



Frequently Asked Questions

What is the scope of the regulatory alignment work?

The scope of the work is limited to Commonwealth-level regulation of the care and support sectors.

The care and support sectors for the purposes of this work are defined as:

- Aged care services provided through the Department of Health
- Disability support services provided under the National Disability Insurance Scheme (NDIS) or through the Department of Social Services
- Veterans' care provided through the Department of Veterans' Affairs.

What is the difference between regulatory alignment and other reform work across the care and support sectors?

There is a significant suite of reforms being made to the way that care and support services are funded and regulated in Australia. The Australian Government is committed to delivering reforms that provide high quality and safe care and supports to Australians who need them. Though Australians may access care and support services under a number of different schemes and programs, many of the services provided are similar. They are currently regulated under different systems by different regulators. Reform to align regulation across the care and support sectors will make it easier for service providers and workers to deliver services across the sectors, while strengthening protections to ensure quality and safety for participants and consumers.

Why is it important to address regulatory alignment now?

Undertaking this work now ensures the alignment requirements that the sectors and consumers identify as being necessary to support change are factored into the broader Aged Care reform program of work. This will mean less disruption and confusion for the sectors down the track, as many of the necessary tools for alignment will already be built into sector regulation.

How will the Government approach this reform?

A cross agency Taskforce, hosted by the Department of Health, is leading and coordinating the regulatory alignment work.

The Government is committed to delivering solutions that work, for those who utilise the services, as well as those who deliver the services for the community.

Using a staged consultation approach, we will engage with a wide range of stakeholders across the care and support sectors, including consumers and their families, carers and advocates, service providers and workers from the sectors, regulatory experts, and other community members interested in this alignment work.

As a provider, what kind of changes will I see as a result of this alignment of regulation?

There are several potential options for medium-to-long term alignment. These may include:

- A single registration application system to provide specific services across the care and support sectors.
- Streamlining the reporting of information to multiple regulators, instead reporting just once to meet multiple obligations.
- Reduced cross-sector regulatory burden, making it easier for service providers to deliver services across the care and support sectors.
- Increased flexibility and mobility of workers across the care and support sectors.

As a consumer, what kind of benefits might I see as a result of this alignment of regulation?

We want to ensure consistent levels of quality and safety for people with disability, senior Australians, and veterans across the care and support sectors.

It is hoped you will see more choice of quality services to choose from, as more providers and workers may be able to offer services across the care and support sector.

Will changes affect service delivery and quality?

The Taskforce's objective is to improve both service delivery and quality through aligning regulation across the care and support sector.

When will changes take effect?

The Government has already identified a number of shorter-term activities to align care and support sector regulation.

Medium-to-long term alignment activities will be dependent on the opportunities identified through the staged consultation process.

What kind of IT systems changes should providers expect?

Possible changes to IT systems are yet to be identified in line with the staged consultation process.

Are there any privacy concerns in relation to the changes to the information sharing?

Improved information sharing will enable proactive and prompt responses to provider non-compliance to ensure greater quality and safety for senior Australians, people with disability and our veterans.

The information shared will be subject to the Australian Privacy Principles and the *Privacy Act 1988*. Information will only be able to be shared between the relevant agencies for very specific purposes.

How can I become involved in the consultation process?

You can participate in a workshop, write an online submission or complete an online survey. Learn more about how to become involved by visiting the [website](#) or emailing: RegulatoryAlignmentTaskforce@health.gov.au.