



Australian Government

Department of Health, Disability and Ageing

Associated providers under the *Aged Care Act 2024*



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

Robert Day

First Assistant Secretary, Quality Assurance Division
Department of Health, Disability and Ageing



- Who can deliver aged care
 - Registered provider, associated provider, aged care worker

Simon Christopher

Director, Regulatory Model Strategy
Department of Health, Disability and Ageing



- Frequently asked questions about associated providers

Sarah Kelly

Registrar, Regulatory Operations Division
Aged Care Quality and Safety Commission

Kristian Wynn

Director, Regulatory Strategy
Aged Care Quality and Safety Commission

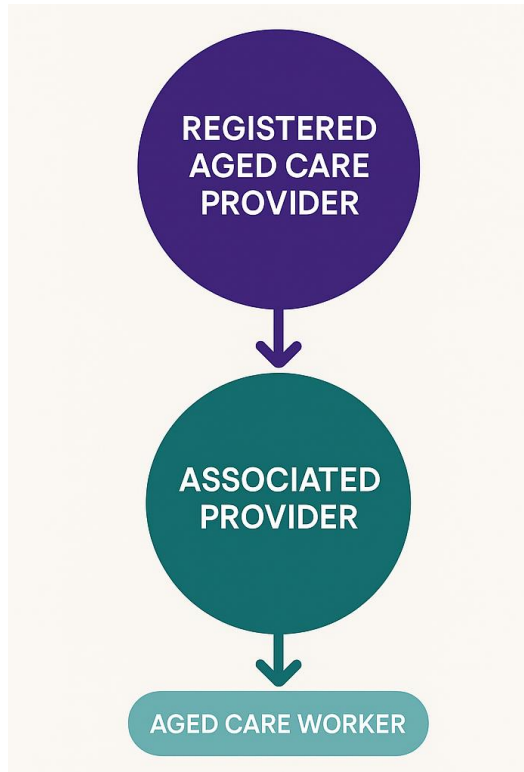


Panel Q&A





Who can deliver aged care?



Registered provider – an entity registered with the Aged Care Quality and Safety Commission to deliver government-funded services.

Associated provider – an entity delivering government-funded aged care services on behalf of a registered provider.

Aged care worker – an individual employed or otherwise engaged (including volunteers), by a registered or associated provider. An individual that is also a registered provider.

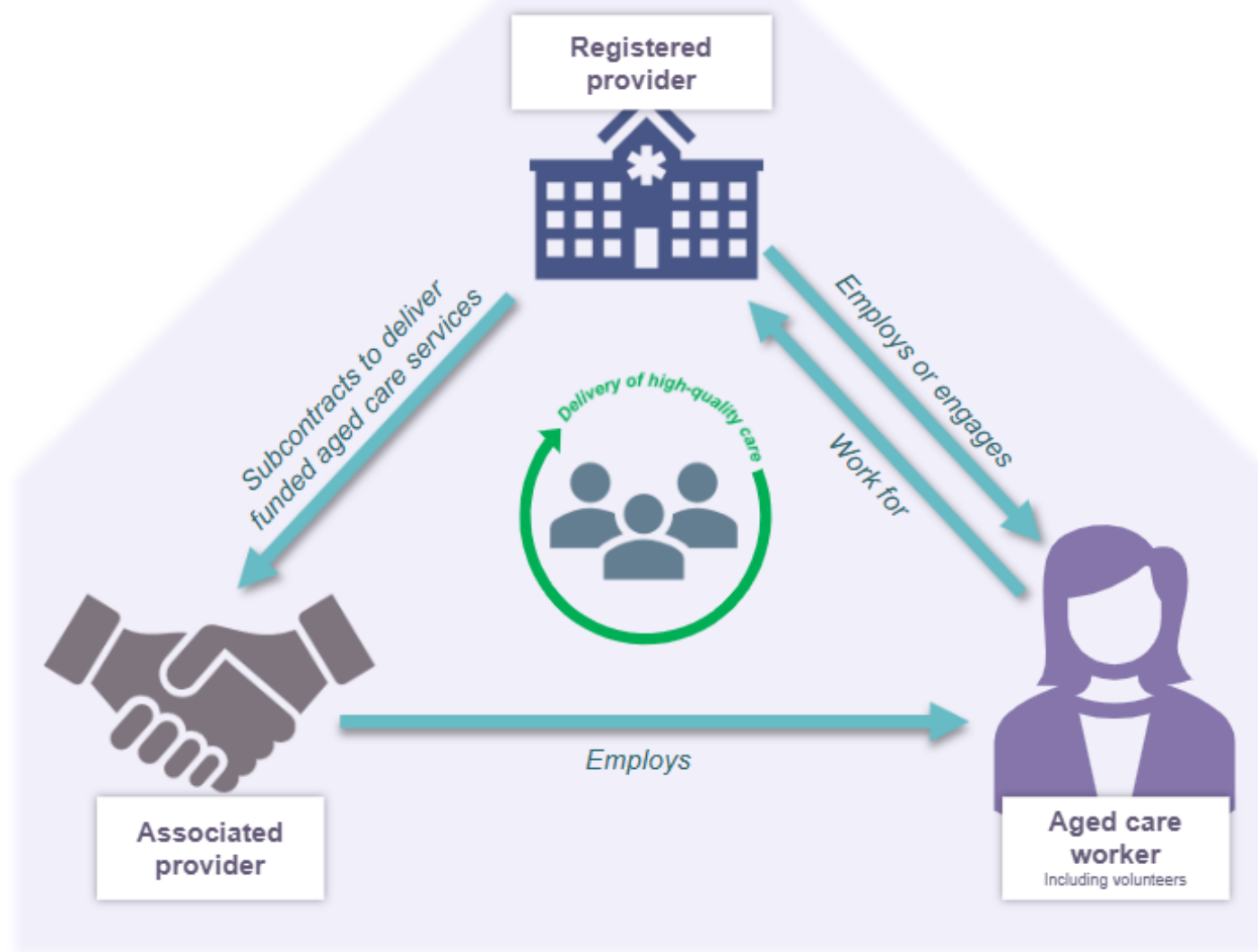


What is an aged care service?

- [Section 8-5 of the *Aged Care Rules 2025*](#), sets out the full list of aged care services funded by the Australian Government.
- Subcontractors of registered providers are only considered associated providers if they deliver **government-funded aged care services** on behalf of the registered provider.
- The important distinction is whether the subcontracted organisation delivers government-funded aged care services based on the service list.



Aged care service delivery





Associated provider or aged care worker?

Scenario 1

An organisation delivering under the Support at Home Program, whose service mix includes allied health. The organisation is also subcontracted to deliver speech pathology services in a residential care home on behalf of another registered provider. The organisation is considered both **a registered provider**, and **an associated provider** delivering services on behalf of the residential aged care provider.



Scenario 2

A registered provider engages a nurse who is an independent contractor to deliver nursing care to an older person under the Support at Home program. This individual would be an **aged care worker**.





Associated provider or aged care worker?

Scenario 3

A dietitian operating as a sole trader is subcontracted by a registered provider to deliver services funded under the Support at Home.

The dietitian delivers these services themselves and is considered an **aged care worker**.



Scenario 4

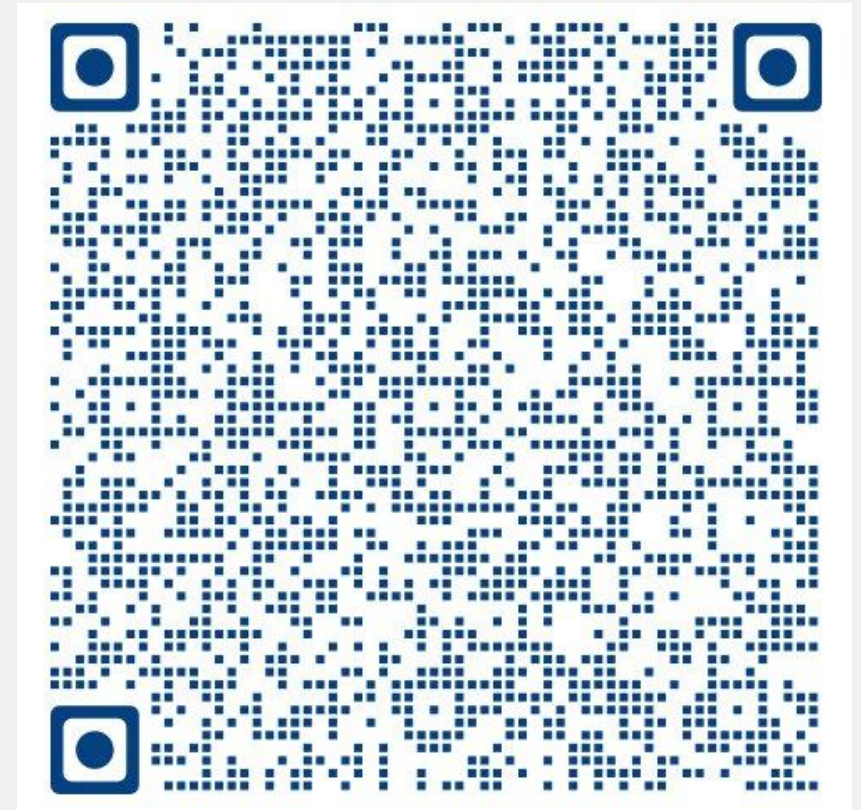
An organisation is subcontracted by the registered provider to deliver aged care services, including dietetics, under Support at Home. The company employs multiple allied health practitioners and is considered an **associated provider**.

The allied health practitioners would be considered **aged care workers**.



Resources

- [Video - Associated providers under the new Aged Care Act](#) This video explores the roles of associated providers as they deliver services on behalf of registered providers
- [Provider requirements search tool](#) – this search tool can help users to understand their requirements under the *Aged Care Act 2024*.
- [Video – Aged Care Provider Search tool introduction](#) This video provides you with information about the search tool
- [Video – Aged Care Provider Requirements Search tool – how to](#) This video helps users understand how to navigate the search tool to find their requirements.
- [Guidance – The new regulatory model – guidance for Allied Health Professionals](#) This guidance explains how allied health professionals can operate in aged care.



health.gov.au/our-work/new-model-for-regulating-aged-care/resources

Aged Care Quality and Safety Commission



The Commission's Role

We **regulate registered providers** to ensure the safety and quality of funded aged care for older people.

We do this through:

- Reporting
- Information & Guidance
- Oversight & Monitoring
- Registration & Conditions
- Enforcement

Registered providers are responsible for delivering safe and quality services to older people, including those delivered on their behalf by associated providers.



Reporting and notification requirements

Registered providers must:

- provide information about associated providers to the Commission
- include information about associated providers in service agreements with older people and monthly statements

When to report and notify us?

- **At registration:** must provide name, ABN, address and contact information of all associated providers
- **During the registration period:** providers registered in categories 4, 5 or 6 must notify us of changes to their arrangements with associated providers who are delivering services *in these categories* on their behalf, within 14 days of the change occurring
- **At renewal of registration:** must provide name, ABN, address and contact information of all associated providers



How should you be reporting?

Start a form download

Currently a registered provider

Progress

Guidance material

Detailed information can be found on the [Commission website](#) to help you understand the questions in the form. This includes information on the registration requirements.

When filling in this application form we recommended that you have the guidance open. We will assume that you have read and followed the information when you submit the application.

What form are you looking to complete? *

- Change in circumstance notification
 - changes to provider suitability
 - changes to responsible persons
 - changes to organisation structure or governance arrangements
 - changes to scale of provider
 - changes to services
 - changes about your associated providers
 - changes to an approved residential care home
 - financial and prudential matters

Download forms to fill out

Based on your selection for new or previously approved providers

[Download all form files](#)

Guidance material

Detailed information can be found on the [Commission website](#) to help you understand the questions in the form. This includes information on the registration requirements.

When filling in this application form we recommended that you have the guidance open. We will assume that you have read and followed the information when you submit the application.

For all forms

Change in circumstance notification to the Commission
Required For all forms

[Download PDF](#)

Changes about your associated providers

Add associated provider(s)
You can submit as many of this form as required

[Download PDF](#)

Remove associated provider(s)
You can submit as many of this form as required

[Download PDF](#)

Change to an associated provider's relationship
You can submit as many of this form as required

[Download PDF](#)

When you notify us of a change involving Associated Providers, you **must complete** the '**Change in circumstances**' form **AND** the relevant '**Changes about your Associated Provider**' form

1) Complete the 'Change in circumstances' notification form

2) Complete the relevant 'Changes about your associated providers' form(s)



Who is accountable for associated providers?

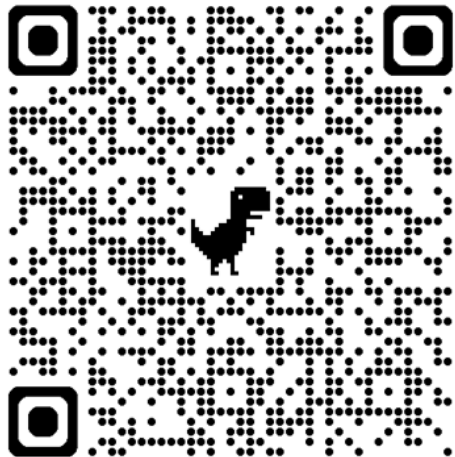
- **The registered provider is always accountable** for the delivery of services they are funded for, whether these are delivered directly, by associated providers or by any other entity on their behalf.
- **You can't transfer your legal obligations as a registered provider to an associated provider**
- The registered provider remains responsible for ensuring these workers **comply with worker screening requirements, the [Aged Care Code of Conduct](#) and other relevant [workforce obligations](#).**
- As a general rule, **anything done (or not done) by an associated provider should be treated as being done (or not done) by you as the registered provider.** That includes for the purposes of compliance with [provider obligations](#).

It is the registered provider that is responsible for meeting its requirements and the quality and safety of the services delivered, even if an associated provider delivers the services. This includes worker screening requirements.

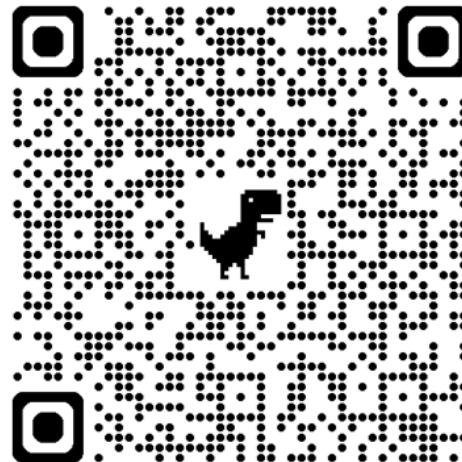


Resources

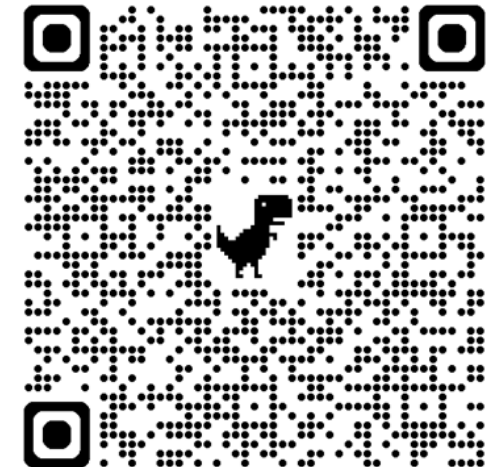
Associated provider FAQs



Associated provider Regulatory Bulletin



How to notify us of associated provider changes





Panel Q&A





Thank you

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Paula Jones



health.gov.au/aged-care-reforms



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