

Renewal of registration process and requirements

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Acknowledgement

We acknowledge Aboriginal and/or Torres Strait Islander peoples as the Traditional Custodians of our land and its waters. Ninti One Limited and CDCS wish to pay respects to Elders, past and present, and to the youth, for the future. We extend this to all Aboriginal and/or Torres Strait Islander people reading this document.



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The beginning of the re-registration renewal process:

The Aged Care Quality and Safety Commission (ACQSC, the Commission) invites an aged care provider to renew their registration.

The Commission will seek information about:

1. **Commitment** – to continue as an aged care provider
2. **Compliance** – related information against Aged Care Quality Standards
3. **Capability** – related information as an aged care provider incl. suitability
4. **Capacity** – to deliver safe and quality care



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Why re-registration matters?

- Only **registered providers** can deliver Australian Government-funded aged care incl. NATSIFACP
- Registration is **time-limited** and must be renewed before expiry
- Renewal ensures providers continue to meet strengthened **governance, quality, safety and provider suitability** requirements

The Commission oversees all re-registration decisions.



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When re-registration starts?

- The Commission sends an **invitation to renew** up to 18 months before expiry date
- The invitation outlines:
 - **Timeframes and deadlines**
 - Whether an **audit** is required
 - Information the provider must supply
- Providers must confirm whether they intend to **renew** or **exit the sector**



Re-registration audit requirements:

Providers in **Categories 4, 5 and 6** will require an audit as part of renewal

The Audit focuses on:

- ✓ Governance, systems, processes
- ✓ Strengthened **Aged Care Quality Standards**
- ✓ Clinical governance
- ✓ Workforce capability
- ✓ Care recipient outcomes

Audit outcomes inform the Commission's re-registration decision



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What providers must demonstrate?

- ☐ Organisational **suitability**
- ☐ **Governance capability** and risk management
- ☐ **Financial viability**
- ☐ Systems for **safe, quality care**
- ☐ **Compliance history** across all regulators
- ☐ Suitability of **responsible persons e.g.** police checks, no banning orders in place
- ☐ **Workforce suitability and compliance**
- ☐ **Category-Specific Requirements**
- ☐ Requirements differ across **Categories 1–6**



Re-registration application components:

- ☐ Completed **Application for Renewal of Registration**
- ☐ Evidence demonstrating compliance with:
 - ☐ General requirements
 - ☐ Category-specific requirements
- ☐ Details of **associated providers** and nature of relationships
- ☐ Updated organisational documents (e.g. governance, risk, financials)
- ☐ **Registration and audit fees – payment exemption for NATSIFACP**
- ☐ A fee waiver eligibility form must be completed and evidence provided to support eligibility criteria



Practical tips for providers:

- ☐ Start preparing **as soon as the invitation arrives or earlier**
- ☐ Conduct an internal **self-assessment** against all requirements
- ☐ Complete the **Audit Evidence Collection Tool (AECT)** and **(if applicable)** Care Delivery Evidence Collection Tool for Category 4&5 or Care Delivery Evidence Collection Tool for Category 6
- ☐ Update governance and risk documentation
- ☐ Ensure financial statements are current
- ☐ Review last audit and compliance history and address any gaps
- ☐ Engage the board early — renewal is a **governance responsibility**



Renewal of registration audit:

Eight Evidence Categories

1. Experience of care recipients

5. Third-party feedback

2. Governing body feedback

6. Observations

3. Management feedback

7. Documents and records

4. Worker feedback

8. Care outcomes



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Audit: Stage 1 – Initiation

The Commission sends an **invitation to renew** (via email) up to **18 months before expiry date**, requesting the following information:

- Completed AECT/s and supporting documentation including policies and procedures that are in line with the Strengthened Aged Care Standards
- Who will represent the governing body and senior management during audit meetings
- Dates of Consumer Advisory meeting (if applicable)
- That the provider informs care recipients about the audit

The email will include relevant resources and will be followed up by a phone call to clarify information; confirm details of an audit initiation meeting (30 min) and let you know the Commission's audit officer contact.



Stage 2 – Audit delivery

- Review of governance arrangements, systems and processes vs day-to-day operations including
 - interviews with care recipients and aged care workers
 - onsite observations
 - feedback sessions
 - governing body meeting (1-3 representatives)
 - senior management meeting (2-5 representatives)
(for approx. 90-120 minutes each)



Stage 2 – Audit delivery

- As part of the audit interview meeting with **the governing body and senior management**, auditors may ask questions from any of the themes as per evidence requirements:

Person Centred	Dignity	Choice	Agreements	Clinical Governance
Quality Systems	Risk Management	Incident Management	Feedback & Complaints	Information Systems
Workforce	Human Resources	Emergency	Assessment & Planning	Care & Services
Clinical Safety	Care Coordination	Environment	Infection Control	Medication Management
Food & Nutrition	Palliative Care			

As part of NATSIFAC Support HUB resources, we have Audit Preparation Tool – Residential Care or Home Care templates available



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Stage 2 – Audit meeting agendas from ACQSC

1. Audit initiation meeting agenda

<https://www.agedcarequality.gov.au/resource-library/standard-audit-initiation-meeting-agenda>

2. Audit opening meeting agenda

<https://www.agedcarequality.gov.au/resource-library/standard-opening-meeting-agenda>

3. Audit governing body meeting agenda

<https://www.agedcarequality.gov.au/resource-library/standard-governing-body-meeting-agenda>



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Stage 2 – Audit meeting agendas from ACQSC

4. Audit senior management meeting agenda

<https://www.agedcarequality.gov.au/resource-library/standard-senior-management-meeting-agenda>

5. Audit entry meeting agenda

<https://www.agedcarequality.gov.au/resource-library/standard-entry-meeting-agenda> – for residential care homes audits

6. Audit closing meeting agenda

<https://www.agedcarequality.gov.au/resource-library/standard-closing-meeting-agenda>



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Audit reporting: Stage 3

1. Preliminary assessment report
 - Aged care provider has an opportunity to respond to it
2. The Commission prepares a final assessment report
3. Followed by a final audit report
4. If Category 6, a report is prepared for each residential care home. If you conform with all Standards, then an invitation will be issued to demonstrate against the three exceeding criteria. This will be followed by a separate exceeding assessment report



Audit ratings against each Aged Care Quality Standard:

The ratings can be:

- ❖ Conformance
- ❖ Minor non-conformance
- ❖ Major non-conformance
- ❖ Exceeding (for category 6 only)



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Non-conformance ratings:

- **Minor non-conformance:** provider is capable and has capacity to deliver safe and quality care, but some gaps have been identified, which are not systemic and do not present high risk.
- **Major non-conformance:** provider has not demonstrated that they are able to provide safe, person-centered and quality care, and this would create significant risk to older persons and workers.



Exceeding rating: Category 6

The three exceeding criteria are:

1. Active partnerships for better outcomes
2. Governance and clinical governance systems
3. Dining experience



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Possible outcomes:

1. Renewal Granted

- ✓ Provider continues delivering funded aged care.
- ✓ New registration period begins.
- ✓ Ongoing obligations and conditions apply.

2. Renewal Refused

- Provider may seek **reconsideration** or review.
- Must plan for **orderly transition** of care recipients.

3. Provider Fails to Apply

- Registration **automatically expires**.
- Provider **cannot** deliver funded services.
- Must notify the Commission and manage **continuity of care**.



**Re-registration decision is based on
the final audit report**



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Summary:

- Re-registration is **mandatory** for continued service delivery.
- The process is more rigorous under the **Aged Care Act 2024**.
- Strong governance, quality systems and compliance history are essential.
- Early preparation reduces risk and supports a smooth renewal.



Relevant documents and resources:

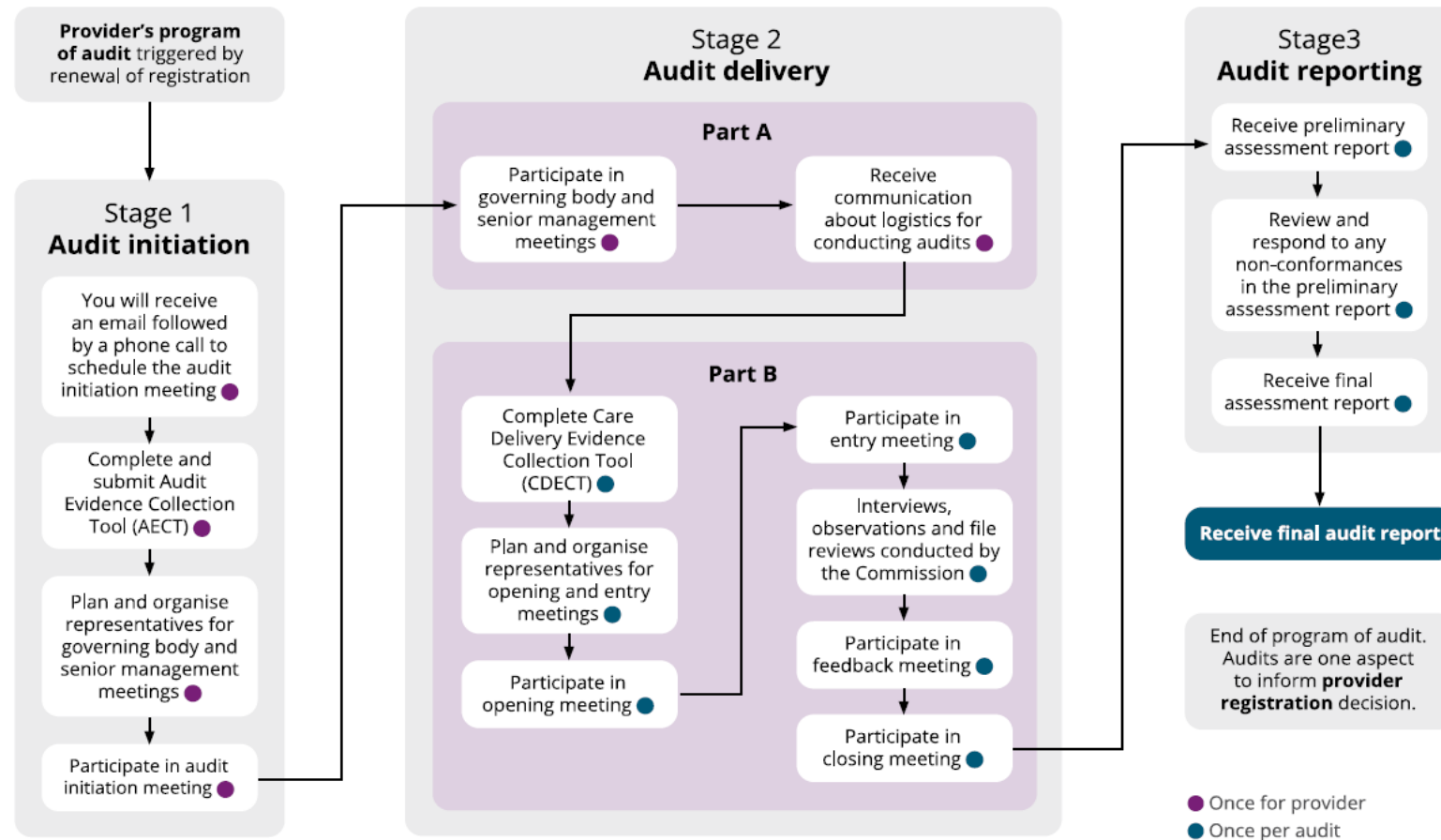
- ☐ Provider Registration Policy
- ☐ Renewal of Registration audit guide
- ☐ Application for Renewal of Registration
- ☐ Aged Care Quality Standards (Strengthened)
- ☐ Provider Handbook
- ☐ NATSIFACP Program Manual
- ☐ Aged Care Act 2024



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Appendix A

Renewal of registration audit flow chart



Questions and Answers



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Support Hub contact information

Phone: 0429 621 646

Email: natsifacregulationsupport@nintione.com.au

Website: <https://www.nintione.com.au/natsifac-program-regulation-support-hub/>

The Support Hub can be contacted during business hours (8am – 4pm AEST)



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Thank you!



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