

# Aged Care Compliance Checklist

## Are You Ready for the New Aged Care Act (1 November 2025)?

The new Aged Care Act introduces a rights-based framework, tougher obligations, and stronger regulatory powers. For aged care providers this means higher expectations, more oversight, and greater risks if you are not prepared. Use this checklist to test your organisation's readiness.

### 1. Governance & Accountability

- ☐ Our Board and senior executives have been briefed on the new Aged Care Act
- ☐ We have a clear plan to monitor compliance across all services and sites
- ☐ Roles and responsibilities for compliance are defined and documented
- ☐ We have systems in place to track and report on issues raised

### 2. Speak Up & Whistleblower Protections

- ☐ We have a centralised, independent reporting channel for staff, families, and contractors
- ☐ Reports can be made confidentially or anonymously, 24/7
- ☐ We have procedures for triaging and escalating concerns to the right teams
- ☐ Our people feel confident that their concerns will be heard and acted upon
- ☐ Our whistleblower policy has been updated to reflect the new protections

### 3. Rights & Cultural Safety

- ☐ We have reviewed the new Statement of Rights for older Australians
- ☐ Staff understand how to uphold these rights in daily practice
- ☐ We can demonstrate cultural safety for Aboriginal and Torres Strait Islander peoples
- ☐ Services are inclusive and respectful of cultural, linguistic, and religious diversity

### 4. Recordkeeping & Audit Readiness

- ☐ All complaints and reports are securely recorded in a single system
- ☐ We can provide an audit trail showing how each issue was handled
- ☐ Data and insights are reviewed regularly to identify trends and risks
- ☐ We can demonstrate timely responses to regulators and stakeholders

### 5. Workforce Preparation

- ☐ Our staff are trained on the new Aged Care Act requirements
- ☐ Frontline workers know how to support residents in exercising their rights
- ☐ Managers are confident in responding to and escalating issues appropriately
- ☐ Staff wellbeing and retention strategies are in place to manage workforce pressure
- ☐ All aged care workers have a current police certificate (with no disqualifying offences) or a valid NDIS worker screening check, and renewal processes are in place for certificates expiring after 1 November

### 6. Risk Awareness

- ☐ We understand the penalties and reputational risks of non-compliance
- ☐ We have a plan to avoid missed or mishandled complaints
- ☐ We know how we will respond if a serious issue arises under the new Act



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