
health.gov.au/aged-care-newsletter-subscribe



Paula Jones



health.gov.au/regulatory-model



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