



Australian Government

Department of Health,
Disability and Ageing

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Becoming a provider of the National Aboriginal and Torres Strait Islander Flexible Aged Care Program

This fact sheet provides guidance for prospective and existing providers of aged care services under the National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFACP). It also outlines the process for current NATSIFACP providers to become approved providers of Support at Home services.

Providers wanting to deliver NATSIFACP

About NATSIFACP

- The NATSIFACP provides flexible, culturally safe aged care services for older Aboriginal and Torres Strait Islander people. The program makes it easier for older people to remain close to home and community.
- From 1 November 2025, NATSIFACP came under the [Aged Care Act 2024](#) (the Act) and existing NATSIFACP providers were deemed as registered providers for the first time.
- The Act, and the [Aged Care Rules 2025](#) (the Rules), provide for the delivery of government-funded aged care services to approved older people.
- Under the Act, all providers of NATSIFACP services are required to be registered with the Aged Care Quality and Safety Commission (ACQSC) to deliver funded aged care services.

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Becoming a NATSIFACP provider

- New organisations interested in becoming a NATSIFACP provider should be aware that before they can provide NATSIFACP services, an organisation must both:
 - apply and be successful through a NATSIFACP grant opportunity, managed by the Department of Health, Disability and Ageing; and
 - apply to the ACQSC to become a registered provider.
- Organisations can find NATSIFACP grant opportunities, when they are available, on GrantConnect: grants.gov.au
- The Act allows the department to make a conditional offer of a NATSIFACP grant to a prospective provider on the basis that the grant agreement will only be offered if and when the organisation becomes a registered provider
- Any NATSIFACP expansion has been paused until after the aged care reforms are fully implemented and Independent Health and Aged Care Pricing Authority (IHACPA) review recommendations are delivered to Government in mid to late 2026.
- Some providers are [exempt from paying ACQSC registration fees](#). To be eligible for a full (100%) fee waiver for Registration application, applicants must:
 - be an Aboriginal Community Controlled Organisation, or
 - plan to deliver at least 85% of care and services to older people located in remote or very remote communities (Modified Monash categories 6 and/or 7).

More information:

- NATSIFACP manual: health.gov.au/resources/publications/natsifac-program-manual
- Registration and arrangements under the Act for currently funded NATSIFACP providers: health.gov.au/sites/default/files/2025-07/the-new-regulatory-model-guidance-for-natsifac-providers.pdf.

Existing registered NATSIFACP providers

- From 1 November 2025, with the commencement of the *Aged Care Act 2024*, all aged care providers delivering government-funded aged care services were deemed as registered providers.

- Providers received either a 'Notice of Registration Determination' or a 'Notice of Registration Deeming Outcome' by email to notify them of this activity.
- This was the final step in provider deeming under the Act.
- Providers who delivered NATSIFACP prior to the commencement of the Act are now considered registered providers delivering NATSIFACP services under the Act.
- NATSIFACP providers delivering home care were deemed into all 5 home care categories. This is to ensure they can deliver services flexibly in line with changing community needs, with the exception of some home care providers that varied their registration to deliver entry level services only.
- NATSIFACP providers should comprehensively consider future community needs prior to varying registration to remove service groups as providers will be required to reapply to the ACQSC to deliver services in those additional groups if community needs increase.

More information:

- About NATSIFACP: health.gov.au/natsifac.

Registered NATSIFACP providers wanting to deliver Support at Home

- NATSIFACP providers are not automatically able to deliver services funded under Support at Home.
- Registered providers delivering NATSIFACP funded services may consider expanding their service offering to deliver services funded under Support at Home. If they can meet the relevant program and legislative requirements, this will allow them to deliver services funded under both programs.
- Before deciding to become a Support at Home provider, it is important to understand the requirements that must be met.
- NATSIFACP providers who amended their registration categories and deliver entry level services only will **not** be eligible to deliver Support at Home services.
- Support at Home operates under a single provider model. It is a requirement that all Support at Home participants receive care management services. This means that registered providers claiming for delivery of Support at Home services must:

1. be [registered](#) with the ACQSC in (at minimum) Category 4 Personal and care support in the home or community, and meet Outcome 5.1 (Clinical Governance) of Standard 5: Clinical Care
 2. consider which services their clients may require services in when applying for registration categories
 3. have a service delivery branch to claim for services delivered and receive subsidy from Services Australia, and
 4. meet all relevant legislative and program requirements.
- Providers must take some steps before they can provide Support at Home services. More information can be found on the department's website: health.gov.au/our-work/support-at-home/before-providing-support-at-home-services.

More information:

- Support at Home manual: health.gov.au/resources/publications/support-at-home-program-manual-version-3-a-guide-for-registered-providers
- Support at Home program: health.gov.au/support-at-home