

Guidance for Associated Providers

From **1 November 2025**, the **Aged Care Act 2024** and **Aged Care Rules 2025** will apply to all aged care services delivered in Australia. These new laws are focused on simplifying regulatory requirements and ensuring older people remain at the centre of care.

As an associated provider as defined under s.11 of the Act, you are expected to understand and comply with the new Act and Rules as they relate to the delivery of aged care services. It's essential that all those services you deliver align with these updated legal and quality standards.

Provision of Services

In providing the Services, you and your personnel must uphold the rights of our Clients under the Act, including the Quality Standards, the Code of Conduct and the Statement of Rights.

Quality Standards

The Aged Care Quality Standards ensure older people receive safe, high-quality care by setting clear expectations for the services provided.

It is essential that you are delivering services that are in alignment with the strengthened quality standards.

As an associated provider you and your personnel must ensure that the Services are delivered in a way that aligns with those Quality Standards.

Code of Conduct

The Code of Conduct outlines the expected behaviour of all aged care workers and providers, ensuring care is delivered with dignity, respect, and compassion. It promotes safety and quality by setting clear standards for conduct and accountability.

As an associated provider you and your personnel must adhere to the Code of Conduct in delivering the Services.

Statement of Rights

The Statement of Rights forms the foundation of the Act. It sets out what every older person can expect when receiving care.

In delivering Services on behalf of Brightwater, associated providers and their personnel must uphold these rights.

Personnel

Under the Act, associated providers are responsible for the training, screening, and qualifications of workers, ensuring they meet the necessary standards to deliver safe, quality care to our Clients.

In providing the Services you must ensure that all your personnel:

- Have the necessary training, experience and qualifications to deliver the Services;
- Have been subject to and cleared under any applicable suitability assessment, worker screening and background checks.

Where we consider (acting reasonably) that your personnel cannot meet those requirements or fail to perform any requirements in relation to the delivery of the Services, Brightwater may direct you to exclude specific personnel from performing the Services, whether on a temporary or permanent basis.

Privacy, Dignity and Respect of Clients

The Act protects the privacy and dignity of older people through an enforceable Statement of Rights, which is legally binding on all associated providers and includes rights to privacy, dignity, respect, and safety from abuse.

You acknowledge that Clients have the right to confidentiality, privacy, protection of personal information, dignity and respect.

You must ensure that you protect the personal and sensitive information of our Clients and comply with our privacy policies which can be [found here](#).

If you become aware of any data breach you must take all necessary steps to contain it and keep us updated in relation to all remedial action you take.

Customer Complaints

Under the Act, complaints are a primary pathway for our Clients to resolve concerns about their rights and care, with a new complaints and feedback management framework for providers

You must ensure Clients are encouraged and supported to provide feedback and make complaints in connection with the Services without reprisal.

You must implement and maintain prudent policies and procedures managing complaints and feedback.

You must assist us in any investigation into a complaint.

Whistleblower Protection

The Act provides clear protections for whistleblowers who report suspected wrongdoing or risks to aged care safety and quality.

Brightwater is committed to creating a safe environment where people can speak up.

Associated providers and their personnel must report concerns about misconduct, abuse, neglect, unsafe practices, or care breaches to Brightwater and protect those who raise concerns from retaliation, dismissal, or negative consequences.

Managing and Reporting Incidents

Reporting incidents is a key requirement under and the Act. While these expectations have existed, the new reforms demand clearer, faster, and more transparent reporting. Associated providers must fully cooperate with investigations and provide any information requested by Brightwater or regulatory authorities.

You must also implement and maintain prudent policies and procedures to manage and record incidents relating to Clients which are consistent with the requirements of the Quality Standards.

Record Keeping

Associated Providers and personnel must keep accurate, complete records as required by the Act, ensuring transparency, client safety, and regulatory compliance.

Associated providers must keep current, verifiable records of services, staff qualifications, police checks, insurances, and training. They must comply with the Act's record-keeping rules, retaining records securely in Australia for at least 7 years and ensuring accessibility when needed.

Managing Compliance

As an “associated provider”, it is Brightwater’s intention to regularly monitor your compliance with the Act and these Guidelines.

Updating the Guidelines

Brightwater reserves the right to make changes to these Guidelines from time to time (acting reasonably) to take account of legislative changes and legal compliance.

Definitions

In these Guidelines:

Act means the Aged Care Act 2024 and the Aged Care Rules 2025.

Brightwater means Brightwater Care Group Ltd of 2A Walter Road West, Inglewood.

Clients means every person receiving funded aged care services under the Act from Brightwater.

Code of Conduct means the Aged Care Code of Conduct set out in the Act, a copy of which can be [found here](#).

Quality Standards means the standards set out in the Act for the delivery of home care which can be [found here](#).

Services means the care provided to the Clients by you.

Statement of Rights means the rights of individuals accessing funded age care services as set out in the Act, a copy of which can be [found here](#).