

# **PARLIAMENTARY INQUIRY QUESTION ON NOTICE**

**Department of Health and Aged Care**

**Senate Standing Committee on Community Affairs Legislation Committee**

**Inquiry into the Aged Care Bill 2024 (Provisions)**

**03 October 2024**

**PDR Number: IQ24-000133**

**New model for regulation and the benefits**

**Written**

**Senator:** Marielle Smith

**Question:**

Why has the government proposed a new model for regulating aged care? What are the benefits of the new model?

**Answer:**

The Government has designed a new model for regulating aged care as part of the reforms in response to the Royal Commission into Aged Care Quality and Safety (Royal Commission). It will benefit older people, their families and carers as well as aged care providers and workers.

The new model is rights-based, person-centred, risk proportionate and supports continuous improvement in the delivery of quality care to older Australians and will enable new business types such as corporations, partnerships, sole traders and other entities to enter and subsequently expand the aged care market.

The department consulted widely with the sector on implementation of the regulatory model. Feedback received indicated broad support for the new regulatory model and its potential to improve the quality of aged care services in Australia and safeguard the rights of older Australians.

The new model for regulating aged care focuses on the rights of older people accessing aged care. It sets out how aged care providers will be required to operate under the Aged Care Bill. The regulatory model will:

- increase protections and help older people to exercise their rights
- restore trust and confidence in the quality of care delivered by providers and their workforce

- improve transparency and accountability by setting out clear expectations and obligations providers must meet to provide aged care
- make it easier for older people to access, understand and navigate the aged care system
- set-up enhanced complaints and feedback mechanisms with a focus on restorative resolution
- make it easier for older people to find and assess options for aged care services.

The new regulatory model will encourage more providers to enter the sector. It will do this by changing the types of businesses that can register to deliver Australian Government funded services. This means more providers and more choice for older people.

All providers seeking to deliver Government funded aged care will need to apply to become a registered provider.

As part of their registration, providers will need to meet certain obligations based on the type of services they deliver. These obligations make providers accountable for the safety and quality of care they provide.

Providers will be monitored by the Aged Care Quality and Safety Commission to make sure they comply with their obligations.