Aged Care Act 2024, Training and Education Catalogue

This catalogue lists learning modules and education resources developed by the Department of Health, Disability and Ageing and the Aged Care Quality and Safety Commission (ACQSC) to support aged care providers and workers to build knowledge and skills related to the *Aged Care Act 2024* (the Act). Resources are grouped by key learning areas under the Act, making it easier for providers to identify workforce learning needs and select suitable training and education options.

The catalogue supports flexible, multimodal delivery. For example, providers may choose to use informal learning materials in team meetings, newsletters or existing training programs instead of, or alongside, eLearning modules.

Providers and workers can access department-developed eLearning modules through Alis, the department website or their organisation's LMS. While all options provide access to the learning content, completion records and certificates of completion are only available to learners who complete training through Alis, where applicable.

Note: Not all learning areas in this catalogue will be relevant to every role, and required learning will vary depending on the responsibilities of different worker groups. This catalogue should be considered a starting point and useful tool for providers to map their workforce against the learning areas and identify which training is most relevant. The training in this catalogue is recommended, not mandatory. Providers are encouraged to supplement it with training that reflects the needs of their workforce and services. For guidance on how to use this catalogue, refer to the *Guide to Creating a Workforce Training Plan – Building Workforce Capability for the Aged Care Act 2024.*

Learning area	eLearning	Informal learning materials and resources
1. Foundations of the *Aged Care Act 2024*		
a. Describe key concepts of the *Aged Care Act 2024*	***New Aged Care Act Module 1* – A guide for the Aged Care Workforce: Understanding and Adapting to the *Aged Care Act 2024*.** Access this eLearning module on Alis, the Aged Care Quality and Safety Commission's (ACQSC) online education platform. ***New Aged Care Act Module 1* – Providers guide to the *Aged Care Act 2024*: Understanding and Adapting** Access this eLearning module on Alis ***UTAS Equip Aged Care Learning Packages – Aged Care Act 2024*** Access this eLearning by enrolling at Equip Learning Packages	**The new Aged Care Act puts the older people at the centre of aged care** This infographic and animation (available in 8 languages including Auslan) outlines the main parts of the new Act and how they work together. This fact sheet provides a high-level summary of the key changes made to the Rules. The Rules legislation page sets out the detailed requirements and operational arrangements that support the implementation of the Aged Care Act 2024 across the aged care system
b. Understand what is changing and what isn't	***New Aged Care Act Module 1* – A guide for the Aged Care Workforce: Understanding and Adapting to the *Aged Care Act 2024*.** Access this eLearning module on Alis ***New Aged Care Act Module 1* – Providers guide to the *Aged Care Act 2024*: Understanding and Adapting** Access this eLearning module on Alis	**What's new or changing** The What is new or changing document provides information on what is new, what is changing and what is staying the same under the new Act. **Governing for Reform in Aged Care** The Aged Care Quality and Safety Commission's Governing for Reform in Aged Care Program offers educational resources to help leaders enhance corporate and clinical governance during sector transitions. The program provides free online modules, topic guides, and practical tools designed for governing boards and management teams to strengthen safety and compliance.
2. Rights and Principles		
a. Understand the Statement of Rights and the Statement of Principles	***New Aged Care Act Module 1* – A guide for the Aged Care Workforce: Understanding and Adapting to the *Aged Care Act 2024*.** Access this eLearning module on Alis ***New Aged Care Act Module 1* – Providers guide to the *Aged Care Act 2024*: Understanding and Adapting** Access this eLearning module on Alis	**A new rights-based Aged Care Act** This fact sheet provides a summary of the rights older people have when accessing aged care services. The Statement of Rights plain language fact sheet is available in 22 languages and an Easy Read. **The Statement of Rights** The Statement of Rights webinar, delivered by the Older Persons

Learning area	eLearning	Informal learning materials and resources
b. Apply rights-based, person-centred care in day-to-day practice	***New Aged Care Act Module 2* – A guide for the aged care workforce – Aligning and adapting** Access this eLearning module on Alis	Advocacy Network (OPAN) provides an overview of the Statement of Rights and what they mean for older people. Statement of Rights and Code of Conduct under the new Aged Care Act video. The Statement of Rights practice alignment tool, introduced in Module 3 – Release 2, can be used to reflect on everyday practices and identify what may need to change or strengthen to align with the Statement of Rights.
	New Aged Care Act Micro Module 3 Release 1 for Providers and Workers - Leading change and building capability in aged care Access this eLearning module on Alis ***New Aged Care Act Micro Module 3 Release 2 for Workers* – Applying rights-based care in daily practice** Access this eLearning module on Alis	
	***UTAS Equip Aged Care Learning Packages* – Person-centred care** Access this eLearning by enrolling at Equip Learning Packages	
	Module 4 Reflecting and Adjusting in your day-to-day practice 'Worker' Access this eLearning module on Alis	
c. Embed Rights and Principles in organisational culture, policies and processes	***New Aged Care Act Module 2* – Providers guide to the *Aged Care Act 2024* – Aligning to Changes** Access this eLearning module on Alis	
	New Aged Care Act Micro Module 3 Release 1 for Providers and Workers - Leading change and building capability in aged care Access this eLearning module on Alis ***New Aged Care Act Micro Module 3 Release 2 for Providers* – Applying rights across the organisation** Access this eLearning module on Alis	
	Module 4 Reflecting and Adjusting – Reflective leadership and support 'Provider' Access this eLearning module on Alis	
3. Supported Decision-Making		
a. Describe the definition of supported decision-making	***New Aged Care Act Module 1* – A guide for the Aged Care Workforce: Understanding and Adapting to the *Aged Care Act 2024*.** Access this eLearning module on Alis	**A new registered supporter role for aged care** Getting support to navigate aged care | My Aged Care explains the support available to help older people, families and carers understand, access and navigate the aged care system, including advocacy services, care finders and registered supporter arrangements **Registered Supporters** The quick reference guide for working with registered supporters, introduced in Module 3 – Release 2. **Supported decision-making** The Supported decision-making webinar, delivered by OPAN, provides an overview of supported decision making.
	***New Aged Care Act Module 1* – Providers guide to the *Aged Care Act 2024* – Understanding and adapting** Access this eLearning module on Alis	
b. Understand supported decision-making roles, responsibilities, and duties	***New Aged Care Act Module 2* – Providers guide to the *Aged Care Act 2024* – Aligning to Changes** Access this eLearning module on Alis	
	***New Aged Care Act Module 2* – A guide for the aged care workforce – Aligning and adapting** Access this eLearning module on Alis	
	Module 4 Reflecting and Adjusting in your day-to-day practice 'Worker' Access this eLearning module on Alis	

Learning area	eLearning	Informal learning materials and resources
c. Apply the principles of supported decision-making in day-to-day practice	***New Aged Care Act Micro Module 3 Release 1 for Providers and Workers - Leading change and building capability in aged care*** Access this eLearning module on Alis ***New Aged Care Act Micro Module 3 Release 2 for Providers* – Applying rights across the organisation** Access this eLearning module on Alis	
	***New Aged Care Act Micro Module 3 Release 2 for Workers* – Applying rights-based care in daily practice** Access this eLearning module on Alis	
	Module 4 Reflecting and Adjusting in your day-to-day practice 'Worker' Access this eLearning module on Alis	
d. Embed support-decision making practice in policies and process	***New Aged Care Act Micro Module 3 Release 2 for Providers* – Applying rights across the organisation** Access this eLearning module on Alis	
	Module 4 Reflecting and Adjusting in your day-to-day practice 'Worker' Access this eLearning module on Alis	
	Module 4 Reflecting and Adjusting – Reflective leadership and support 'Provider' Access this eLearning module on Alis	
4. Culturally Safe Care		
a. Understand what culturally safe care looks like	***New Aged Care Act Module 1* – A guide for the Aged Care Workforce: Understanding and Adapting to the *Aged Care Act 2024*.** Access this eLearning module on Alis	**The new Aged Care Act – Culturally safe care for older Aboriginal & Torres Strait Islander people** This fact sheet: The new Aged Care Act – Culturally safe care for older Aboriginal & Torres Strait Islander people describes what the *Aged Care Act 2024* means for Aboriginal and Torres Strait Islander people. Let's yarn about ageing well: Community resource toolkit | Australian Government Department of Health, Disability and Ageing contains information, tools and resources to help Aboriginal and Torres Strait Islander communities' access and navigate aged care, supporting informed decision-making and connections to available services.
	***New Aged Care Act Module 1* – Providers guide to the *Aged Care Act 2024* – Understanding and adapting** Access this eLearning module on Alis	
	***UTAS Equip Aged Care Learning Packages* – Cross-cultural awareness** Access this eLearning by enrolling at Equip Learning Packages	
	***UTAS Equip Aged Care Learning Packages* – Aboriginal and Torres Strait Islander cultural awareness** Access this eLearning by enrolling at Equip Learning Packages	
b. Apply culturally safe care in day-to-day practice	***New Aged Care Act Module 2* – A guide for the aged care workforce – Aligning and adapting** Access this eLearning module on Alis	**First Nations Hub** The First Nations Hub on the ACQSC's website provides information and resources to help you provide good, culturally safe aged care for Aboriginal and Torres Strait Islander people. First Nations Stakeholder Communications toolkit.
	***New Aged Care Act Module 2* – Providers guide to the *Aged Care Act 2024* – Aligning to Changes** Access this eLearning module on Alis	

Learning area	eLearning	Informal learning materials and resources
	New Aged Care Act Micro Module 3 Release 1 for Providers and Workers - Leading change and building capability in aged care Access this eLearning module on Alis ***New Aged Care Act Micro Module 3 Release 2 for Workers* – Applying rights-based care in daily practice** Access this eLearning module on Alis	**Culturally Safe Communication** For information about culturally safe communication and care, view the Everyday practice checklist on cultural safety for aged care workers. **Working with Diverse Groups in Aged Care** The Working with diverse groups in aged care resource provides guidance and practical resources to help providers deliver inclusive, culturally safe and person-centred care for older people from diverse backgrounds. It includes the Aged Care Diversity Framework and action plans to support diversity and inclusion in aged care services.
	***UTAS Equip Aged Care Learning Packages* – Trauma-informed care** Access this eLearning by enrolling at Equip Learning Packages	
	Module 4 Reflecting and Adjusting in your day-to-day practice 'Worker' Access this eLearning module on Alis	
	Reflecting and Adjusting Module 4 – Reflective leadership and support 'Provider' Access this eLearning module on Alis Links to additional resources available within this module to support learners	
c. Embed culturally safe care in organisational culture, policies and processes	***New Aged Care Act Module 2* – Providers guide to the *Aged Care Act 2024* – Aligning to Changes** Access this eLearning module on Alis	
	New Aged Care Act Micro Module 3 Release 1 for Providers and Workers - Leading change and building capability in aged care Access this eLearning module on Alis ***New Aged Care Act Micro Module 3 Release 2 for Providers* – Applying rights across the organisation** Access this eLearning module on Alis	
5. Accessing Care		
a. Describe the single-assessment framework	***New Aged Care Act Module 2* – Providers guide to the *Aged Care Act 2024* – Aligning to Changes** Access this eLearning module on Alis	**Single Assessment System fact sheets** The Single Assessment System fact sheets contain information about the new Single Assessment System for aged care. It includes an easy read version and one for older Aboriginal and Torres Strait Islander people.
b. Understand eligibility requirements		
6. Support at Home aged care reforms		

Learning area	eLearning	Informal learning materials and resources
a. Support at Home overview	***Support at Home Overview Module*** Access this learning module here. ***Support at Home Module 1:* Assessment process and service delivery** Access this learning module here. ***Support at Home Module 2:* Service agreement, care plan and budget planning** Access this learning module here. ***Support at Home Module 3:* Short-term pathways** Access this learning module here. ***Support at Home Module 5:* Care management** Access this learning module here. ***Support at Home Module 6*: Self-management** Access this learning module here. ***UTAS EQUIP Module:* Support at Home** Access this eLearning by enrolling at Equip Learning Packages	**Support at Home program manual** The Support at Home Program Manual provides a comprehensive operational guide for registered providers, outlining requirements for care management, funding, and service delivery under the new program, which replaces HCP and STRC. **Submit a Support at Home claim** The Submit a Support at Home claim guide provides step-by-step guidance on how to complete claims for the Support at Home program using the Services Australia Aged Care Provider Portal (ACPP). **Support at Home service agreements template** The Support at Home service agreements template to assist in-home aged care providers on service agreements for the Support at Home program. **Support at Home monthly statement template** The Support at Home monthly statement template is an example of the monthly statement that providers will send to their participants under the Support at Home program. **Support at Home – contributions** The Support at Home – contributions video provides older people with information about the contributions they may need to pay under the Support at Home program. **Support at Home service list FAQs** The Support at Home service list FAQs provides answers to frequently asked questions about the service list for the Support at Home program. **Support at Home program – overview for providers** The Support at Home program – overview for providers video provides an overview of the Support at Home program.
b. Assessment process and service delivery		
c. Service agreement, care plan and budget planning		
d. Short-term pathways		
e. Care management		
f. Self-management		

Learning area	eLearning	Informal learning materials and resources
g. Understand and apply changes to the Commonwealth Home Support Program (CHSP)	***New Aged Care Act Module 2* – Providers guide to the *Aged Care Act 2024* – Aligning to Changes** Access this eLearning module on Alis	**Commonwealth Home Support Program (CHSP) 2025-27 Manual** The CHSP 2025-27 Manual provides an overview of the program, provider responsibilities, funding and program changes under the *Aged Care Act 2024*. The guidance for CHSP providers document provides guidance for Commonwealth Home Support Program (CHSP) providers about the new regulatory model. The CHSP service catalogue shows the types of services provided as part of the CHSP for 2025–27. **CHSP – Sector readiness – Webinar** The CHSP – Sector readiness – Webinar includes information about changes to the CHSP under the *Aged Care Act 2024*.
7. Residential aged care reforms		
a. Embed residential governance requirements in organisational policies and processes b. Understand accommodation funding c. Understand residential claims	***New Aged Care Act Module 2* – Providers guide to the *Aged Care Act 2024* – Aligning to Changes** Access this eLearning module on Alis	**Residential Aged Care Funding Reform** The Residential aged care funding resource provides residential aged care providers with information about funding arrangements, including the Australian National Aged Care Classification (AN-ACC) funding model, available funding streams, and provider obligations associated with Australian Government funding. This document provides information on refundable accommodation deposit and contribution (RAD and RAC) retention. **Residential Care Service List and Higher Everyday Living Fee** The Residential Care Service List and Higher Everyday Living Fee webinar provides information on required and optional services in residential aged care, including the Residential Care Service List, Higher Everyday Living Fees, and the differences between essential and additional services available to residents **Residential Fees and Means Testing** This residential fees and means testing webinar gives providers and older people and their families an overview of how residential care fees are changing under the new Act. The higher everyday living fee fact sheet is for both providers and consumers and includes useful information on the new fee and the transition from previous arrangements. **Residential Care Financial Reporting** This residential care financial reporting webinar provides residential aged care provider information about changes to care minutes and financial reporting.
8. Specialist program reforms		
a. Understand access to Multi-Purpose Services		**MPSP Reforms**

Learning area	eLearning	Informal learning materials and resources
b. Understand MPS program obligations and apply governance arrangements	***New Aged Care Act Module 2* – Providers guide to the *Aged Care Act 2024* – Aligning to Changes** Access this eLearning module on Alis	**MPSP Provider Fact Sheet** The MPSP factsheet provides MPSP providers with an overview of the new regulations and obligations under the new Act. **MPSP Reporting Fact Sheet** The MPSP Provider Reporting Fact Sheet outlines your reporting and record keeping requirements under the new Act. **Accessing the MPSP Fact Sheet** The Accessing MPSP Provider Fact Sheet provides guidance to providers on accessing MPSP, in line with the new Act.
c. Understand access to NATSIFAC services		**The new regulatory model – Guidance for NATSIFAC providers** The new regulatory model – Guidance for NATSIFAC providers provides guidance for NATSIFAC providers about the new regulatory model.
d. Understand NATSIFAC program obligations and apply governance arrangements		
9. Funding and Fees		
a. Understanding funding models under the Act	***New Aged Care Act Module 2* – Providers guide to the *Aged Care Act 2024* – Aligning to Changes** Access this eLearning module on Alis	**Understanding the new Financial and Prudential Standards – webinar** The Understanding the new Financial and Prudential Standards webinar provides information on the standards and provider obligations. **The new Financial and Prudential Standards – poster** The new Financial and Prudential Standards – poster provides a summary of the minimum requirements for good financial and prudential management of registered aged care providers.
b. Understanding fees and means testing		
c. Applying financial and Prudential Standards		

Learning area	eLearning	Informal learning materials and resources
10. Quality Standards and Governance		
a. Apply the Strengthened Quality Standards in day-to-day practice	***New Aged Care Act Module 2* – A guide for the aged care workforce – Aligning and adapting** Access this eLearning module on Alis **Strengthened Aged Care Quality Standards** Access this eLearning program on Alis **Strengthened Quality Standards audits for provider registration** Access this eLearning program on Alis ***Reflecting and Adjusting Module 4 – Reflective leadership and support 'Provider'*** Access this eLearning module on Alis	**Getting Ready for the Quality Standards** This quality standards resources overview outlines the resources that are available to providers, care workers and older people about the Quality Standards. Aged care food and nutrition videos about how health and quality of life for aged care residents is being improved through better food and nutrition. **Aged Care Quality Standards worker guidance** The strengthened Quality Standards poster for workers gives an overview of the standards and what we expect from you. **Strengthened Aged Care Quality Standards – Factsheet** This fact sheet is a quick reference guide which gives providers an overview of why there are different registration categories, what this means for them in practice, and how they can support workers. **Strengthened Aged Care Quality Standards – provider training presentation** This strengthened Quality Standards training package is designed for providers to deliver to their own staff. **Strengthened Aged Care Quality Standards – Conversation cards** The strengthened Aged Care Quality Standards - conversation cards will help providers engage workers with key concepts in each Standard. **The strengthened Quality Standards - activity pack for home care services** This strengthened Quality Standards activity pack is designed for providers to deliver to their own staff. **Quality Standards Resource Centre** The ACQSC Quality Standards Resource Centre provides access to a range of resources to support providers and workers understand the strengthened Aged Care Quality Standards.
b. Embed the Strengthened Quality Standards in operations	***New Aged Care Act Module 2* – Providers guide to the *Aged Care Act 2024* – Aligning to Changes** Access this eLearning module on Alis ***Module 4 Reflecting and Adjusting in your day-to-day practice 'Worker'*** Access this eLearning module on Alis ***Reflecting and Adjusting Module 4 – Reflective leadership and support 'Provider'*** Access this eLearning module on Alis	
c. Understand registration and approval requirements		
d. Understand provider obligations		
e. Implement governance practices		

Learning area	eLearning	Informal learning materials and resources
11. Complaints and Whistleblowing		
a. Understand whistleblower rights and protections	***New Aged Care Act Module 2* – A guide for the aged care workforce – Aligning and adapting** Access this eLearning module on Alis ***New Aged Care Act Module 2* – Providers guide to the *Aged Care Act 2024* – Aligning to Changes** Access this eLearning module on Alis	**Complaints Handling Policy** The Complaints Handling Policy has been developed by the ACQSC as guidance to providers on the how complaints help to deliver high-quality service to older people. **Complaints Handling Checklist** The ACQSC have produced a Complaints handling checklist which provides an outline of the complaints and feedback cycle and tips to help providers and care workers understand best practice for feedback and complaints handling. **Better practice guide to complaints handling in aged care services** The ACQSC have produced a Better practice guide to complaints handling in aged care services to provide information about provider obligations and to promote openness and best practice in complaints handling. **Factsheet for workers about complaints** The ACQSC have created a fact sheet on improving aged care fact sheet for aged care workers. This fact sheet provides advice to care workers on how to raise a compliant or concern related to the care of older people. **Complaints and open disclosure for older people** OPAN have developed a webinar on Understanding complaints, open disclosure in the aged care sector.
b. Understand how to raise a complaint	***New Aged Care Act Module 1* – A guide for the Aged Care Workforce: Understanding and Adapting to the *Aged Care Act 2024*.** Access this eLearning module on Alis ***New Aged Care Act Module 2* – A guide for the aged care workforce – Aligning and adapting** Access this eLearning module on Alis	
c. Applying complaints handling processes	***New Aged Care Act Module 2* – Providers guide to the *Aged Care Act 2024* – Aligning to Changes** Access this eLearning module on Alis	
12. Regulatory Model, Compliance and Audit		
a. Applying compliance and audit processes	***New Aged Care Act Module 2* – Providers guide to the *Aged Care Act 2024* – Aligning to Changes** Access this eLearning module on Alis ***New Aged Care Act Module 1* – A guide for the Aged Care Workforce: Understanding and Adapting to the *Aged Care Act 2024*.** Access this eLearning module on Alis **Strengthened Quality Standards audits for provider registration** Access this eLearning program on Alis ***Serious Incident Reporting Scheme*** Access this eLearning module on Alis ***Reflecting and Adjusting Module 4 – Reflective leadership and support 'Provider'*** Access this eLearning module on Alis	**How to become a registered provider and renewing your registration** The becoming a registered provider and renewing your registration video explains the process of becoming a registered provider under the new *Aged Care Act 2024*. It also includes what to expect when renewing your registration. **Provider Registration Policy** The Provider Registration Policy has been developed by the ACQSC to explain the process for registering providers of Australian Government-funded aged care services. **Audit Guides** The renewal of registration audit guide has been produced by the ACQSC to support providers with renewing their registration. The variation of registration audit guide has been produced by the ACQSC to support providers with variations to their registration.
b. Understanding obligations aligned to rules and registration categories		

Learning area	eLearning	Informal learning materials and resources
c. Applying reporting obligations in organisational processes and policies	Links to additional resources available within this module to support learners	The registration audit guide has been produced by the ACQSC to support providers with new registrations. **Aged care regulatory and governance roles** The Aged care regulatory and governance roles guide explains the aged care regulatory and governance responsibilities of the Department of Health, Disability and Ageing, and the Aged Care Quality and Safety Commission. **Provider Governance Policy** The ACQSC Provider Governance Policy outlines the expectations of providers and guiding principles of good governance. **Your questions answered – Compliance** The Your questions answered – Compliance video responds to questions from the aged care sector on how the ACQSC will manage non-compliance under the *Aged Care Act 2024*. **Effective incident management education pack** The ACQSC has an Effective Incident Management Education Pack that can be used by providers.
13. **ICT and Data Systems**		
a. Understand changes to My Aged Care	***New Aged Care Act Module 1*** **– A guide for the Aged Care Workforce: Understanding and Adapting to the *Aged Care Act 2024*.** Access this eLearning module on Alis ***New Aged Care Act Module 2*** **– A guide for the aged care workforce – Aligning and adapting** Access this eLearning module on Alis	**Digital Changes for providers** The New Aged Care Act: A guide to digital changes for providers aims to assist providers to understand, anticipate and prepare for the digital changes in line with the new Act. **Webinars on Digital Transformation** Attend the Tech Talk webinars to hear about changes and ask questions, you can also watch previous recordings. The Digital Transformation Sector Partners provide feedback on digital changes, download previous presentations. **GPMS User Guides** This GPMS User guide will give providers an overview of to use the GPMS system. **Health provider education** Education resources to help providers understand the health and aged care programs and services to do business.
b. Understand changes to Government Provider Management System		
c. Using systems to monitor and track compliance		