



Provider Requirements Search tool: frequently asked questions

This document answers questions from providers about the Provider Requirements Search tool and the new aged care regulatory model



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Aged Care Rules

When will the Aged Care Rules be finalised?

The Aged Care Rules were finalised on 23 September 2025 and have been published on the [Federal Register of Legislation](#).

New regulatory model

Provider Requirements Search tool – Access and functionality

Where can I find the Provider Requirements Search tool?

The [Provider Requirements Search tool](#) is available on the department's website. There is also further information and resources to support you to [use the search tool](#).

Does the search tool consider NATSIFAC and other providers who deliver aged care services to Aboriginal and Torres Strait Islander people?

The Provider Requirements Search tool is designed to support all government-funded aged care providers, including NATSIFAC providers and others who deliver aged care services to Aboriginal and Torres Strait Islander people. The search tool will provide relevant information about provider requirements, based on the information entered.

Does the Provider Requirements Search tool differentiate between state or territory government providers and non-government providers?

Yes, the search tool enables you to select if you are providing services as a government entity. Section 7 of the new *Aged Care Act 2024* defines a government entity as a Commonwealth entity, or a State or Territory, or a body established for a public purpose by or under a law of a State or Territory. This does not include local government authorities.

My organisation is registered to deliver services across multiple aged care programs. Does the Provider Requirements Search tool distinguish the requirements based the way aged care is funded?

The search tool will provide a tailored list of requirements relevant to your organisation's situation based on responses to prompted questions, including how your organisation is funded. If your organisation delivers services funded under

multiple aged care programs, the tool will provide you with the opportunity to select all that apply and will return results relevant to those selections.

Will the search tool and resources, and contact email address, be available following implementation of the new Act?

Yes, the search tool and supporting resources is available on the department's website following implementation of the *Aged Care Act 2024*. These resources are designed to support providers and prospective providers, as well as responsible persons and aged care workers to understand their requirements under the new Act.

The department will continue to monitor and respond to queries from providers about the regulatory model and search tool sent to AgedCareRegModel@health.gov.au.

If the search results appear to have an error, who do we report that to?

If you have any feedback on the Provider Requirements Search tool, contact the department at AgedCareRegModel@Health.gov.au.

Under the new Act, are there specific requirements regarding meals? Do these requirements apply both to home care and residential aged care?

Yes, under the new Act, there are [specific requirements regarding meals](#) that apply to both home care (registration categories 1 and 4) and residential care (registration category 6).

The [strengthened Quality Standard 6: Food and Nutrition](#) specifically applies to residential care services (category 6).

For a full set of requirements, providers are encouraged to use the [Aged Care Provider Requirements Search tool](#) based on the services delivered.

The department's website has further information and guidance on [regulation and compliance of food and nutrition in aged care](#).

Do contactless meal delivery providers need to meet the same requirements as providers that deliver meals face-to-face?

The service list in section 8-5 of the *Aged Care Rules 2025* does not distinguish between contact and contactless meal delivery under the service type meals. There will be one set of requirements for providers delivering the service meal delivery, regardless of whether this is delivered contactless or face to face.

The [Aged Care Provider Requirements Search tool](#) helps providers find and understand their requirements under the new Act and Aged Care Rules.

Associated providers

Where can I find more information relating to requirements for associated providers?

The ACQSC has released [Regulatory Bulletin RB2025-1](#), which outlines the obligations of registered providers and associated providers, including notification requirements and oversight responsibilities.

The recently launched interactive [Provider Requirements Search tool](#) is available to help providers understand their obligations under the new Act.

The department has also developed [eLearning modules for aged care workers and volunteers](#) to help you better understand the changes introduced in the new Act and what they mean for you.

I'm an allied health practitioner currently working in aged care. Do I have to be registered with the Aged Care Quality and Safety Commission to continue to deliver services?

Allied health professionals employed by registered aged care providers to deliver funded aged care services are considered aged care workers. Aged care workers do not need to register with the ACQSC if they are delivering services on behalf of a registered provider.

Do registered providers need to have agreements with allied health professionals delivering services on their behalf?

Registered providers remain responsible for meeting all regulatory requirements and provider requirements for all services delivered to a participant, including those delivered by aged care workers and associated providers. Allied health professionals delivering services on behalf of a registered provider may be considered an aged care worker or associated provider depending on the nature of their engagement or subcontracting arrangements with the registered provider.

Registered providers must be able to demonstrate that they have specific arrangements in place to ensure quality of service delivery with associated providers and aged care workers delivering funded aged care services on their behalf.

Associated providers delivering funded aged care services under registration categories 4, 5 and 6 will need to be reported to the ACQSC. Further information on associated providers can be found in the ACQSC's Regulatory Bulletin on [associated providers](#).

How do registered providers notify the Aged Care Quality and Safety Commission regarding associated providers? Will the ACQSC release guidance for this process?

Registered providers must notify [the Aged Care Quality and Safety Commission \(ACQSC\)](#) about any associated providers at registration and renewal of registration. More information can be found in [Regulatory Bulletin RB2025-1](#).

Further questions regarding this process can be directed to the ACQSC at info@agedcarequality.gov.au

Do registered providers need to list their associated providers in GPMS?

As part of the transition to the new Act, the department has transferred third-party organisations in GPMS to associated providers.

Providers other than approved providers, such as those delivering funded aged care services through specialist aged care programs, have 6 months after the new Act starts to provide the ACQSC with information about their associated provider relationships (as well as the other information in section 104(3) of the new Act).

After 1 November, all registered providers must notify the ACQSC about their associated providers when registering or renewing their registration.

Providers operating in categories 4, 5 and 6 also must also notify the ACQSC of changes to their associated provider relationships, if those associated providers are delivering services in those categories on their behalf.

Providers do not need to notify the ACQSC of changes to associated providers if they are only delivering services in categories 1, 2 or 3.

After 1 November, providers will notify the ACQSC about changes in circumstances for associated providers through a form on the ACQSC website. To help providers prepare, the ACQSC has published [Guidance: Change in circumstances notification](#).

Do registered providers need to have agreements with goods suppliers such as large pharmacy chains or department stores?

Registered aged care providers may choose, but are not required, to have formal agreements or notify the ACQSC about arrangements with suppliers who provide goods only.

Under the new Aged Care Act, suppliers of products are not considered associated providers and do not need to register, unless the products they supply form part of a government-funded aged care service.

For example, if a supplier is involved in the sourcing, supply, and provision of mobility aids listed in the Assistive Technology and Home Modifications [\(AT-HM\) List](#), this may be classified as a service under the *equipment and products* service type. In

such cases, the supplier may be considered to be delivering a government-funded aged care service and could be subject to associated provider requirements.

Registered providers are encouraged to refer to the service list in section 8-5 of the [Aged Care Rules](#) for a description of each service type, to determine whether the supply of a specific product is listed as a government-funded aged care service. This can help determine whether the supply of a specific product is considered a government-funded aged care service.

I am a provider and use a labour hire company to find staff to help deliver aged care services. Is the labour hire company considered an associated provider?

No, a labour hire company is not considered an associated provider under the new Act. In addition, if a provider engages a labour hire company to supplement its workforce to deliver care and services, an individual employed through labour hire arrangements is considered an aged care employee, not an associated provider.

What are the worker screening requirements for associated providers and their workers?

Individuals employed or engaged by an associated provider to deliver government-funded aged care services are considered aged care workers of the registered provider and should be screened accordingly.

All aged care workers, including those employed or engaged by associated providers must be suitably trained and qualified, meet [worker screening requirements](#) and comply with the [Aged Care Code of Conduct](#). The registered provider is responsible for ensuring that these requirements are met.

Registration, Compliance and Governance

Has my organisation's registration period been affected by the new Act's deferred start date?

Your organisation's registration renewal period has been included in the 'Notification of registration' being sent to all providers in early November, as the final step in the deeming process.

Prior to expiry of the registration period, the ACQSC will invite providers to initiate the registration renewal process and advise the provider of the timeframe to commence a Registration Renewal Application Form. Registration ends dates will be a minimum of 6 months from 1 November 2025.

These timeframes will depend on the provider's registration categories, and whether an audit against the strengthened Quality Standards is required. This process may commence up to 18 months prior to the end of the registration period. The ACQSC has published its draft application for renewal of registration form on its website.

Contact the ACQSC if you have questions regarding registration and renewal dates, using info@agedcarequality.gov.au

Is an easy-to-read guide of the Aged Care Code of Conduct available?

Information and resources on the Code can be found on the ACQSC's [website](#). Resources include a video explaining the Code, and responsibilities of aged care workers and providers.

What categories do I need to be registered into to be a registered Support at Home provider?

To become registered to deliver services funded under [Support at Home](#), you must be registered in one or more of the [6 provider registration categories](#).

Categories group services based on type, complexity and risk. Some categories have specific requirements under the [strengthened Aged Care Quality Standards](#).

The new Support at Home program operates via a single provider model, whereby a single provider will manage and deliver a Support at Home participant's services to meet their assessed needs within their budget. This means a single provider will oversee and deliver all Support at Home services for a participant, including care management and assistive technology and home modification (AT-HM) services.

It is a requirement that all participants receive care management services for the Support at Home program.

As a result, registered providers claiming for the delivery of Support at Home services must be registered into (at minimum) Category 4, Personal care and care support in the home or community.

Under the single provider model, providers can deliver services directly or can engage an associated provider to deliver some services on their behalf. Further information on the core components of the Support at Home program can be found in the [Support at Home program manual](#).

Further Information on provider registration can be found in the [Provider Registration Policy](#) on the ACQSC website.

Under the new Act, what constitutes a government entity provider?

Under the new Act, a [government entity](#) is defined under section 7 as a provider that is part of a government organisation – typically a Commonwealth, state or territory department or agency – that delivers aged care services directly or through associated providers.

A local government authority is not considered a government entity under the new arrangements.

What are the requirements for a registered provider's governing body?

The ACQSC has developed a [governing body fact sheet](#) that informs providers of their governing body membership requirements. This includes who can be members of a governing body and who can be a member with experience in providing clinical care.

Who can be listed as a responsible person?

A responsible person includes someone who has responsibility for managing the operations of a registered provider or one of its government-funded aged care services. This includes persons responsible for executive decisions of the registered provider, and others with responsibility for planning, directing or controlling activities.

The new Act defines that a responsible person can also include a person responsible for overall management of nursing services delivered by the registered provider or at an approved residential aged care home, such as a director of nursing or nurse manager.

The meaning of responsible person is explained in [section 12](#) of [the Aged Care Act 2024](#). Information on responsible persons is available on the department's [website](#).

Contact

Providers can subscribe to the [ACQSC's Quality Bulletin](#) and the department's [Your Aged Care Update \(YACU\)](#) to receive monthly and weekly updates respectively about changes affecting the aged care sector.

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