



# Final steps to November 1

Webinar | 22 October 2025



# Acknowledgement of Country

We acknowledge the Traditional Custodians of country throughout Australia and their connections to land, sea and community.

We pay our respects to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

# Agenda

1. Welcome
2. Survey findings
3. Data insights
4. Let's hear from the panel
5. Quick poll
6. Q&A
7. Close



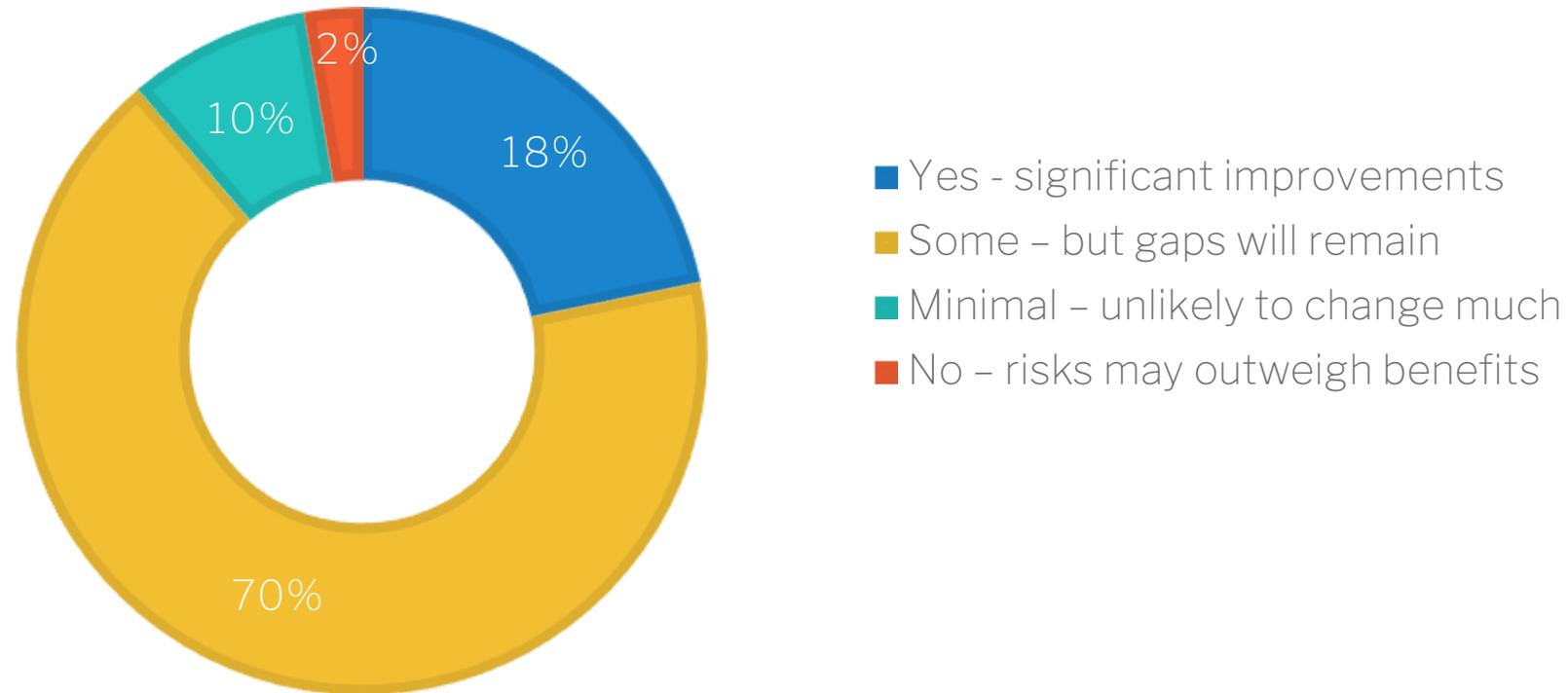
Please ask  
questions in the  
chat



This event qualifies  
for 1 CPD point. Add  
it to your log.

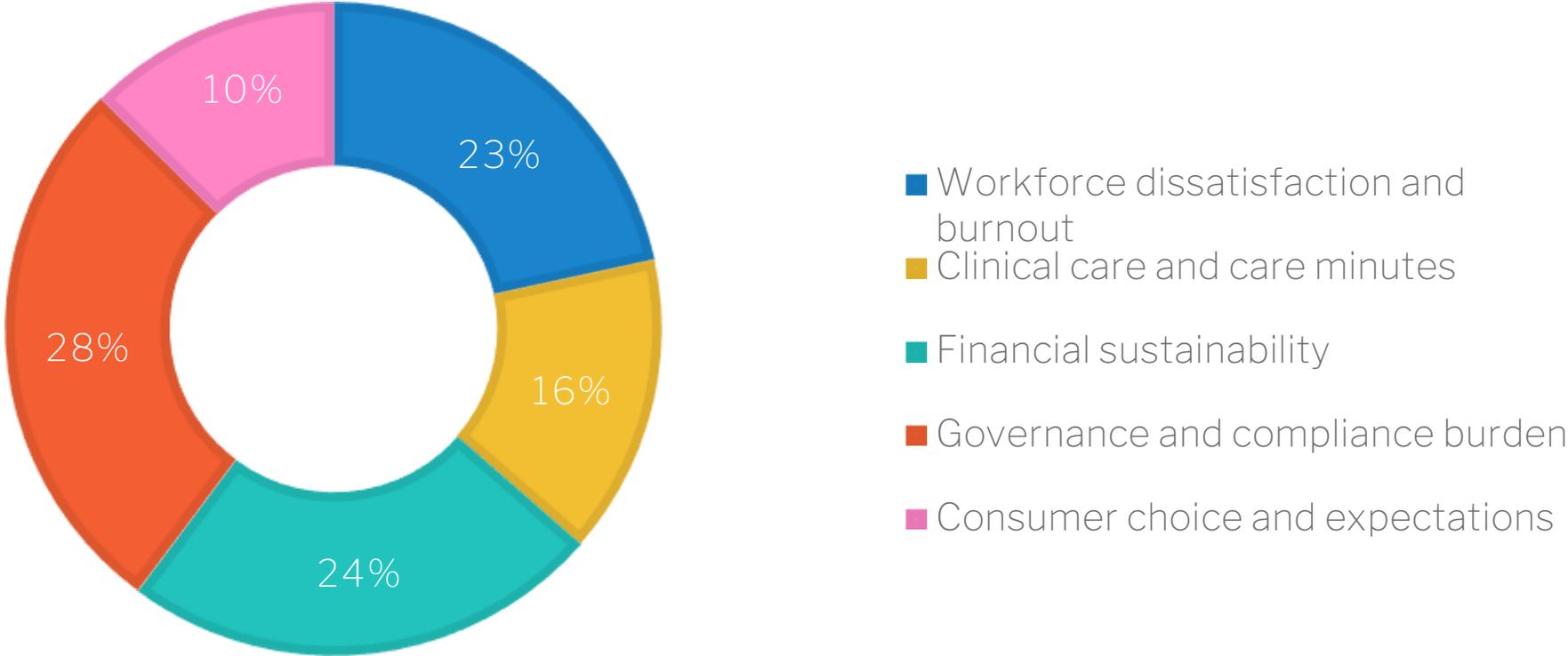


# Do you believe the New Act and Strengthened Standards will deliver meaningful improvements for older Australians?



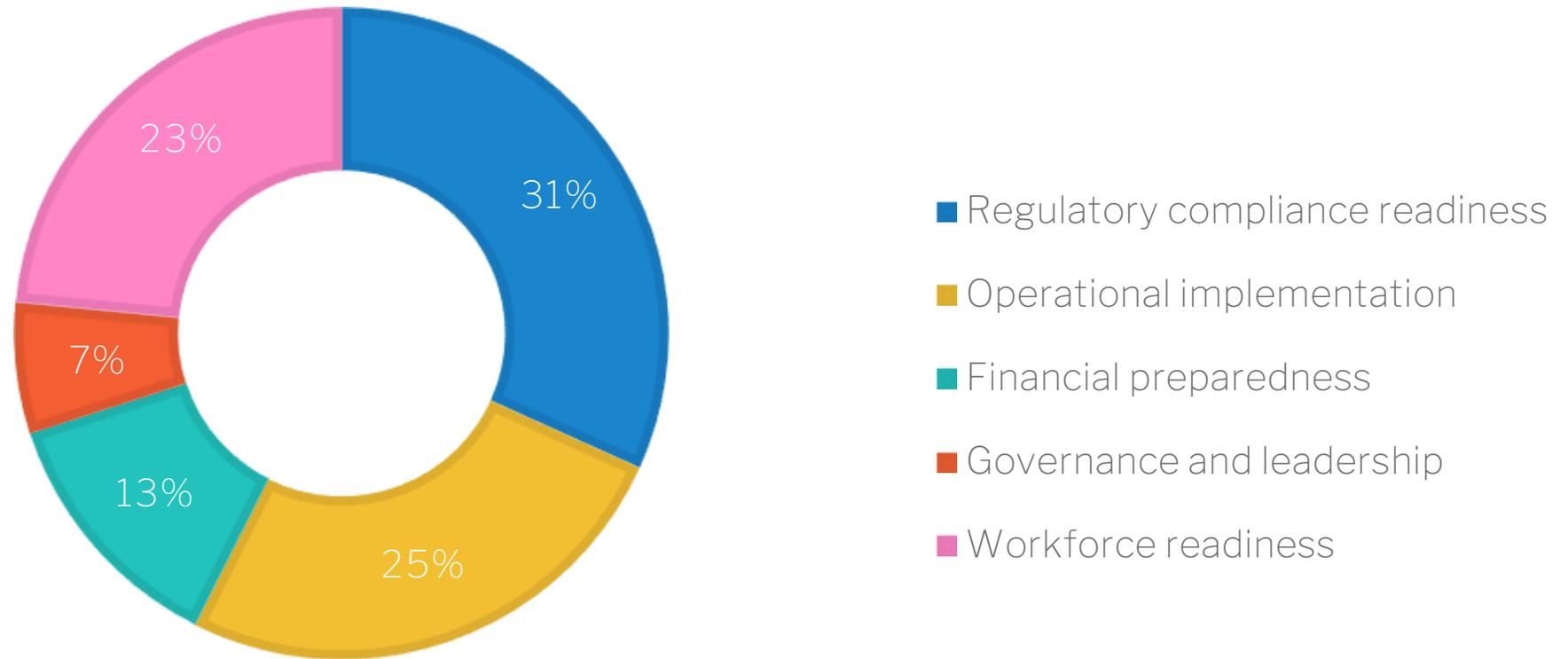
Represents 294 responses across 230 organisations

# What areas are most at risk of unintended negative consequences from 1 November?



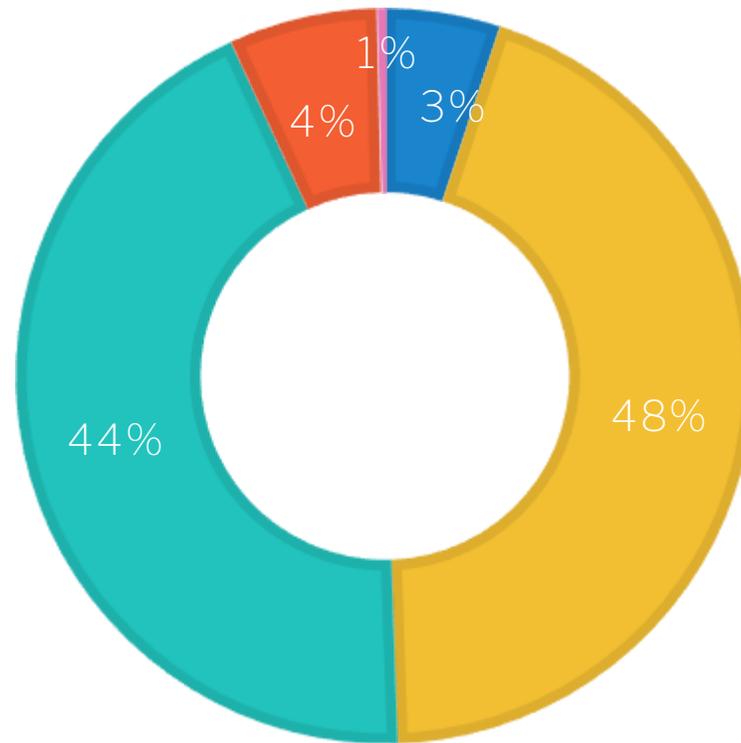
Represents 282 responses across 230 organisations

# If you were to choose only one area, which has been the most challenging to prepare for?



Represents 277 responses across 230 organisations

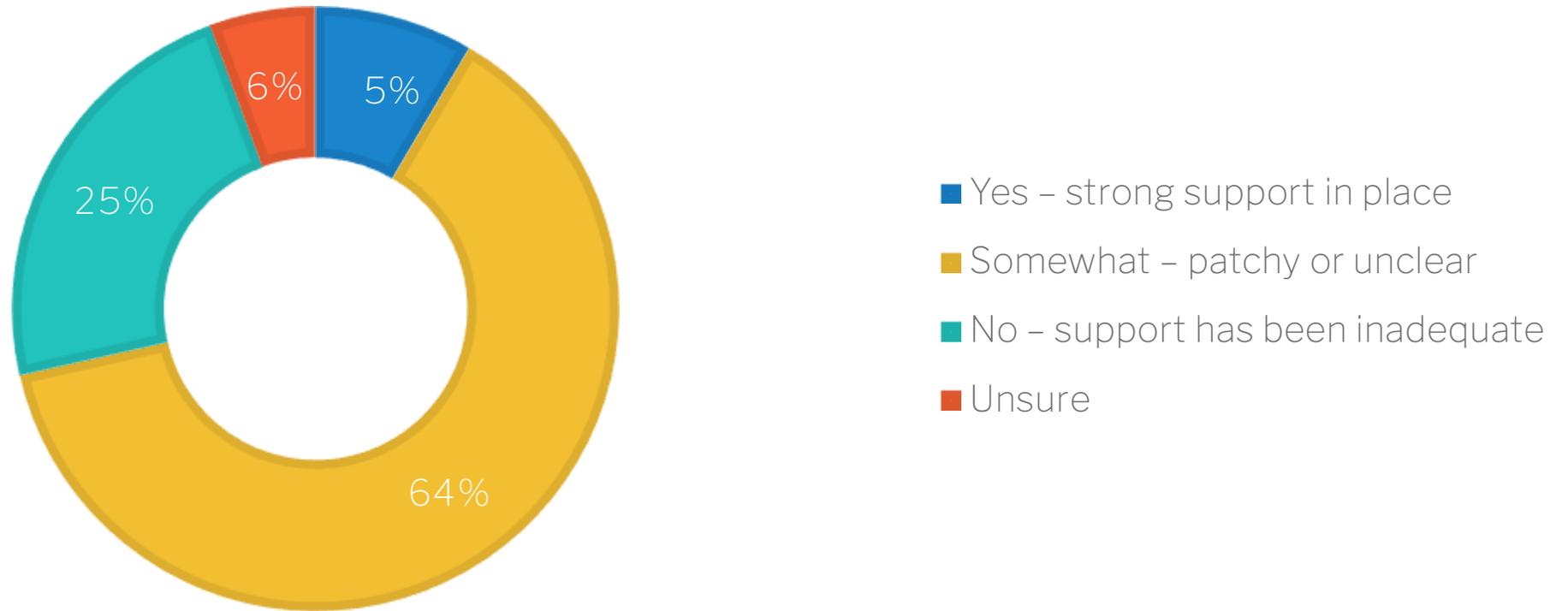
# How prepared are you for the commencement of the New Act and Strengthened Standards?



- Fully prepared & confident
- Well prepared with minor gaps
- Moderately prepared with significant work required
- Limited preparation with high concern
- Unprepared and highly concerned

Represents 277 responses across 230 organisations

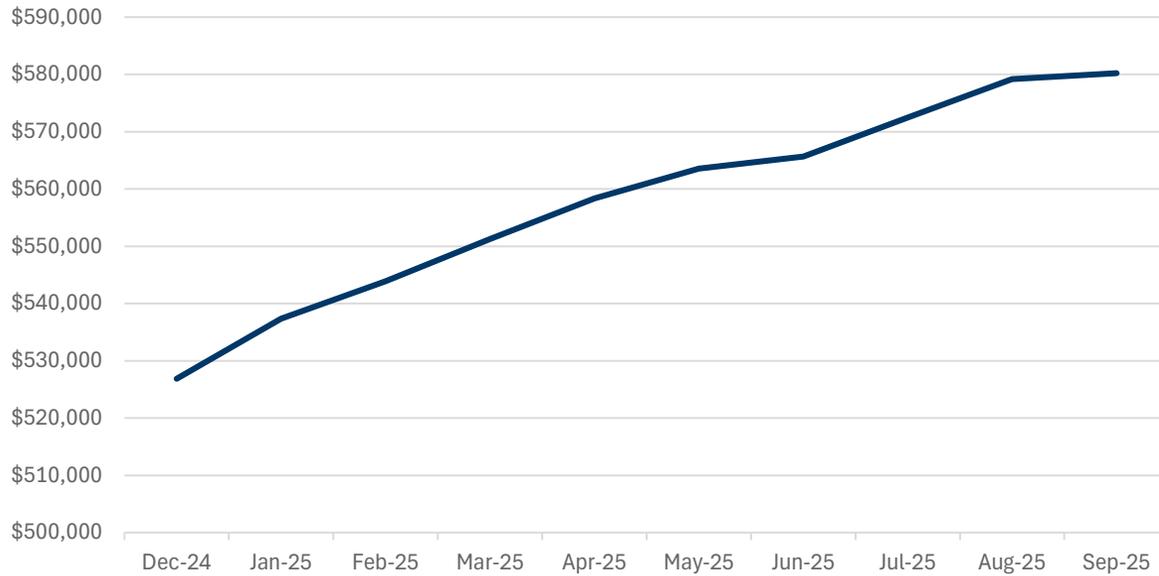
# Do you believe government and regulators are ready to support providers through the 1 November changes?



Represents 284 responses across 230 organisations

# Value for money?

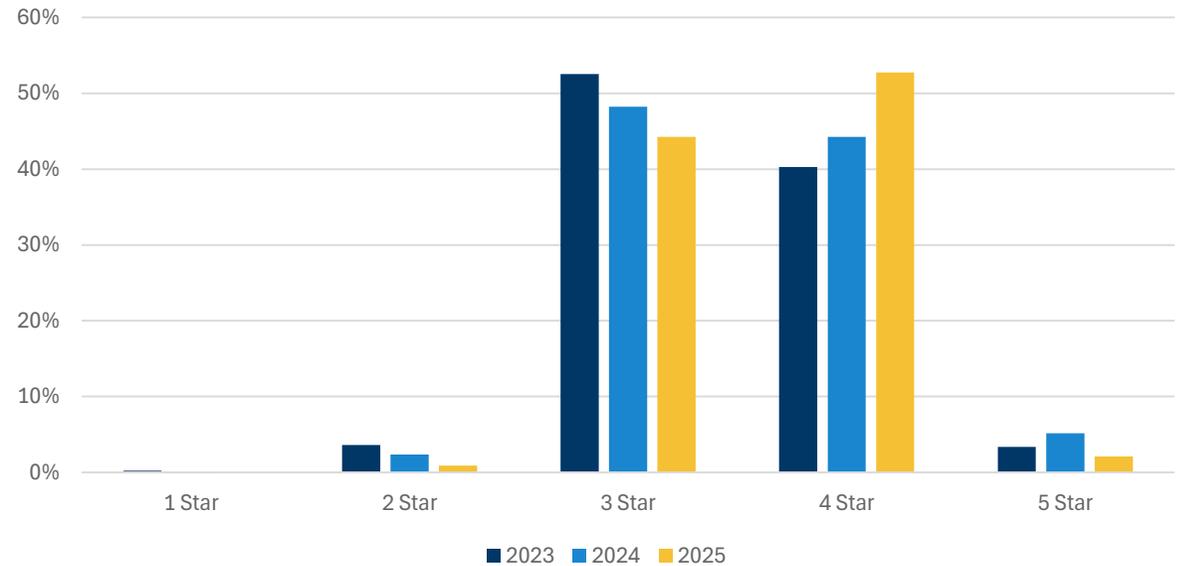
Average advertised room price



It aims to ensure that older people have more choice, are treated with dignity, and receive safer, more consistent care, while also establishing a more accountable regulatory framework.

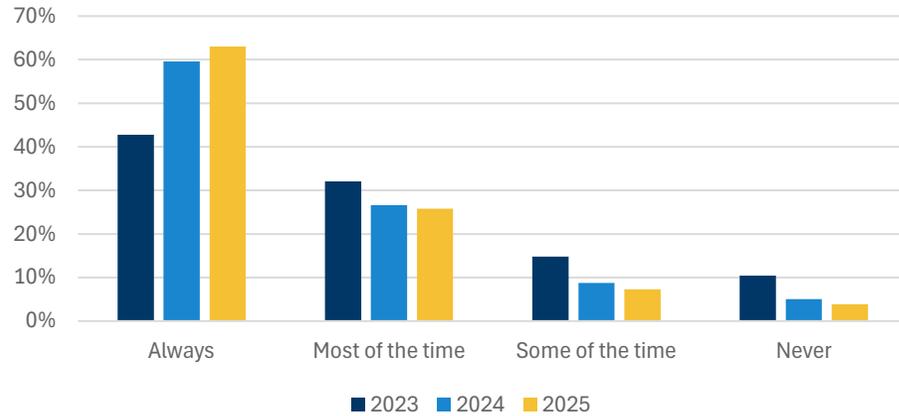
The new Aged Care Act is designed to improve aged care by focusing on a rights-based, person-centered system with stronger standards, better support, and more transparency.

Industry Ratings - Residents' Experience

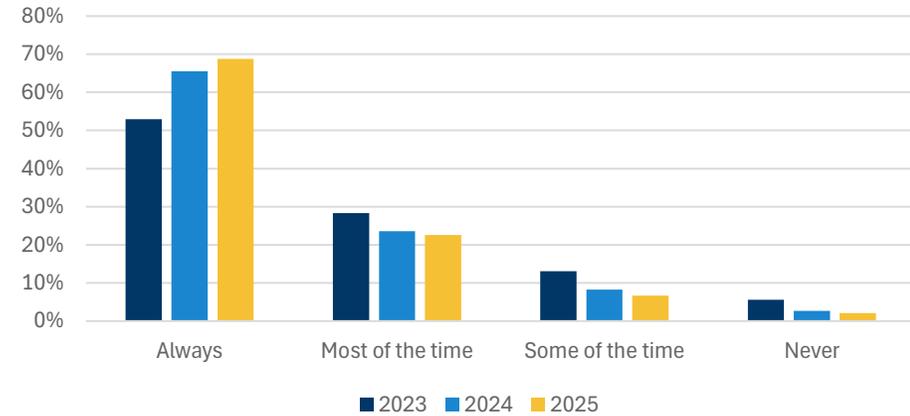


# Improving the experience

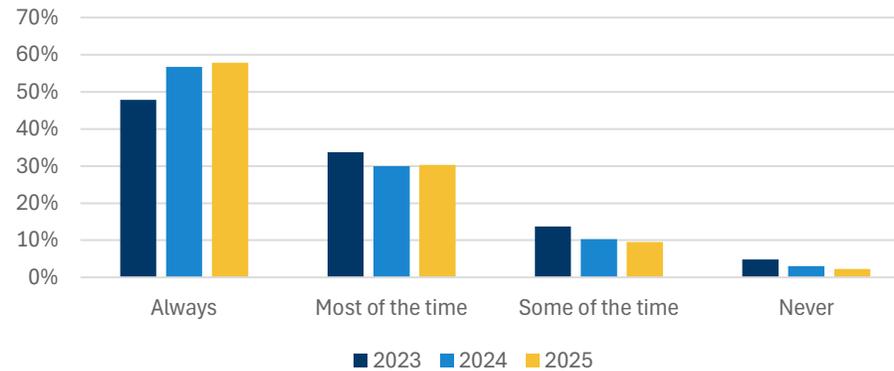
Do you feel at home here?



Do you have a say in your daily activities?

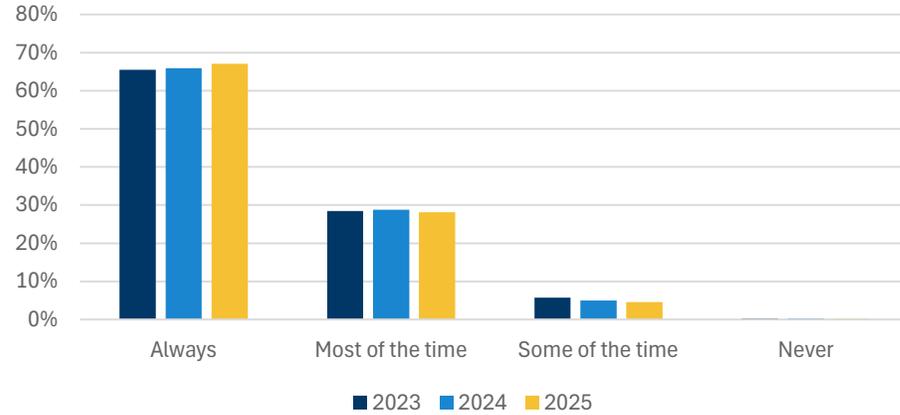


Are you encouraged to do as much as possible for yourself?

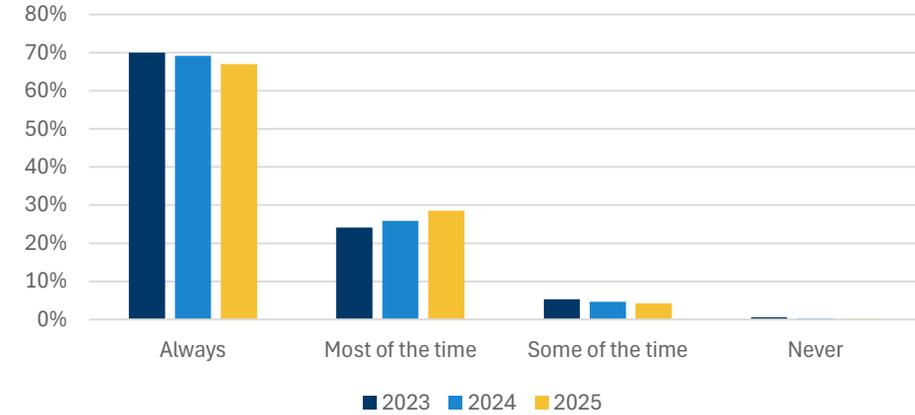


# Room for improvement

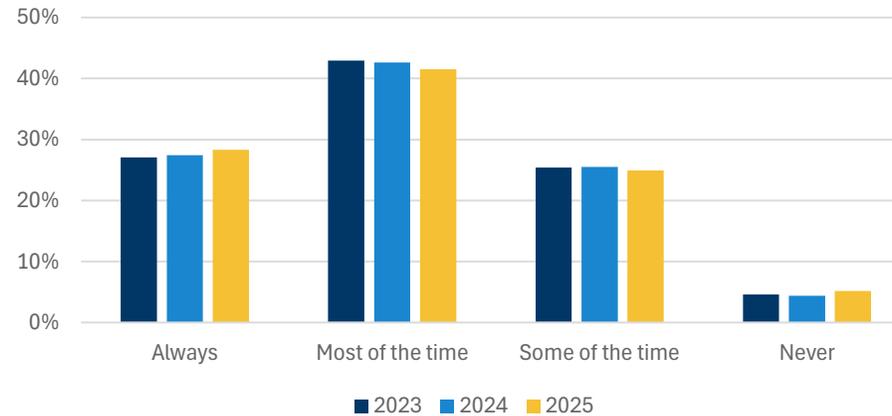
Are staff kind and caring?



Do staff treat you with respect?



Do you like the food here?



# Joining us on the panel



Rachael Pandeli  
Chairperson and Director  
of Clinical Governance at  
Aman Aged Care Service



Anita Courtney  
Aged Care and Home Care  
Principal at  
Russell Kennedy Lawyers



Susan Staples  
Principal at Staples  
Advisory



# Aged Care Changes 2025: Complaints, Clinical Governance, Food & Nutrition

How the Strengthened Quality Standards and the new Aged Care Act support the Statement of Rights & Statement of Principles.

Rachael Pandeli

Chairperson and Director of Clinical Governance at Aman Aged Care Service



# What's Changing & When

*Legislation + Standards + Rights = One integrated governance and risk framework*

New rights-based Aged Care Act starts 1 Nov 2025; Strengthened Quality Standards commence at the same time.

Frameworks to embed:

- Statement of Rights (individuals' rights at the centre of care)
- Statement of Principles (behaviours expected of providers, workers, and regulators)

Your focus for 2025–26:

- Update policies & training; refresh governance charters
- Align complaints, clinical governance, and food & nutrition systems with strengthened outcomes/actions

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References: Dept. of Health, Disability & Ageing (Aug 2025 Strengthened Standards); ACQSC guidance; New Aged Care Act (commencing 1 Nov 2025).

# Complaints Handling — What's New & What to Do

*Aim: fair, timely, and learning-focused complaint resolution that restores rights*

Key changes:

- Clear complaints pathways linked to rights; option to escalate to the Complaints Commissioner
- Timely acknowledgement, triage, and outcome tracking with trend analysis
- Stronger obligations to demonstrate learning and remediation

Practical strategies:

- Single policy across all programs; publish simple 'how to complain'
- Triage matrix (risk/urgency), due-dates, and consumer feedback loops
- Quarterly thematic reviews to Board/Quality Committee;
- Feed into risk register

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References: Dept. of Health, Disability & Ageing (Aug 2025 Strengthened Standards); ACQSC guidance; New Aged Care Act (commencing 1 Nov 2025).

# Clinical Governance — What's New & What to Do

*Aim: Board-level oversight that drives continuous safety and quality improvement*

Key changes:

- Governing body must endorse and monitor a clinical governance framework
- Clear lines of accountability for clinical risk, safety, and quality outcomes
- Expanded expectations for incident review, restrictive practices oversight, and escalation

Risk Mitigation strategies:

- Clinical Ax
- Care planning
- Education

Practical strategies:

- Approve a clinical governance framework with KPIs and dashboards (HIHP falls, pressure injury, meds, infections) include emerging risk scores
- Credentialing/competency matrix; annual plan for audits and case reviews
- Morbidity/mortality or Significant Event Review meetings with action tracking include staff debriefing and support to person's involved

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References: Dept. of Health, Disability & Ageing (Aug 2025 Strengthened Standards); ACQSC guidance; New Aged Care Act (commencing 1 Nov 2025).

# Food & Nutrition (Residential) — What's New & Integrated Risk Controls

*Outcome: safer, more dignified mealtimes that demonstrably uphold rights*

Key changes:

- Dedicated Food & Nutrition Standard (residential) centred on choice, dignity and mealtime experience
- Menu planning with individual preferences, texture-modified safety, and nutrition/hydration monitoring
- Stronger governance over kitchen operations, food safety, and consumer engagement

Risk mitigation checklist:

- Person-centered menu + choice; protected mealtimes and assistance plans
- IDDSI compliance, choking risk reviews, Dignity of Risk and hydration rounds

Practical Strategies:

- Dietitian reviews, consumer taste-testing panels, and monthly waste/complaint trend analysis
- Report food & nutrition KPIs to Board; link findings to Statement of Rights & Principles

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References: Dept. of Health, Disability & Ageing (Aug 2025 Strengthened Standards); ACQSC guidance; New Aged Care Act (commencing 1 Nov 2025).



# Preparing for 1 November: last minute FAQs for RAQs

Anita Courtney

Aged Care and Home Care Principal at  
Russell Kennedy Lawyers



## **Preparing for 1 November: last minute FAQs for RAQs**

Wednesday, 22 October 2025

Presenter: Anita Courtney, Principal



## Grandfathering rules

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### No grandfathering

- Anyone who was approved for care after 12 September 2024 unless they entered permanent residential care prior to 1 Nov

### “Grandfathered”

- Those who entered RAC on an ongoing basis prior to 1 Nov and then move homes

### Partially “grandfathered”

- Those who were approved for HC pre-12 Sept 2024, but enter RAC (ongoing) post 1 Nov

## So which fees will they pay?

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Residents admitted to permanent residential care **prior** to 1 November pay old accommodation fees and old care fees



Residents approved for home care on or prior to 12 September pay old care fees, **new accommodation fees**



Residents approved for permanent care who did not enter prior to 1 November pay new accommodation and care fees unless they also had a home care approval on or prior to 12 September 2024



Residents who were admitted to respite care prior to 1 November will also pay under **new arrangements** unless they also had a home care approval on or prior to 12 September

# Agreements – who needs what?

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Post 1 November residents should be on a “new” ASA agreement



Residents who are already in your care do not need new agreements – but you need to provide them with certain info



Residents who were in a RAC pre - Nov but move to another RAC will require a transition/transfer agreement



Residents who were approved for home care on or prior to 12 September go on the “new ASA” agreement but with modifications

## Room Services and “Review Date”

Room	No.	Room Services	<p>This is not a HELA or services that are part of the Residential Care Service List, but services that the Accommodation Payment entitles the Resident to receive.</p> <p>List specific services, leave blank or include a general descriptor such as... Any services included with the Room and outlined by us in connection with the Published Accommodation Payment Amount.</p>
<ul style="list-style-type: none"> <li>Start Day</li> </ul>	<p>To be completed.</p> <p>This Agreement will be reviewed with you at least once every 12 months after this day, being by Date to be completed.</p>		

### Relevant Policies and Protocols

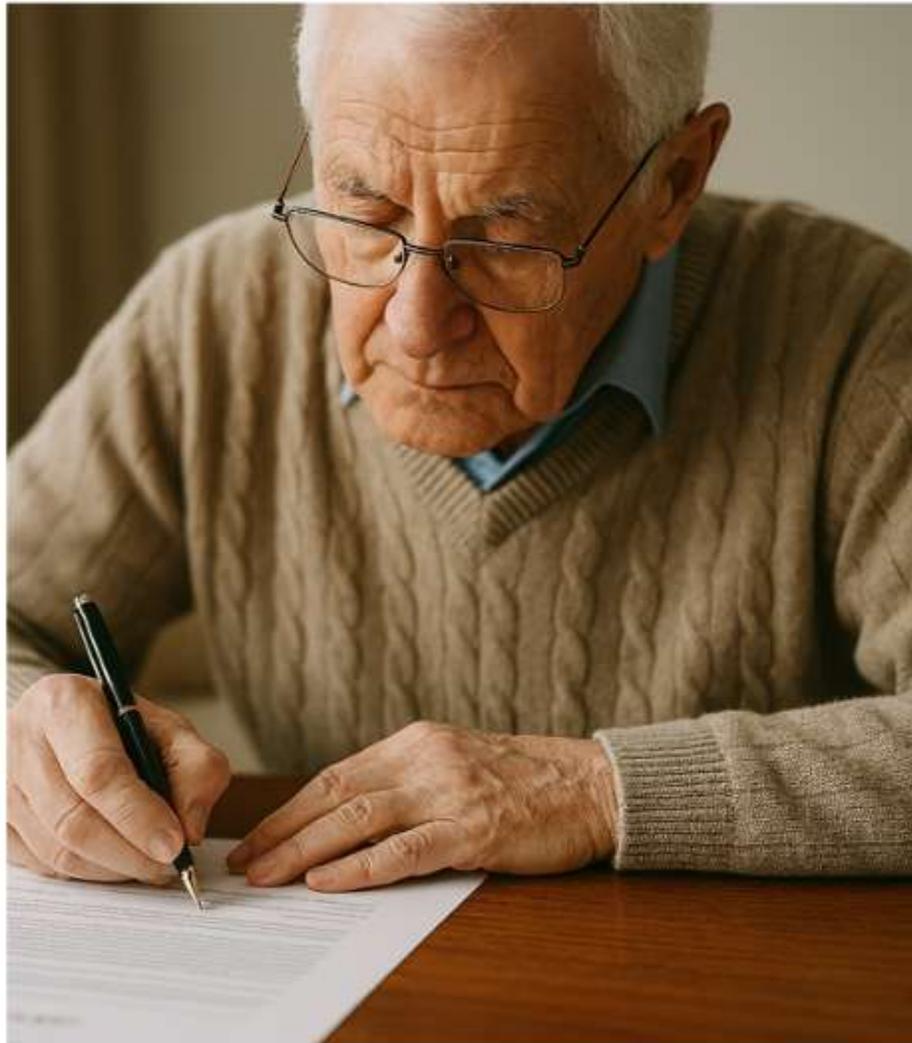
We will provide you with information about policies and protocols that are relevant to your occupation of the Residential Care Home, which as at the date of preparing this Agreement includes the policies or protocols listed in Part G. We may update them and/or provide you with information about other policies, including in response to changes we make to the way we provide services from the Residential Care Home having regard to our obligations under the Aged Care Act and other relevant laws.

# Supporter details

Supporter(s) (if any) (as registered with the System Governor)	<b>Full Name</b>	
	Nominated Information Recipient	<input type="checkbox"/> No <input type="checkbox"/> Yes, meaning you consent to this Supporter receiving information about you in connection with this Agreement.
	Address	
	Phone Number	
	Email Address	
	<b>Full Name</b>	
	Nominated Information Recipient	<input type="checkbox"/> No <input type="checkbox"/> Yes, meaning you consent to this Supporter receiving information about you in connection with this Agreement.
	Address	
	Phone Number	
	Email Address	

## Information for new RAC residents

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- Statement of Rights
- Code of Conduct
- A copy of your complaints and feedback policy, and whistleblower policy
- Statement that RP will provide information about management and use of RADs.
- An explanation of how the RP deals with the protection of personal information
- Information about the circumstances in which the individual may be asked to leave (security of tenure)
- Information about any policies or protocols of the approved residential care home that are relevant to the individual

## Info to be provided to current residents

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New Statement of Rights



New Complaints and Feedback Policy



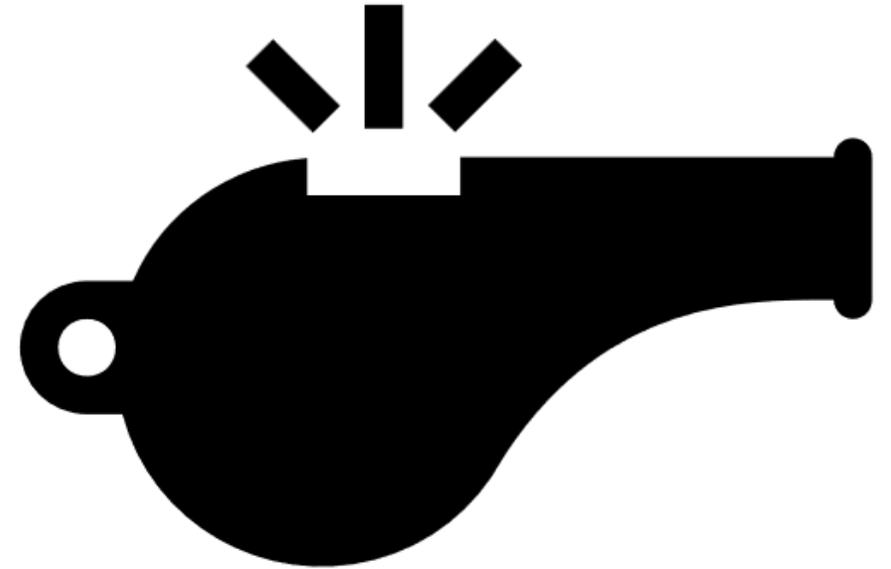
New Whistleblower Policy

# Whistleblowers and complaints

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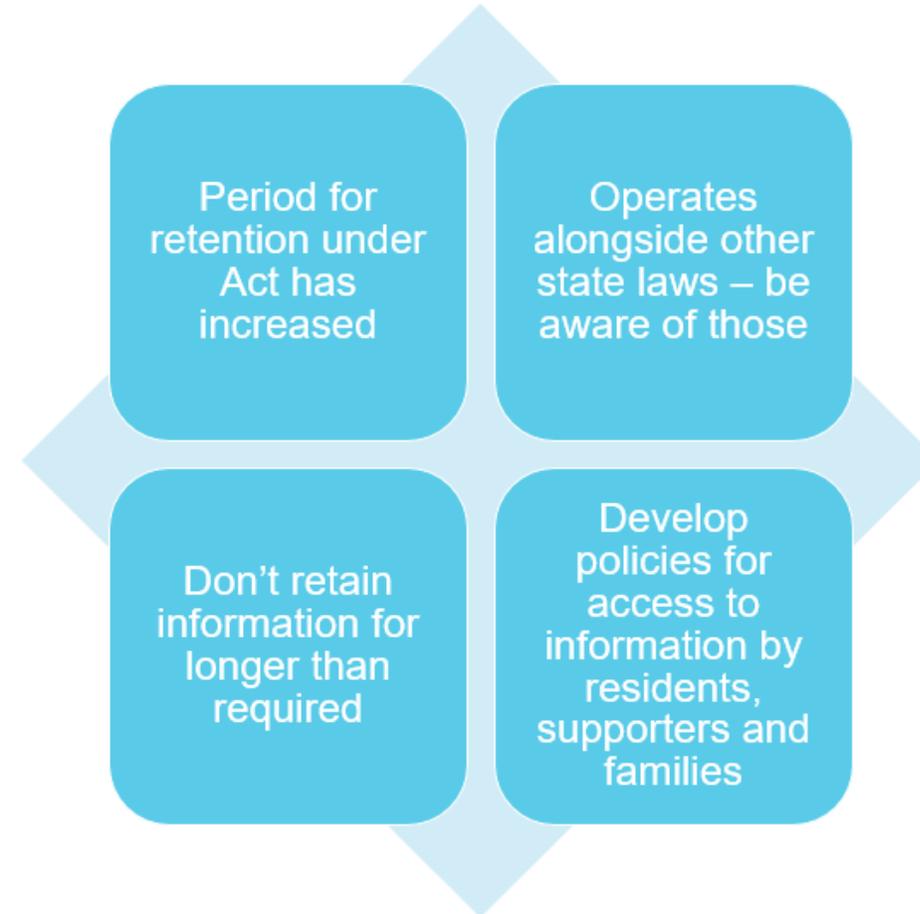
## Heading here

- Must have a system in place that complies with the Rules
- **Much more detailed**
- Must have a “policy” that is provided to residents/ supporters/responsible persons  
Must remind each of the above they are welcome to make a disclosure/complaint **monthly**
- Annual training and review of policy



# New record keeping requirements

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## Disclaimer & Russell Kennedy Contacts

Today's presentation is intended as **general commentary** only and should not be regarded as legal advice.

If you require specific advice on the topics discussed, please contact the presenters directly:



**Anita Courtney**  
Principal  
T: (03) 8602 7211  
E: [acourtney@rk.com.au](mailto:acourtney@rk.com.au)



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# Governance & Risk

Susan Staples

Principal at Staples Advisory

[susan@staplesadvisory.com.au](mailto:susan@staplesadvisory.com.au)

[staplesadvisory.com.au](http://staplesadvisory.com.au)

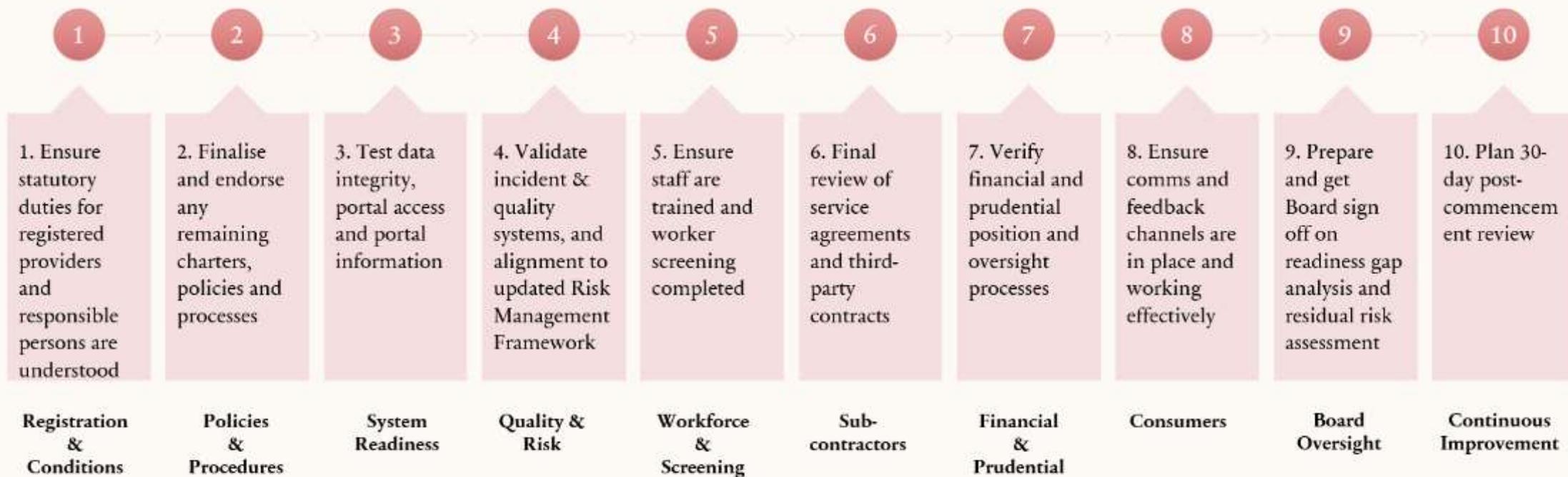




# **CORE GOVERNANCE AND RISK OBLIGATIONS**

1. Statutory duties for providers and responsible persons
2. Governance systems and transparency
3. Notification and reporting obligations
4. Integrated quality and risk systems
5. Financial and prudential oversight
6. Digital and data governance
7. Oversight of third-party and contracted providers

# FINAL GOVERNANCE & RISK CHECKS (10 DAYS TO GO)



# DAY 1 AND BEYOND THINGS TO MONITOR

- Staff understanding and confidence
- System or portal issues affecting service delivery
- Regular testing in the early stages to detect issues or control weaknesses
- Early feedback and complaints trends
- Any non-conformances or near misses
- Continuous improvement loop in first 30 days

# STAY FOCUSED ON WHAT MATTERS

- “**Genuine effort**” required with demonstrated (evidence / risk based) action to improve
- **Uncertainty can create tension** between board and executive
- A purely compliance focus can lead to **blind spots**
- **Focus on top 5 residual risks** and mitigation actions
- Keep reporting simple and focus on the “*So what?*” and the “*Now what?*”
- **Hold yourselves to account**
- Focus on **evidence** of outcomes
- **Check in** on your staff and consumers



# Live poll - we'd love your input



Where do you expect your organisation will feel the biggest pressure six months after the new Standards begin?

- Staffing and resourcing
- Compliance and audit workload
- Food and nutrition delivery
- Balancing consumer expectations
- Financial sustainability

Questions from the chat



# Care Minute Manager



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# Care Minute Policy Review

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2. A position description review and benchmark of hybrid roles across the sector
3. Risk-based guidance on areas that involve some discretion
4. Strategic advice on where compliance can be improved over time
5. Audit support through your Care Time Assessment Audits
6. Board presentation support on your governance framework on this important change.



# Save the date

From Reform to Reality. What has the first month taught us?

*A live discussion on early reform progress across the aged care sector.*

Wednesday 3 December | 12pm AEDT

Watch your inbox for the details.



# Contact us



Ben Sturzaker  
General Manager,  
Product and Technology  
[Ben.sturzaker@manad.com.au](mailto:Ben.sturzaker@manad.com.au)



Tyler Fisher  
Senior Manager  
[Tyler.fisher@mirus.group](mailto:Tyler.fisher@mirus.group)



1300 738 145 | [info@mirusaustralia.com](mailto:info@mirusaustralia.com)  
[mirusaustralia.com](http://mirusaustralia.com)