



The new regulatory model

Guidance for residential aged care providers

Version 1.0

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Purpose

This guidance outlines the regulatory changes affecting residential aged care providers under the [new Aged Care Act](#) (new Act). The new Act introduced a [new regulatory model](#) when it commenced on 1 November 2025. Further information about how the new aged care reforms affect providers is available on the department's website:

[Provider requirements](#)

Registered providers must meet legislated requirements to deliver safe, quality aged care services.

[How the new aged care regulatory model will work](#)

Learn about the features and processes of the new model.

[Regulation and oversight under the new Act](#)

Learn about who regulates and provides oversight of the aged care system under the new Aged Care Act.

[Frequently asked questions on the new regulatory model](#)

Read the department's answers to frequently asked questions about the new regulatory model.

[Webinar: Aged Care Provider Requirements Search tool](#)

Watch the webinar launching the Aged Care Provider Requirements Search tool, held on 16 September 2025.

Context

The [Royal Commission into Aged Care Quality and Safety](#) found that the [Aged Care Act \(1997\)](#), and related legislation, was not fit for purpose to support quality aged care delivery. Several reforms to the industry were delivered in response.

The [Aged Care Act 2024](#), which commenced on 1 November 2025, builds on those reforms and around 60 [Royal Commission into Aged Care Quality and Safety recommendations](#). The [new Act](#) has made the aged care system simpler, fairer and safer for older people.

Overview of the new model

The [new regulatory model](#) sets out how all aged care providers are required to operate under the [new Act](#). It includes provider registration and requirements, monitoring and enforcement, and complaints and whistle-blower protections. The new model commenced with the new Act.

The new model introduces:

- **universal registration** – a single registration for each provider across all aged care programs
- **requirements** that reflect the types of services delivered
- **more protections** that place the rights and needs of older people at the centre of aged care to help them feel confident about their care
- **ways for providers demonstrating excellence to be recognised**, such as longer registration periods and graded audits against the Aged Care Quality Standards.

The new model makes it easier for providers to operate across multiple aged care programs by simplifying the arrangements for entry to service types and more clearly articulating the requirements that are associated with those service types.

The new model strengthens the monitoring powers of the Aged Care Quality and Safety Commission (ACQSC). This supports the ACQSC to continue to respond proactively and address emerging risks and issues in the sector to safeguard older people from harm and uphold their rights under the Statement of Rights, so older people receive safe, and quality, funded aged care.

Residential aged care providers must be aware of their requirements under the new Act, including those specific to their relevant registration categories and in relation to responsible persons and aged care workers.

Transition to the new regulatory model

The [ACQSC](#) is responsible for registering and regulating new providers, including residential aged care providers. All existing aged care providers were automatically set up – or deemed – as registered providers. Providers delivering residential care were deemed a registered provider in category 6 with associated services deemed to be an approved aged care home.

Organisations delivering additional types of care, such as services through the Commonwealth Home Support Program (CHSP), National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFACP) or home care packages, were deemed as a single provider, with registration covering services delivered across all programs.

Categories

The 6 registration categories

- Category 1 – Home and community services
- Category 2 – Assistive technology and home modifications
- Category 3 – Advisory and support services
- Category 4 – Personal and care support in the home or community
- Category 5 – Nursing and transition care
- Category 6 – Residential care

Providers in all categories are subject to monitoring under the ACQSC's supervision model and risk-led suite of responses.

As outlined in the ACQSC's [Regulatory Strategy](#), all providers were given a supervision status based on information the ACQSC has about their capability, capacity and commitment to meet their requirements and manage risks effectively to prevent harms, to ensure providers uphold the rights in the Statement of Rights.

Government agency functions

Regulation and oversight responsibilities for the Australian aged care system is split across different agencies. The following Government agencies have functions under the [new regulatory model](#):

Aged Care Quality and Safety Commission

Department of Health, Disability and Ageing

National regulator of aged care services.**Until 31 October 2025:**

- Approved providers and accredited aged care services.
- Undertook proportionate monitoring, compliance and enforcement activities in relation to providers and aged care workers in meeting their legislative requirements.
- Conducted all quality assessments of relevant Commonwealth-funded aged care services to assess compliance with the Aged Care Quality Standards.
- Handled complaints and incident notifications.

From 1 November 2025:

- Registers and monitors aged care providers, responsible persons and aged care workers to make sure they meet their requirements under the [new Act](#), including Code of Conduct and conditions of registration.
- Audits providers registered in registration categories 4, 5 and 6 against the strengthened [Aged Care](#) Quality Standards to inform registration, renewal and variation decisions.
- Handles complaints and incident notifications.

Until 31 October 2025:

- The department had policy and program oversight of the aged care programs that support the aged care sector.

From 1 November 2025:

- The department's Secretary is the aged care System Governor.
- The System Governor and the department are responsible for the operations and oversight of the aged care system.

[Learn more](#)

[Learn more](#)

Overarching requirements of the new Aged Care Act

Under the [new regulatory model](#), core conditions apply to all registered providers, including:

- Act in compatibility with the [Statement of Rights](#) (replaced the [Charter of Rights](#))
- [Aged Care Code of Conduct](#)

- [workforce and worker screening requirements](#)
- [protecting personal information](#)

Requirements for all providers registered in all registration categories include complying with their conditions of registration, having both a complaints management system and having practices in place to ensure they act compatibly with upholding the Statement of Rights.

Other conditions or requirements only apply to some providers, for example, providers who are registered in a specific registration category and in relation to delivering specific service types within that category. This helps make sure requirements on providers are proportionate and address specific risks. The ACQSC also has power to impose or vary conditions on an individual provider's registration.

Providers operating across multiple aged care programs have one set of consolidated requirements depending on the registration category, or categories they are registered in. This helps streamline interactions between providers and the ACQSC.

Residential aged care providers were deemed into registration category 6. This means audit of conformance with the seven [Quality Standards](#) applies. Details on which requirements apply to which kinds of providers can be found in the [Rules](#) that support the new Act.

Supporting the Quality Standards is the [Aged Care Service List](#), which sets out the care and services available to older people under the new Rules, for both residential care and the Support at Home program. For residential care, this replaced the Schedule of Specified Care and Services listed in the *Quality of Care Principles 2014* (no longer in force).

The department has developed the [Aged Care Provider Requirements Search tool](#) to help providers locate their requirements under the [Act](#) and associated [Rules](#).

The search tool supports current and future providers by:

- bringing together all relevant requirements, including conditions of registration, provider obligations, and statutory duties
- linking to the [Federal Register of Legislative Instruments](#), to verify information with official legislative sources
- providing links to educational materials, guidance documents, and online information to further support understanding and compliance.

This tool is a guide; it doesn't replace the [new Act](#) and associated [Rules](#). You can read the full regulatory requirements on the Federal Register of Legislation.

Read more about the [key changes to the way providers operate and the requirements they must meet under the new Act](#).

Aged care homes that are not regulated by the Australian Government

Aged care homes that are not registered or funded by the Australian Government also provide accommodation and care for older people. These homes are not regulated by the Australian Government.

Retirement villages or independent living units also offer a range of services for older people who may need less care than that offered by aged care homes. These are regulated by state and territory governments. They are not regulated by the Australian Government under the new Act and Rules and do not receive Australian Government funding.

<u>Australian Government-funded aged care homes</u>	<u>Aged care homes not funded by the Australian Government</u>
<ul style="list-style-type: none">• Receive subsidies to make care more affordable• Regulated by the ACQSC• Some can also offer places that aren't subsidised	<ul style="list-style-type: none">• Private aged care homes do not receive subsidies from the Australian Government• Retirement homes or independent living units do not necessarily provide care services, but those living there can access Home Care Packages or CHSP services• Retirement homes are regulated by state and territory governments

Summary of regulatory changes

The [new regulatory model](#) puts the safety, health, wellbeing, and quality of life of older people first, upholding their rights. It also seeks to create a culture of continuous improvement, to improve the quality and safety of aged care services toward delivering high-quality care. Many of the changes introduced, such as graded registration and renewal audits, public reporting and the new Statement of Rights, are designed to provide incentives for positive change and promote a constructive working relationship with the ACQSC.

The following tables outline how your regulatory responsibilities and requirements have changed under the new Act

[Residential Aged Care Program Responsibilities](#)

[ACQSC Oversight - snapshot](#)

[Registration and Renewal](#)

[Aged Care Quality Standards](#)

[Reporting](#)

[Aged Care Code of Conduct](#)

[Rights](#)

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[Worker Screening](#)

Residential Aged Care Program Responsibilities

	<u>UNTIL</u> 31 October 2025	<u>FROM</u> 1 November 2025
Program governance	<p>All approved providers were required to:</p> <ul style="list-style-type: none"> • ensure their governing body had a majority of independent non-executive members and at least one member with experience in providing clinical care • set up and continue a quality care advisory body • annually offer to set up a consumer advisory body • assess the suitability of key personnel at least once a year • notify the Commission of certain matters including key personnel notifications, within 14 days • ensure their staff had the appropriate qualifications, skills and experience and meet worker screening requirements. • submit their completed annual Provider Operations Report to the Department of Health, Disability and Ageing by 31 October each year. 	<p>All registered providers now must, among other things:</p> <ul style="list-style-type: none"> • ensure their governing body has a majority of independent non-executive members and at least one member with experience in providing clinical care • set up and continue a quality care advisory body • annually offer to set up a consumer advisory body • assess the suitability of responsible persons at least once a year • notify the Commission of certain matters in accordance with Change in Circumstances requirements, within 14 days • ensure their staff have the appropriate qualifications, skills and experience. • ensure their aged care workers are appropriately screened and comply with the Code of Conduct • comply with the restrictive practices requirements in sections 162-15 to 162-40 <i>Aged Care Rules 2025</i> • comply with requirements regarding the use of refundable deposits, and maintain a minimum liquidity amount in accordance with the Financial and Prudential Standards
Industry standards and guidelines	All providers were required to comply with relevant codes of ethics, and industry quality standards and guidelines.	All providers must comply with relevant codes of ethics, and industry quality standards and guidelines including clinical and scope of practice requirements where these apply.
Resident agreements	Providers were required to enter into a resident agreement with a person before they could commence providing services.	Providers must enter into a service agreement with the resident, before they can start delivering care. Providers must provide the resident with a copy of the

	<u>UNTIL 31 October 2025</u>	<u>FROM 1 November 2025</u>
	<p>Providers were to include certain details, provide a copy to the person, and make sure they understood and agreed to it. The agreement was to be reviewed as needed and updated if the changes were agreed.</p> <p>Other details that were required to be included in the agreement were:</p> <ul style="list-style-type: none"> • why providers may ask the resident to leave and how they will help the resident find alternative accommodation if asked to leave • the resident’s rights and responsibilities • the provider’s rights and responsibilities • how providers dealt with complaints • any other matters agreed between the provider and the resident, within the requirements of the Aged Care Act 1997. <p>The previous legislated requirements on completing resident agreements were (these have been superseded by the new Act and Rules):</p> <ul style="list-style-type: none"> • Division 59 of the Aged Care Act 1997 • Division 4 of the User Rights Principles 2014. 	<p>agreement, and make sure they understand it, prior to signing. All agreements must be signed, in order to take effect.</p> <p>Agreements must include details about the resident and your organisation, as well as the date care starts. Other details that must be included in the agreement are:</p> <ul style="list-style-type: none"> • any agreed fees and charges the resident will be asked to pay • all care and services that will be delivered, as set out in the Aged Care Service List • Circumstances where the provider can ask a resident to leave and how they will help the resident find alternative accommodation if asked to leave • the resident’s rights and responsibilities • the provider’s rights and responsibilities • how providers deal with complaints, feedback and whistleblower information • any other matters agreed between the provider and the resident, within the requirements of the Aged Care Act 2024. <p>Review the agreement as needed, and update it if both provider and resident agree.</p> <p>For legislated requirements on completing resident agreements see:</p> <ul style="list-style-type: none"> • Section 148(c) of the Aged Care Act 2024 • Part 3 – Resident Agreements of the Aged Care Rules 2025 <p>Providers will have 12 months until 31 October 2026 to transition all existing residents from a resident agreement to a service agreement.</p>

	<u>UNTIL 31 October 2025</u>	<u>FROM 1 November 2025</u>
Security of tenure/continuity of care	<p>Providers could ask a resident to leave their service in the following circumstances:</p> <ul style="list-style-type: none"> • the service was closing • the accommodation and care provided no longer suited the resident's assessed long-term needs • an aged care assessor decided that the resident no longer needed care • the resident was receiving care under a specialist dementia care agreement, which a clinical advisory committee determined they no longer needed • the resident had not paid their agreed fees for 42 days since they were due, for a reason within the resident's control • the resident intentionally caused serious damage to the service, or injury to staff or another resident • the resident was absent from the service for 7 days or more for reasons not permitted under the legislation. <p>Before asking a resident to leave, providers were required to find the resident alternative suitable accommodation that meets the individual's needs; and was affordable.</p>	<p>Providers can ask a resident to leave your service in the following circumstances:</p> <ul style="list-style-type: none"> • the approved residential care home location is closing; • the provider can no longer provide accommodation and funded aged care services through the approved residential care home which are suitable for meeting the individual's assessed needs • the individual no longer needs the funded aged care services delivered through the approved residential care home • the individual has been accessing funded aged care services under a specialist dementia care agreement and a clinical advisory committee constituted that the individual is not suitable to continue receiving those services • the individual has not paid any agreed fee or contribution to the provider within 42 days after the day when it is payable, for a reason within the individual's control • the individual has intentionally caused: <ul style="list-style-type: none"> – serious damage to the approved aged care home; – serious injury to an aged care worker, or to another individual accessing funded aged care services • the individual is away from the approved residential care home for a continuous period of at least 7 days for a reason other than: <ul style="list-style-type: none"> – emergency leave – hospital leave – hospital transition leave – extended hospital leave – social leave

	<u>UNTIL 31 October 2025</u>	<u>FROM 1 November 2025</u>
		<p>Before asking an individual to leave, providers must work with them to find them alternative suitable accommodation that meets the individual's needs; and is affordable.</p> <p>For information on the ACQSC's functions, please refer to the 2025-2026 regulatory strategy or the 2025-2026 corporate plan.</p>

ACQSC Oversight – snapshot

For more information on the Commission's functions and Regulatory Strategy, please refer to the [Corporate Plan](#) and [Regulatory Strategy](#). In line with these, the Commission undertakes proportionate regulatory responses using its monitoring, compliance and enforcement powers.

	<u>UNTIL 31 October 2025</u>	<u>FROM 1 November 2025</u>
Registration	<p>The ACQSC conducted quality reviews and assessment contacts of residential aged care services against the previous Quality Standards.</p> <p>Quality reviews included:</p> <ul style="list-style-type: none"> • an audit of the home service provider's location • interviews with residents. <p>The ACQSC conducted these reviews at least once every 3 years and prepared:</p> <ul style="list-style-type: none"> • a quality audit report • a performance report. 	<p>The ACQSC registers providers seeking to deliver aged care services in registration categories, including category 6 (residential care) and considers applications for renewal of registration.</p> <p>Should a registered provider seek to add or remove a residential care home from its registration, it will need to apply to the Commission for a variation of its registration.</p> <p>The ACQSC will assess provider compliance with the Aged Care Code of Conduct, worker screening, and other requirements.</p> <p>Only providers registered to deliver services in categories 4, 5 and 6 will be audited against the Quality Standards.</p> <p>Upon registration or renewal of registration, the ACQSC may impose conditions for non-compliance in order to manage identified risks.</p> <p>The purpose of an audit for those registered in categories 4-6 against the strengthened Quality Standards is to</p>

	<u>UNTIL 31 October 2025</u>	<u>FROM 1 November 2025</u>
		inform registration, renewal and variation decisions.
Powers and impact on renewal	<p>Approved provider status could be revoked, and sanctions could be imposed if a provider did not comply with its responsibilities.</p> <p>The ACQSC had no power to revoke authority for service delivery.</p>	<p>The ACQSC powers have been expanded under the new Act.</p> <p>The ACQSC can take a variety of regulatory actions in response to non-compliance with requirements, including, where necessary, revocation of registration and banning the continued delivery of funded aged care services.</p>

Registration and Renewal

	<u>UNTIL</u> 31 October 2025	<u>FROM</u> 1 November 2025
Registration process	<p>Some providers were required to apply for approval through the ACQSC to deliver Government-funded aged care services. Once a provider was approved, it needed to register online with Services Australia to:</p> <ul style="list-style-type: none"> • claim Government payments • access the Aged Care provider portal (ACPP) • submit other online forms • manage outlets, referrals and service configuration (e.g. room prices). <p>The provider was required to notify Services Australia of relevant changes.</p> <p>Once approved, residential places were approved through the Department’s Aged Care Approvals Round or bed-ready process.</p>	<p>All existing aged care providers were deemed as registered providers on 1 November 2025 under the new Act.</p> <p>Residential aged care providers have been registered into registration category 6 and have a total number of beds linked to their registration.</p> <p>New applicants must meet the registration requirements under the new Act.</p> <p>Providers registered into categories 4, 5 and 6 will be audited against strengthened Quality Standards as part of a registration, renewal or variation audit.</p> <p>Providers can register with Services Australia to access the Aged Care Provider Portal (ACPP) to manage claims for aged care subsidies.</p>
Duration of registration and renewal	<p>Accredited aged care services were required to apply for re-accreditation before their accreditation expired.</p>	<p>Responsibility for setting registration renewal periods sits with the ACQSC.</p> <p>The initial duration of registration was set by the Department as part of the deeming process and outlined in the ‘Registration notification under the Aged Care Act 2024’ sent 1 November 2025.</p> <p>For information on the ACQSC’s provider registration policy and processes, see: Provider registration Aged Care Quality and Safety Commission</p>
Revocation of provider status	<p>Providers were required to submit a request for the revocation of their approval status to the ACQSC.</p> <p>Revocation only occurred when the ACQSC was satisfied the provider had met certain requirements.</p>	<p>Providers must submit a request for the revocation of their registration status to the ACQSC.</p> <p>Providers can only be revoked when the ACQSC is satisfied the provider has met certain requirements,</p>

	<u>UNTIL 31 October 2025</u>	<u>FROM 1 November 2025</u>
		including continuity of care for older people.

Quality Standards

	<u>UNTIL 31 October 2025</u>	<u>FROM 1 November 2025</u>
Assessment/audit against the Quality Standards	All approved providers were required to comply with relevant industry standards and guidelines, this included the previous Quality Standards.	The ACQSC audits providers registered in categories 4, 5 and 6 against the strengthened Quality Standards as part of registration, renewal or variation audit.
Grading	Assessments were rated as compliant/non-compliant against the previous Quality Standards.	Audit outcomes are rated as major non-conformance, minor non-conformance, conforming or exceeding. This rating system is designed to incentivise excellence, innovation and continuous improvement across the sector. The ACQSC website has information on audits under the Aged Care Quality Standards.

Reporting

	<u>UNTIL 31 October 2025</u>	<u>FROM 1 November 2025</u>
What to report	<p>Approved providers of residential aged care were required to complete a</p> <ul style="list-style-type: none"> Quarterly Financial Report (QFR) Annual Aged Care Financial Report (ACFR) Annual Prudential Compliance Statement. <p>Providers were required to collect and provide quality indicator data under the National Aged Care Mandatory Quality Indicator Program (QI Program).</p>	<p>Registered providers are required continue to complete reporting through the:</p> <ul style="list-style-type: none"> Aged Care Financial Report (ACFR) Quarterly Financial Report (QFR) 24/7 Registered Nurse (RN) report Quality Indicators Program (QI Program) <p>All registered providers are required to report certain serious incidents to the Commission within prescribed timeframes, in accordance with the Serious Incident Response Scheme.</p>

	<u>UNTIL 31 October 2025</u>	<u>FROM 1 November 2025</u>
	24/7 Registered Nurse (RN) reporting was required.	
Where to report	<p>Providers used the Government Provider Management System (GPMS) to view and maintain some information about their organisation and personnel, and complete mandatory reporting.</p> <p>Providers completed the ACFR on the Forms Administration platform.</p>	<p>Providers continue to access GPMS via the same authentication methods used until 31 October 2025. The new registration categories will be reflected in GPMS.</p> <p>From 3 November 2025 providers have two GPMS portal views as outlined below:</p> <ul style="list-style-type: none"> • Access the GPMS Approved Provider Organisation portal to complete the following actions: <ul style="list-style-type: none"> ○ submit Provider Operations Collection Form for the year 2024-25 (1 July 2024– 30 June 2025) and view previously submitted operations information ○ access Star Ratings ○ view and edit previously submitted 24/7 RN reports (reporting up to September 2025) ○ view Care Minute targets ○ preview finance and operations information ○ submit and edit Quarter 1 2025-26 (1 July - 30 September 2025) Quarterly Financial Report and prior QFRs ○ submit and edit Quarter 1 2025-26 (1 July - 30 September 2025) Quality Indicator Program data ○ submit and edit Quarter 2 2025-26 (1 October - 31 October 2025) Quality Indicator Program data (only if you are operational during October and ceasing operations prior to 1 November 2025)

	<u>UNTIL</u> 31 October 2025	<u>FROM</u> 1 November 2025
		<ul style="list-style-type: none"> • Access the GPMS Registered Provider Organisation portal to complete the following actions: <ul style="list-style-type: none"> ○ access the Manage Your Organisation tile: ○ submit and edit 24/7 RN reporting ○ submit and edit Quarterly Financial Report from Quarter 2 2025-26 (1 October –31 December 2025) onwards ○ submit and edit Quality Indicator Program data from Quarter 2 2025-26 (1 October – 31 December 2025) onwards <p>Serious incidents reported under the SIRS will continue to be submitted through the provider’s MAC Portal.</p> <p>Providers will continue to complete the ACFR on the Forms Administration platform.</p>
My Aged Care ID	Providers were required to ensure all individuals receiving care had a MAC ID and the services were linked to the ID.	Providers are required to ensure all individuals receiving care have a MAC ID and the services are linked to the ID. The department will work with providers on this requirement.

Code of Conduct

	<u>UNTIL</u> 31 October 2025	<u>FROM</u> 1 November 2025
Aged Care Code of Conduct	As approved providers, residential aged care providers were required to comply with the Aged Care Code of Conduct.	As registered providers, residential aged care providers must comply with the Aged Care Code of Conduct , and must take reasonable steps to ensure their aged care workers comply with the Code. Responsible persons and aged care workers of registered providers are also required to comply with the Code of Conduct .

Rights

	<u>UNTIL</u> 31 October 2025	<u>FROM</u> 1 November 2025
Charter of Rights/Statement of Rights	<p>Charter of Rights. All providers were required to:</p> <ul style="list-style-type: none"> • help people using aged care to understand their rights under the Charter. • sign and give the person receiving care a copy of the charter (representatives could also receive a copy) • keep a record of the Charter given to the person receiving care. 	<p>The Aged Care Statement of Rights replaced the Charter of Rights.</p> <p>The Statement of Rights builds on the Charter to include the right to have quality and safe services delivered in a way that is compatible with upholding the Statement of Rights under the new Act, so that older people are treated with dignity and respect and receive safe quality care.</p> <p>It is a condition of registration for providers to be able to demonstrate an understanding of the rights of individuals under the Statement of Rights and have practices in place to ensure they deliver aged care services in a way that is compatible with upholding those rights.</p> <p>When an older person, or someone connected to them, believes their rights have not been upheld, they can raise this with their provider and/or make a complaint directly to the ACQSC.</p>

Incident Management and Complaints

	<u>UNTIL</u> 31 October 2025	<u>FROM</u> 1 November 2025
Complaints mechanisms	<p>Residential aged care providers were required to have complaints mechanisms in place as required under the previous Aged Care Quality Standards.</p> <p>Residential aged care providers were required to actively encourage their clients and carers to provide feedback about services received.</p> <p>All residential aged care clients had access to complaint mechanisms.</p>	<p>All providers must have a complaints and feedback management system in place as a condition of registration. This system includes making clear to aged care workers and older people that complaints and feedback are welcome and having an accessible complaints system.</p> <p>For ACQSC guidance on complaints and feedback practices see, Complaints & feedback Aged Care Quality and Safety Commission.</p>

	<u>UNTIL 31 October 2025</u>	<u>FROM 1 November 2025</u>
Incident management	<p>All providers were required to have an incident management system in place in compliance with the Quality of Care Principles (no longer in force).</p> <p>Incident management and reporting under the Serious Incident Response Scheme.</p>	<p>Providers must have an incident management system in place as a condition of registration.</p> <p>Please note, the requirement to have an incident management process does not apply to providers only registered in category 2.</p> <p>Incident management and reporting under the Serious Incident Response Scheme.</p>

Worker Screening

	<u>UNTIL 31 October 2025</u>	<u>FROM 1 November 2025</u>
Background checks	<p>Residential Care providers were required to undertake a background check for staff in accordance with the requirements under the Accountability Principles 2014. Providers were required to ensure staff had a police certificate, that was no more than 3 years old and did not include convictions for murder, sexual assault or imprisonment for assault. Alternatively, if a staff member had a valid NDIS Worker Screening clearance they did not also need a police certificate.</p>	<p>There are no changes to worker screening requirements for residential aged care providers on 1 November 2025. Residential aged care providers are required to continue to ensure that aged care workers and responsible persons have either a police check certificate or a NDIS worker screening clearance.</p> <p>The department is working to introduce a new Aged Care Worker Screening Check for risk assessed roles. The process for Aged Care Worker Screening Checks will be the same as NDIS Worker Screening Checks.</p>



For more information about the new regulatory model:

[Health.gov.au/Regulatory-Model](https://www.health.gov.au/regulatory-model)



For resources about the new Aged Care Act:

[Health.gov.au/our-work/Aged-Care-Act/Resources](https://www.health.gov.au/our-work/aged-care-act/resources)



Email: AgedCareRegModel@Health.gov.au

For translating and interpreting services, call **131 450** and ask for My Aged Care on **1800 200 422**.

To use the National Relay Service, visit [AccessHub.gov.au](https://www.accesshub.gov.au) or call **1800 555 660**.