

Fact Sheet: Regulation of Aged Care and Disability Support services

Aged Care

Aged care services are regulated by the Aged Care Quality and Safety Commission. Its role is to approve providers' entry to the aged care system, to accredit, assess, investigate and monitor aged care services against requirements, and to hold providers to account when they don't meet their obligations.

The Commission publishes all non-compliance by providers and regulatory actions taken by the Commission in the [Non-compliance against the Quality Standards register](#).

Regulations cover both [Residential services](#) (which include residential aged care services and flexible care services which provide short-term restorative care in a residential care setting) and [home services](#) (which include home care services, Commonwealth Home Support Programme (CHSP) services and flexible care services which provide short-term restorative care in a home care setting).

More detailed information about an individual service's performance against the Quality Standards is available from the [Find a report](#) section of the Commission's website. More information about the Quality Standards can be found on the Commission's [Quality Standards page](#).

Disability Support

The NDIS Quality and Safeguards Commission (NDIS Commission) is responsible for registering and regulating providers and the quality and safety of NDIS services. The NDIS Commission publishes the following information about disability service providers:

- [Part 1 of the NDIS Provider Register](#) contains information about all registered NDIS providers and is regularly updated. The information on the NDIS Provider Register includes:
 - Identifying information including the provider's legal name, suburb and Australian Business Number (ABN).
 - Registration groups, which are the groups (or classes) of supports and services being delivered by the provider under the NDIS.
 - Additional conditions of registration imposed under the NDIS Act. These conditions are displayed on the NDIS Provider Register in the 'Additional conditions of registration' section.
- [Part 2 of the NDIS Provider Register](#) contains the compliance and enforcement actions taken against NDIS providers where requirements for delivering NDIS supports and services have not been met. The NDIS Commission may take action against an NDIS provider where it determines that the provider has not met its conditions of registration or the NDIS Code of Conduct. The NDIS Commission also publishes the actions taken concerning providers who are not registered but who are subject to the NDIS Code of Conduct.

