



# Tender Loving Care Aged Care – Associated Provider Transition Pack

*Aged Care ACT 2024 | Support at Home Program*

# A WORD *from* OUR CEO



## Dear Valued Partner,

We are writing to advise of the changes required under the Aged Care Act 2024 and the Support at Home Program, which replace existing brokerage models with a new Associated Provider framework.

Under the new legislation:

- Only registered aged care providers can deliver or claim for government-funded aged care services.
- Registered providers (such as Tender Loving Care Aged Care) retain full legal and regulatory responsibility for all services delivered under their registration, including those performed by other organisations.
- All services delivered by another organisation must now occur under a formal Associated Provider Agreement, rather than a traditional brokerage or subcontracting arrangement.

## What This Means for Our Existing Partnership

We value the relationship we have built with you and wish to continue working together within the new framework. To ensure compliance with the Aged Care Act 2024 and the Strengthened Aged Care Quality Standards, we will be:

1. Reviewing and replacing all existing brokerage agreements with formal Associated Provider Agreements.
2. Confirming that your organisation meets worker screening, insurance, training and governance obligations under the Act.
3. Introducing the 10% Care Management Fee.
4. Ensuring all services, pricing and reporting align with the Support at Home Program manual (Version 4.1).

## Next Steps

Our Quality, Compliance & Continuous Improvement Team will contact you shortly to schedule an online meeting to:

- Review the new Associated Provider Agreement;
- Confirm your current services and pricing; and
- Outline the transition timeline and documentation requirements.

In the meantime please complete the checklist attached.

We appreciate your continued partnership and collaboration as we work together to deliver safe, high-quality, and compliant care for older Australians.

Warm regards,

*Laura Cowell*

**Laura Cowell**

Chief Executive Officer



## Introduction to the Associated Provider Self-Assessment & Summary Checklist

Tender Loving Care Aged Care is committed to ensuring that all services delivered under our registration meet the highest standards of safety, quality, and compliance in accordance with the Aged Care Act 2024 and the Support at Home Program.

As part of our transition from brokerage to Associated Provider Arrangements, all partner organisations are required to complete this Self-Assessment & Summary Checklist. The checklist helps us confirm that our associated providers have the appropriate systems, workforce, insurances, and governance processes in place to deliver safe and high-quality care to older Australians.

Please complete each section, attach supporting evidence where indicated, and return the checklist to Tender Loving Care Aged Care within 7 days of receipt. This will allow us to finalise your Associated Provider Agreement and maintain uninterrupted service delivery for our clients. Please return to [quality@tenderlovingcareagedcare.com.au](mailto:quality@tenderlovingcareagedcare.com.au)

### Section 1 – Provider Details

**Organisation name:** \_\_\_\_\_

**ABN:** \_\_\_\_\_

**Primary contact person:** \_\_\_\_\_

**Position:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Website (if applicable):** \_\_\_\_\_



## Section 2 – Registration & Compliance

Attach evidence where indicated and tick Yes/No once verified.

Requirement	Description	Evidence Attached	Status (Yes/No)
Registered aged-care provider number (if applicable)	Registration number and certificate attached	<input type="checkbox"/>	<input type="checkbox"/>
ABN & Business registration	Valid ABN and business registration certificate	<input type="checkbox"/>	<input type="checkbox"/>
Compliance with Aged Care Act 2024 and Support at Home Program	Statement of understanding signed	<input type="checkbox"/>	<input type="checkbox"/>
Public liability insurance (min \$20 million)	Copy of certificate of currency attached	<input type="checkbox"/>	<input type="checkbox"/>
Workers compensation insurance	Certificate attached	<input type="checkbox"/>	<input type="checkbox"/>
Professional indemnity insurance (if applicable)	Certificate attached	<input type="checkbox"/>	<input type="checkbox"/>
Current risk management policy	Copy provided	<input type="checkbox"/>	<input type="checkbox"/>



### Section 3 – Workforce & Screening

Attach evidence where indicated and tick Yes/No once verified.

Requirement	Description	Evidence Attached	Status (Yes/No)
All workers have current Aged Care Worker Screening Check	Certificates held and verified	<input type="checkbox"/>	<input type="checkbox"/>
NDIS Worker Orientation Module completed (if applicable)	Certificates attached	<input type="checkbox"/>	<input type="checkbox"/>
Staff trained in Aged Care Code of Conduct and Quality Standards	Training records attached	<input type="checkbox"/>	<input type="checkbox"/>
Incident, hazard, and complaint management training completed	Staff records provided	<input type="checkbox"/>	<input type="checkbox"/>
Regular supervision and competency review conducted	Policy or evidence provided	<input type="checkbox"/>	<input type="checkbox"/>



## Section 4 – Quality, Safety & Governance

Attach evidence where indicated and tick Yes/No once verified.

Requirement	Description	Evidence Attached	Status (Yes/No)
Quality & Safety Management System in place	Manual or summary provided	<input type="checkbox"/>	<input type="checkbox"/>
Policies align with Tender Loving Care Aged Care frameworks	Complaints, Incident, Safeguarding, and WHS policies attached	<input type="checkbox"/>	<input type="checkbox"/>
Continuous improvement register maintained	Evidence of current register provided	<input type="checkbox"/>	<input type="checkbox"/>
Privacy and confidentiality policy compliant with Australian Privacy Principles	Copy attached	<input type="checkbox"/>	<input type="checkbox"/>
Data storage and cybersecurity protocols implemented	Summary of systems provided	<input type="checkbox"/>	<input type="checkbox"/>

## Section 5 – Service Delivery

Attach evidence where indicated and tick Yes/No once verified.

Requirement	Description	Evidence Attached	Status (Yes/No)
Services align with client Care Plan and Budget	Evidence or process description provided	<input type="checkbox"/>	<input type="checkbox"/>
Scheduling and attendance tracking process established	System screenshots or documentation provided	<input type="checkbox"/>	<input type="checkbox"/>
Service change and cancellation process documented	Policy or procedure attached	<input type="checkbox"/>	<input type="checkbox"/>
Wellness and reablement approach embedded	Evidence or staff guidance provided	<input type="checkbox"/>	<input type="checkbox"/>
Client rights and dignity embedded in service delivery	Training or policy evidence attached	<input type="checkbox"/>	<input type="checkbox"/>



## Section 6 – Financial Arrangements

Attach evidence where indicated and tick Yes/No once verified.

Requirement	Description	Evidence Attached	Status (Yes/No)
Agrees to Tender Loving Care's 10% Care Management Fee	Acknowledgment signed	<input type="checkbox"/>	<input type="checkbox"/>
Invoicing and reconciliation procedures align with Tender Loving Care policy	Copies of procedures or sample invoices	<input type="checkbox"/>	<input type="checkbox"/>
GST handling consistent with Support at Home rules	Statement of compliance provided	<input type="checkbox"/>	<input type="checkbox"/>
Client reimbursement process documented (if applicable)	Policy or template attached	<input type="checkbox"/>	<input type="checkbox"/>



## Section 7 – Reporting & Audit

Attach evidence where indicated and tick Yes/No once verified.

Requirement	Description	Evidence Attached	Status (Yes/No)
Service delivery reports submitted within required timeframes	Reporting schedule or sample report attached	<input type="checkbox"/>	<input type="checkbox"/>
Participation in Tender Loving Care quality audits and reviews	Acknowledgment signed	<input type="checkbox"/>	<input type="checkbox"/>
Notification of incidents or complaints within 24 hours	Procedure document attached	<input type="checkbox"/>	<input type="checkbox"/>
Annual performance review participation confirmed	Confirmation or evidence provided	<input type="checkbox"/>	<input type="checkbox"/>



## Section 8 – Declaration

### Authorised Representative Declaration

I, \_\_\_\_\_, being an authorised representative of \_\_\_\_\_ (the "Associated Provider"), confirm that:

1. The information provided in this Associated Provider Self-Assessment & Summary Checklist is accurate, complete, and supported by appropriate evidence and documentation.
2. Our organisation understands and agrees that this information will be used by Tender Loving Care Aged Care to assess our suitability to deliver services under Tender Loving Care's registration in accordance with the Aged Care Act 2024 and the Support at Home Program Manual v4.1 (October 2025).
3. We acknowledge that Tender Loving Care Aged Care, as the registered provider, retains full responsibility for the governance, quality, and safety of all services delivered under this arrangement.
4. We agree to comply with:
  - All relevant legislative and regulatory requirements of the Aged Care Act 2024;
  - The Strengthened Aged Care Quality Standards (Standards 1 to 7);
  - The Aged Care Code of Conduct;
  - The Support at Home Program Manual v4.1 (October 2025); and
  - All relevant policies, procedures, and governance frameworks of Tender Loving Care Aged Care.
5. We will maintain up-to-date insurances, worker screening checks, and compliance records for the duration of this agreement and will immediately notify Tender Loving Care Aged Care of any material change or incident that may impact service delivery, quality, or compliance.
6. We consent to Tender Loving Care Aged Care conducting audits, spot checks, or quality reviews at any time to verify compliance with the above obligations.
7. We acknowledge that completing this checklist and signing this declaration does not in itself constitute approval but forms part of the due-diligence process prior to entering into a formal Associated Provider Agreement.

Authorised Signatory

Organisation Name: \_\_\_\_\_

ABN: \_\_\_\_\_

Authorised Representative Name: \_\_\_\_\_

Position/Title: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Tender Loving Care Aged Care Acknowledgement (Internal Use Only)

Reviewed by: \_\_\_\_\_

Position: \_\_\_\_\_

Date Received: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Approved  Further Information Required  Not Approved

Comments/Notes:  
\_\_\_\_\_



Standard	Description	How Associated Providers Contribute
<b>1. The Individual</b>	Every person is valued, respected, and supported to make informed choices about their care and daily life.	Treat clients with dignity, respect their preferences, support independence, and enable choice and control in everyday decisions.
<b>2. The Organisation</b>	Providers demonstrate strong leadership, governance, and accountability to ensure safe and high-quality care.	Operate under Tender Loving Care Aged Care's governance framework, comply with reporting and audit requirements, and maintain transparent communication.
<b>3. The Care and Services</b>	Care and services are safe, effective, and responsive to the person's needs and goals.	Deliver agreed services as outlined in the client's Care Plan, follow safe practices, and provide feedback for continuous improvement.
<b>4. The Environment</b>	The physical environment promotes safety, comfort, accessibility, and wellbeing.	Maintain safe, clean, and hazard-free workspaces in clients' homes or service areas, reporting risks promptly.
<b>5. Clinical Care</b>	Clinical care is evidence-based, appropriate, and continuously monitored for quality and safety.	Where delivering clinical services, ensure qualified staff, adherence to clinical protocols, and prompt communication of any health concerns.
<b>6. Food and Nutrition</b>	Meals and hydration support health, enjoyment, and cultural or personal preferences.	For meal-related or in-home support services, follow nutritional guidelines, respect dietary needs, and promote hydration and wellbeing.
<b>7. The Residential Community</b>	A sense of belonging, social connection, and inclusion is fostered for all residents and participants.	Encourage participation, respect diversity, support social engagement, and help clients remain connected to their community.

Serving you with Excellence



# STANDARDS





1300 745 768



[tenderlovingcareagedcare.com.au](https://tenderlovingcareagedcare.com.au)



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