

AGED CARE REFORM READINESS CHECKLIST

1ST NOVEMBER 2025

Use this checklist to identify readiness gaps and prepare your organisation for the new regulatory landscape.



Get your operations, systems and documentation reform-ready with this step-by-step checklist built for Australian aged care providers. Stay compliant and streamline your documentation with confidence.

WHO THIS IS FOR



- Aged care providers
- Compliance, governance & quality managers
- CEOs and leadership teams
- IT/systems leads
- Risk & operations professionals

OVERVIEW OF KEY REFORM AREAS



- New Aged Care Act 2024
- Stronger rights for older people
- Updated Aged Care Quality Standards
- Serious Incident Response Scheme (SIRS) changes
- New financial, governance and reporting obligations
- Increased oversight on restrictive practices and care quality
- Increased transparency and documentation requirements



GOVERNANCE & LEADERSHIP

1. Brief the board/executive team on the Aged Care Act 2024 and its implications
2. Appoint a reform transition lead or working group
3. Review and update governance frameworks and risk registers
4. Conduct a gap analysis of compliance and documentation requirements
5. Assign accountability for policy and procedure updates across departments



Tip: Use controlled document registers to assign ownership and track updates to governance policies.



OPERATIONAL SYSTEMS & DOCUMENTATION

1. Create a centralised location for all policies, procedures and care documentation
2. Enable version control on all key documents to prevent outdated use
3. Put audit trails in place to demonstrate compliance activity
4. Enable staff acknowledgement tracking for critical policy updates
5. Map processes to new Quality Standards and SIRs



Tip: Ensure your document management platform can support compliance with version control, expiry alerts and distribution logs.



DIGITAL & DATA READINESS

1. Conduct a digital readiness review
2. Ensure systems are aligned with mandatory reporting and recordkeeping under new Act
3. Document access permissions audited and role-based restrictions reviewed
4. Real-time updates enabled for critical documents (e.g. care plans, incident protocols)
5. Backup, archiving and retention policies reviewed



Tip: Document security and access control are central to meeting privacy and transparency obligations.



WORKFORCE & TRAINING

1. Train all staff on the new Aged Care Rights framework
2. Include New Quality Standards in onboarding and refresher training
3. Document proof of policy read/acknowledgement across teams
4. Train managers to identify and respond to compliance breaches
5. Update internal feedback mechanisms to align with new consumer rights



Tip: A document management platform should help assign, track and verify mandatory training and acknowledgements.



FAMILY & RESIDENT COMMUNICATION

1. Inform residents and families about reform changes and rights
2. Update communication materials to reflect new Aged Care Act
3. Review and make accessible client consent and decision-making documentation
4. Review care plans for alignment with new care obligations and preferences
5. Update and version control service agreements



Tip: Document control ensures clients receive the latest information, not outdated forms or terms.



FINANCIAL & LEGAL COMPLIANCE

1. Review policies on fees, funding and consumer contributions
2. Update documentation for financial disclosures, caps and entitlements
3. Review contracts and consent frameworks with legal team
4. Map recordkeeping processes to new statutory timeframes
5. Integrate financial reporting systems with audit-ready documentation



Tip: Ensure contracts, financial policies and consent forms are locked, timestamped and easy to retrieve for audit.



FINAL PREPARATION: 1ST NOVEMBER GO LIVE

1. Review and version all policy documents
 2. Produce an audit report on compliance documentation
 3. Brief staff of reporting and escalation procedures
 4. Review resident and family facing documents to ensure compliance
 5. Establish a post-reform feedback and monitoring system
-

WHY DOCUMENT CONTROL MATTERS MORE THAN EVER

The new reform places significant pressure on providers to prove compliance. This means:

- Every version of a policy must be traceable
 - Every staff signature must be timestamped
 - Every care update must be documented and secured
 - Every audit trail must be complete and accessible
-



WHAT NEXT?

KeyDocs helps aged care providers simplify and secure their compliance documentation, from version control to publishing. Get in touch today to find out how KeyDocs can revolutionise your controlled documents.