

Associated Providers Handbook



Chief Quality Officer, Catholic Healthcare

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How to use this handbook

This handbook explains the requirements associated providers must meet when delivering services on behalf of Catholic Healthcare. Read it together with your agreement, service requests, Catholic Healthcare policies and any instructions provided through the associated provider portal.

Sections that apply to all associated providers are labelled as general requirements. Additional requirements for higher-risk services, including Category 4 and Category 5 services, are identified where relevant. If there is any inconsistency between this handbook and your agreement, seek clarification from Catholic Healthcare before delivering services.



Welcome and Introduction

Welcome to Catholic Healthcare. As an associated provider, you play an important role in delivering safe, high-quality and culturally responsive aged care services to older people in our community.

This handbook is intended to be read alongside your agreement with Catholic Healthcare. It explains the practical requirements associated providers must meet before, during and after service delivery, including workforce suitability, training, incident reporting, invoicing, record keeping and cooperation with monitoring activities.

From 1 November 2025, under the Aged Care Act 2024, all organisations and individuals who deliver services on behalf of a registered provider are formally recognised as associated providers.

This handbook **complements your agreement with us**. It does not replace the agreement but provides practical guidance on how we expect services to be delivered in line with legislation, standards and our internal policies. It explains how we will work together to:

- Meet the requirements of the Aged Care Act 2024 and the home care programs under which we deliver services
- Uphold the Statement of Rights and the Aged Care Code of Conduct
- Deliver services that align with the strengthened Aged Care Quality Standards (for services in categories 4 and 5)
- Ensure safe, high-quality care through effective systems for reporting, invoicing and record-keeping.

Please read this handbook carefully and keep it for future reference. It is designed to support you in understanding your role and responsibilities, ensuring our partnership delivers the best outcomes for older people.

Provider Obligations at a Glance

Obligation	What you must do
Registration and records	Register through the associated provider portal and keep required provider and workforce records current.
Workforce screening	Ensure every worker has current screening, right-to-work evidence, qualifications, registration and suitability checks before delivering services.
Training and induction	Complete Catholic Healthcare induction and ensure workers complete mandatory and role-specific training.
Identification	Ensure workers carry photo identification and can present required compliance evidence on arrival.
Service delivery	Deliver only the services requested, in line with the client's care plan, service request and approved scope.
Incidents and complaints	Report incidents, complaints, feedback, whistleblower disclosures and urgent risks within required timeframes.
Invoices and evidence	Submit accurate invoices supported by evidence of service delivery and aligned to approved service types and rates.
Insurance and audits	Maintain required insurances, participate in audits and provide records when requested.

General Compliance Obligations

Associated providers must comply with their agreement, this handbook, applicable laws, Catholic Healthcare policies and any service-specific instructions provided by Catholic Healthcare. You must maintain accurate records, provide evidence when requested, cooperate with audits, reviews and investigations, and notify Catholic Healthcare promptly of any issue that may affect safe, compliant or continuous service delivery.



About Us

Catholic Healthcare has more than 150 years of experience in care and community, with a purpose to support older Australians to thrive.

We provide a broad range of services, including Retirement Communities, Home Care, wellness programs and high-quality Residential Care.

We serve all Australians, regardless of faith, and provide essential support to vulnerable communities, including people experiencing hardship, isolation or complex needs.

Our services are supported by strong infrastructure, innovation and local teams committed to delivering high-quality care. We continue to invest in growth, so we remain a reliable partner now and into the future.

What matters to our clients matters to us. We are here to support older people to live their best lives with dignity, purpose and joy.

Please use the QR code for more information on Catholic Healthcare





Your Role as an Associated Provider

As an associated provider, you are engaged by Catholic Healthcare to deliver aged care services on our behalf.

Your role is to:

- Uphold your responsibilities under the agreement we have entered.
- Deliver services safely, respectfully and in line with client care plans.
- Ensure your workforce (or yourself, if you are a sole trader) meets all credentials, training and suitability requirements.
- Follow the rules set out in this handbook, the Aged Care Act 2024 and your agreement with us.
- Comply with all other applicable laws.
- Maintain all required insurances at the levels specified in your agreement.
- Report incidents, complaints, feedback and whistleblower disclosures within the required timeframes.
- Keep accurate records and participate in audits when requested.

Catholic Healthcare is responsible for the services that you provide our clients under the Aged Care Act 2024, which means:

- You must work within the systems, processes and requirements we provide.
- You must provide Catholic Healthcare with all requested information relating to your workers when required, including background checks, qualifications, identification, full names, dates of birth and addresses.
- You cannot delegate your responsibilities to others without our approval.
- You must take all reasonable steps to comply with your obligations. Catholic Healthcare may provide guidance, training and support where required.

By working together in this way, we can ensure that every client receives quality care and support that respects their rights, upholds their safety and meets the standards required by law.

Key Legislative and Program Requirements

As an associated provider, you must deliver services in line with the same laws, rules and standards that apply to Catholic Healthcare. The aged care related ones are outlined below.

Aged Care Act 2024

From 1 November 2025, the new Aged Care Act sets out the rights of older people and the responsibilities of registered providers. Associated providers must comply with the Act and the Aged Care Rules when delivering services on behalf of Catholic Healthcare to meet its obligations.

Statement of Rights

Every older person has the right to dignity, respect, choice, cultural safety, privacy and to speak up without fear of retribution. You and your workforce must be aware of and uphold these rights at all times.

Aged Care Code of Conduct

The Code of Conduct sets the behaviour standards for everyone working in aged care. This includes acting with honesty, respect, integrity and in a safe manner.

Support at Home Program

The Support at Home program replaced the Home Care Packages and Short-Term Restorative Care programs from 1 November 2025. It includes a nationally consistent service list and stronger requirements for reporting and evidence. Associated providers must deliver only the services we request and ensure invoices match the prescribed service list.

Commonwealth Home Support Program (CHSP)

If you deliver CHSP services for us, these must align with the new National Service List from 1 November 2025. You must follow the invoicing requirements outlined in this guide.

Strengthened Aged Care Quality Standards

The new, strengthened Aged Care Quality Standards were implemented from 1 November 2025. They set out what safe, high-quality care looks like. If you deliver Category 4 or 5 services (refer to Annexure A for details on registration categories), you must also ensure your care aligns with these Standards (see section on additional requirements).

Working with Supporters

Depending on the services they provide, associated providers and their workforce may need to be aware of any supporter relationships. This helps ensure the older person's rights are upheld, and that family, carers, or advocates are respected and included (with the client's consent). Any concerns raised by supporters should be reported to the registered provider in line with feedback and complaints processes.

Other Laws and Obligations

In addition to aged care laws, as per your agreement with us, you must comply with:

- Work Health and Safety legislation
- Privacy and confidentiality legislation
- Anti-discrimination legislation
- Modern Slavery and Anti-Corruption Laws
- Transport and vehicle safety laws (where relevant)
- Data Protection and Notifiable Data Breach Requirements.

We will provide you with further guidance and updates where required, but it is your responsibility to stay informed and comply with all relevant laws.

Associated Provider Portal

Associated providers must register through the Zipline portal and keep required documentation current, including photo identification, training records and relevant registrations. This supports Catholic Healthcare to confirm workforce suitability, monitor compliance and maintain a safe environment for older people.

By keeping portal records current, associated providers support Catholic Healthcare to meet its compliance obligations and maintain safe services for older people.

Medius Provider Portal

Additionally, Associated Providers will need to register in the Medius Supplier Portal with business and bank account details to support prompt payment of your provided invoices. Catholic Healthcare will send an invite to this portal, including instructions of how to complete required information.

Workforce Obligations

As an Associated Provider, you are responsible for ensuring that every person delivering services on behalf of Catholic Healthcare is suitable, qualified, skilled and capable of providing safe and high-quality care.



Compliance statement:

No person may deliver services on behalf of Catholic Healthcare unless all workforce screening, qualification, registration, suitability assessment and record-keeping requirements have been completed and remain current.

Associated providers must cooperate fully with any investigation undertaken by Catholic Healthcare or by a regulator and provide all records or information requested.

Failure to comply with incident reporting requirements may result in suspension or termination of your agreement with Catholic Healthcare.

Workforce compliance requirements

Category	Requirement	Evidence / Action Required
Maintain Workforce Credentials	National Police Check or NDIS Worker Screening	National Police Check (no older than 3 years) or NDIS Worker Screening clearance (no older than 5 years) until aged care worker screening commences in 2027.
	Right to Work	Maintain evidence of right to work for all personnel, including VEVO checks where required.
	Professional Registration	Maintain current professional registration for regulated roles (e.g., AHPRA registration for nurses and allied health professionals). Report any suspension of registration
	Driver Requirements	Maintain current driver licence, vehicle registration and insurance where personnel transport clients. Vehicles must be regularly serviced and kept clean. Report any loss or suspension of licence
Assess Suitability	Overseas Residence Checks if applicable	Obtain statutory declarations for personnel who have lived overseas after turning 16 years of age.
	Police Check Review	Review police checks to identify any precluding offences that may prevent a person from working in aged care, in accordance with the Department of Health, Disability and Ageing worker screening guidance. Refer to the updated worker screening guide from the Department of Health, Disability and Ageing.
	Banning Register Check	Verify the individual is not listed on the Aged Care Banning Register and is not prohibited from working in aged care services. aged care banning register
	Role Suitability Assessment	Confirm the individual has the skills, experience, and physical capacity required to perform the role safely and effectively.

Category	Requirement	Evidence / Action Required
Keep Workforce Records	Workforce Register	Maintain an up-to-date workforce register containing credentials, checks, registrations, licences, and qualifications.
	Review Records	Record the name of the supervisor/manager who reviewed the Police Check or NDIS Worker Screening clearance and the date of review.
	Reporting	Provide the workforce register to Catholic Healthcare (or registered provider) at least annually and/or upon request.
	Record Retention	Retain workforce registers and supporting evidence for a minimum of 7 years, or longer where required by law.
Compliance Requirement	Service Delivery Restriction	Personnel must not be permitted to deliver services on behalf of Catholic Healthcare unless all required credentials, checks, registrations, qualifications, and records are current and compliant.



Workforce Training

Training is an essential part of making sure that everyone who delivers care and services on behalf of Catholic Healthcare meets the standards required under the Aged Care Act 2024, the Aged Care Rules 2025 and the Strengthened Aged Care Quality Standards.

As an Associated Provider, you must ensure that all aged care workers delivering services on behalf of Catholic Healthcare meet the training requirements set out in this handbook.

- Complete all mandatory training
- Maintain training through regular refreshers
- Undertake recommended training where relevant to their role and the services being delivered

The mandatory and recommended training requirements are set out in the table below. These requirements vary depending on whether services fall under Categories 1-3 or Categories 4 and 5 (refer to **Annexure A** for details on registration categories).

Service Category	Mandatory training	Recommended training (good practice)
Services delivered in Categories 1-3 (Lower Risk)	• Aged Care Code of Conduct • Statement of Rights • Privacy and confidentiality • Whistleblower protections • Complaints and feedback • Incident management and reporting – including Serious Incident Response Scheme (SIRS) • Infection Control • Work Health and Safety • Food safety (if assisting with meals/meal preparation) • Responding to medical emergencies (refer to CHSP manual – first aid training requirements).	• Caring for people living with dementia • Culturally safe, trauma-aware and healing-informed care • Delivery of person-centred, rights-based care • Working with supporters • Working with older people (respect, dignity, age-related needs) • Identifying and responding to elder abuse • Professional Boundaries • Dignity of Risk • Risk identification and reporting.
Services delivered in Categories 4 and 5 (Higher Risk)	As above, plus: • Strengthened Aged Care Quality Standards. • Competency-based training on: • Delivery of person-centred, rights-based care • Culturally safe, trauma-aware and healing-informed care • Caring for people living with dementia	• Working with supporters • Working with older people (respect, dignity, age-related needs) • Dignity of Risk • Identifying and responding to elder abuse • Professional boundaries • Risk identification and reporting • Palliative care.

Supporting Training Access

Below are links to free or accessible training resources to help you and your workforce meet these requirements, including:

- **Equip Aged Care Learning Packages:** Free, modular training designed for aged care workers, covering dementia, palliative care, infection control, communication, cultural safety and more.
- **ALIS (Aged Care Learning Information Solution):** Online training modules provided by the Aged Care Quality and Safety Commission, including Code of Conduct, SIRS, strengthened Aged Care Quality Standards and incident management.
- **Department of Health, Disability and Ageing Fact Sheets:** Concise summaries on the Aged Care Act 2024, Statement of Rights and other reforms that can be shared with associated providers as training prompts.

Associated providers must maintain current training records, monitor refresher requirements and provide evidence of training to Catholic Healthcare when requested, including during audits or reviews.

You must not allow anyone to deliver services on behalf of Catholic Healthcare unless these requirements are met and up to date.

Identification Requirements



All workers delivering services on behalf of Catholic Healthcare must carry current photo identification. Acceptable identification includes employer-issued photo identification or another government-issued photo ID, such as a driver licence, together with any required evidence of workforce credentials or professional registration.

This requirement confirms that the worker who attends is the same worker who has been booked or approved to deliver the service.

On arrival at a Catholic Healthcare service or client location, workers must present their photo identification and any required compliance evidence when requested. Workers who cannot provide the required evidence may be refused entry or prevented from delivering the service.

Induction

All aged care workers must complete the Catholic Healthcare induction before delivering services on behalf of Catholic Healthcare.

Residential Care	Home Care
Welcome to Catholic Healthcare outlining Service Delivery Expectations	Welcome to Catholic Healthcare outlining Service Delivery Expectations
Site induction when attending a CHL premises	
All workers are to be familiar with Catholic Healthcare’s key policies available through the contractor portal: Resources For Aged Care Contractors Catholic Healthcare	

Expectations for Safe, High-quality Care and Services

Associated providers must deliver services on behalf of Catholic Healthcare in a manner that is safe, respectful, rights-based and consistent with the client’s care plan, service request, this handbook and the agreement.

Associated providers and their workers must meet the following service delivery expectations.

- **Care and service plans:** Deliver services only as outlined in the client’s care or support plan, referral and service request. Do not change the plan without approval from Catholic Healthcare. If a client requests a change, notify Catholic Healthcare so the care plan and service request can be reviewed and updated.
 - **Rights and conduct:** Uphold the Statement of Rights and comply with the Aged Care Code of Conduct. Treat every client with dignity, respect and compassion, support choice and control, and report any suspected breach immediately to Catholic Healthcare.
 - **Policies and instructions:** Comply with all relevant Catholic Healthcare policies, procedures, service instructions and site requirements.
 - **Evidence of service delivery:** Maintain evidence for each service delivered, such as digital check-in and check-out logs,
- signed service confirmation, case notes, clinical notes or photos of completed work where appropriate.

 - **Communication:** Notify clients and Catholic Healthcare promptly if a worker is running late, unable to attend, if the client is absent or refuses service, or if the client requests a change to their service.
 - **Professional boundaries:** Workers must act professionally and must not engage in coercive, exploitative or inappropriate behaviour. Workers must avoid personal or financial arrangements that create an actual, perceived or potential conflict of interest.
 - **Reporting:** Report concerns, complaints, incidents, whistleblower disclosures and suspected breaches of client rights, the Code of Conduct or service delivery requirements immediately to Catholic Healthcare.

Services Delivered in Categories 4 and 5

If you deliver services in Category 4 (Personal Care) or Category 5 (Clinical and Therapeutic Care) on behalf of Catholic Healthcare, there are additional requirements. These services are considered higher risk and must meet the strengthened Aged Care Quality Standards.

You must ensure that:

- **Quality Standards:** Services uphold the strengthened Aged Care Quality Standards, with a focus on dignity, safety, clinical care and wellbeing.
- **Workforce qualifications and registration:** Workers delivering clinical services hold the appropriate qualifications and, where relevant, current professional registration (for example, AHPRA).
- **Skills and competence:** Workers have the knowledge, skills and experience to safely perform the services assigned.
- **Scope of practice:** Clinical services are delivered only within the worker's professional scope of practice.

For documentation and record keeping:

- Clinical services delivered by a nurse or allied health professional must include a written handover and/or a clinical note supplied to Catholic Healthcare
- Copies of any clinical assessments completed must be provided, along with recommendations for updates to the client's care or support plan on the day of service
- Any general feedback or service delivery concerns must be escalated on the day of service, unless clinical concerns exist and require immediate attention and escalation.
- Attend case conferences or multidisciplinary team meetings where required.
- Report clinical deterioration and escalate incidents in line with the **Incidents and SIRS section**.
- Escalate feedback, complaints and service concerns in line with the requirements outlined in the **Feedback, Complaints and Whistleblower Protections** section.

Failure to meet these requirements may result in corrective action, suspension of services, or termination of your agreement with Catholic Healthcare.

Meal Services

Associated providers that provide meals, snacks and drinks to our clients receiving funded aged care will also need to work with us to meet the meal requirements for in-home care. This includes requirements for an Accredited Dietitian Review (ADR) to be undertaken at least annually.

Catholic Healthcare requires providers of meals, snacks and drinks for funded aged care clients to meet the following requirements:

An assessment is undertaken by an Accredited Dietitian at least annually for all meals, snacks and drinks provided to older people (receiving funding for aged care services).

The Dietitian assessment is provided or shown to Catholic Healthcare on request as part of quality assurance processes

Food safety compliance: Providers of food services must comply with applicable food safety legislation and food handling standards and maintain records that demonstrate ongoing compliance, including relevant training, certification and audit documentation. Evidence must be provided to Catholic Healthcare on request.

Feedback, Complaints and Whistleblower Protections

Anyone, including older individuals receiving care, has the right to provide feedback, raise concerns and report issues without fear of reprisal. As an associated provider, you and your workforce must actively support this right.

You must:

- **Follow our key policies:** Read our policies on feedback, complaints and whistleblower protections, in alignment with your agreement and ensure that you and your aged care workers are following our guidelines.
- **Communicate with your workforce:** Remind your aged care workers that feedback, complaints and whistleblower disclosures are welcome.
- **Promote a culture of openness:** Encourage clients, their families and others involved in their care to provide feedback or raise complaints. Ensure everyone feels safe and supported to speak up and make it clear that feedback is welcome from anyone, not just clients and families.
- **Respond promptly and respectfully:** Take all complaints and feedback seriously and acknowledge concerns. Advise the client that all feedback and complaints will be reported through to us (the registered provider). Offer the assistance of an Aged Care Advocate.
- **Report to Catholic Healthcare:** All complaints, feedback and concerns (including verbal input from clients or families)

Whistleblower protections

The Aged Care Act 2024 provides protections for whistleblowers, people who raise concerns about misconduct, unsafe practices, or risks to the safety and quality of aged care. As an associated provider, you and your workforce must:

- Report concerns about misconduct, abuse, neglect, unsafe practices, or breaches of care to Catholic Healthcare
- Ensure the identity of anyone who makes a disclosure is protected and kept confidential.
- Protect anyone who raises a concern from retaliation, dismissal, or adverse consequences.
- Treat whistleblower reports seriously, confidentially and in good faith.
- Ensure the workforce understands how to raise concerns through the correct reporting channels. Catholic Healthcare maintains a whistleblower portal on its website to support this requirement.

Catholic Healthcare is committed to creating a safe environment where people can speak up. Protections apply even if a concern turns out to be unfounded, provided it was raised honestly and reasonably.

As part of your orientation with us, you will have received training on complaints, feedback and whistleblowing. As an associated provider, you must ensure your workforce also gets this training and understands their role and responsibilities. All workforce members are expected to respond appropriately to feedback and complaints and to report concerns and whistleblower disclosures in line with the requirements set by Catholic Healthcare.



Incidents and SIRS

Incident reporting is a critical requirement under the Aged Care Act 2024 and your agreement with Catholic Healthcare. Associated providers must be able to identify, respond to and report incidents, near misses and potential Serious Incident Response Scheme matters without delay.

As part of your agreement, you will have been provided resources/policies in how to identify, respond to and report incidents. You must ensure that all members of your workforce are trained and aware of these processes.

What to do immediately

Situation	Required action
Immediate danger or serious risk	Call emergency services on 000, ensure immediate safety and notify Catholic Healthcare as soon as it is safe to do so.
Residential Care incident	Notify the Residential Manager, Care Manager or Registered Nurse on duty. Complete the incident form and progress note in the clinical system at the time of the incident.
Home Care incident	Phone the Call Centre on 1800 090054 as soon as possible. Clinical and allied health providers must also provide a progress note or written report.
Potential SIRS matter	Notify Catholic Healthcare as soon as possible and within 2 hours of becoming aware of the incident, near miss or concern. Catholic Healthcare will assess and submit any required regulatory report to the Commission within required timeframes.
Written report	Provide details of the incident, responsive actions taken, harm caused or potential harm, date and time, resident/clients involved, workers involved, witnesses and any follow-up actions.
Records and follow-up	Keep accurate records, provide information requested by Catholic Healthcare and cooperate with reviews, investigations and corrective actions.

Submit a written incident report:

- Within **Residential Aged Care**: complete the paper-based incident form (hand this to the oncoming Registered Nurse or Care Manager) and progress note within the electronic clinical system at the time of the incident.
- Within **Home Care**: in addition to calling the Call Centre, clinical and allied health providers must provide a progress note report. These can be sent to provider@chcs.com.au to include in the client’s records.
- Reports are to include a description of the incident and responsive actions taken, details of harm that was or could have been caused, date and time of the incident, clients involved, workers involved, any witnesses and the actions taken. Noting that Priority One SIRS must be reported to the Commission by us, the registered provider, within 24 hours, we may require a written report sooner for these types of incidents.

A PDF copy of the incident report form is available on the contractor portal. The form includes the details Catholic Healthcare requires. Under the Aged Care Act 2024, witness details must be collected for incidents, including names and contact details.

You and your workforce must be familiar with SIRS requirements. More information is available on the Aged Care Quality and Safety Commission’s website.

Record keeping



- You must:
- Keep accurate and complete records of incidents.
 - Retain records for at least **7 years**, or longer if required by law.
 - Store all records securely in Australia and protect them from unauthorised access.
 - Provide records promptly to Catholic Healthcare when requested.
 - Cooperate fully with audits, reviews and investigations conducted by Catholic Healthcare or regulators.

Service Requests

Associated providers must follow Catholic Healthcare’s service request process for new services, changes, cancellations and urgent service issues. Services must not be delivered unless they have been requested or approved by Catholic Healthcare.

Step	Residential Care	Home Care
New service requests	Requests will be sent using the method set out in the service agreement or, if no method is specified, by phone with email confirmation.	Requests will generally be sent by email seeking availability to deliver the required service.
Acceptance	You must acknowledge and confirm acceptance within 24 hours, or sooner where the request is urgent.	You must acknowledge and confirm acceptance within 24 hours, or sooner where the request is urgent.
Worker details	Provide worker details where requested, including the name of the worker attending and any required compliance evidence.	Provide the name of the worker who will complete the service and confirm they meet all requirements.
Changes	If the service, timing or worker changes, notify the Residential Care home using the original service email and phone the home for urgent changes.	If the service, timing or worker changes, notify Catholic Healthcare using the original service email and phone the Call Centre for urgent matters.

Step	Residential Care	Home Care
Cancellations	Notify Catholic Healthcare as soon as possible and provide any required documentation to support the cancellation or alternative arrangement.	Notify Catholic Healthcare as soon as possible and provide any required documentation to support the cancellation or alternative arrangement.
Urgent escalation	Phone the Residential Care home immediately where there is a risk to service continuity, safety or client wellbeing.	Phone the Call Centre on 1800 090054 where there is a risk to service continuity, safety or client wellbeing.
Billing impacts	Invoices must only claim for services delivered, approved cancellations or other items allowed under the agreement.	Invoices must only claim for services delivered, approved cancellations or other items allowed under the agreement.

Invoicing and Payment Requirements

To meet the requirements of the Aged Care Act 2024, the Aged Care Rules 2025 and the Support at Home program, Catholic Healthcare must invoice and claim against the **prescribed service list**. For this reason, all associated providers must submit invoices that align with the service types listed in **Annexure B** of this handbook.

Invoices must be accurate, complete, supported by evidence of service delivery and aligned to the approved service request, service type and rate. Catholic Healthcare may reject or delay payment of invoices that are incomplete, inaccurate, unsupported or inconsistent with the service request.

Invoice requirement	What to include
Client and service details	Client name, Client ID, service type, date of service, duration, unit of service and location where relevant.
Approved service type	Use the service type listed in Annexure B and ensure it matches the service requested by Catholic Healthcare.
Approved rate	Charge only the rate approved in your agreement or current rate card.
Evidence of delivery	Provide service verification such as digital check-in and check-out records, signed confirmation, progress notes, clinical notes or photos where appropriate.
Submission timeframe	Submit invoices within 7 days of service delivery unless your agreement states otherwise.
Incomplete invoices	Catholic Healthcare may reject or delay payment of invoices that are incomplete, inaccurate, unsupported or inconsistent with the service request.

Insurance and Risk Management

All associated providers must maintain appropriate insurance and risk management arrangements before delivering services on behalf of Catholic Healthcare.

You must:

- Hold and keep current the following minimum insurances:
 - Public liability insurance minimum cover of \$20M or more for any one occurrence
 - Professional indemnity insurance minimum cover of \$10M or more for any one claim
 - Workers' compensation insurance as required by law.
 - Any other insurance relevant to the services you deliver (for example, motor vehicle insurance if transporting clients, medical malpractice for clinical care).
 - A lesser amount of insurance requirements may be negotiated as part of the agreement which would be dependent on risk
- Provide Catholic Healthcare with certificates of currency at the start of the agreement and whenever policies are renewed.
- Ensure your workforce does not engage in any activity that could void insurance coverage.
- Maintain a business continuity plan and risk management procedures that describe how you will continue services in the event of workforce shortages, emergencies, or other disruptions.
- Notify Catholic Healthcare immediately if your insurance coverage changes, lapses, or if there are any claims that may impact service delivery.

Failure to maintain appropriate insurance and risk arrangements may result in corrective action, suspension of services or termination of your agreement with Catholic Healthcare.

Continuous Improvement and Monitoring

To ensure services are safe, high-quality and compliant with the Aged Care Act 2024, Catholic Healthcare will regularly monitor the performance of associated providers. This is part of our due diligence and quality assurance obligations.

You must:

- **Key Performance Indicator (KPI) Monitoring:** Monitoring of your performance against KPIs documented in your agreement will be undertaken periodically. Any areas of concern identified through KPI monitoring will be discussed with you and corrective actions may be required to ensure ongoing compliance and quality.

- **Participate in audits and reviews:** Cooperate with audits, spot checks and performance reviews carried out by Catholic Healthcare or regulators. Provide requested records, workforce registers and evidence of service delivery.
- **Attend review meetings:** Meet with Catholic Healthcare as required to discuss audit findings, service quality, incidents, or areas for improvement.
- **Act on corrective actions:** If gaps or non-compliance are identified, you must work with Catholic Healthcare to implement corrective actions within the agreed timeframes.
- **Support continuous improvement:** Encourage your workforce to identify areas for improvement in service delivery, safety and client experience. Share suggestions with Catholic Healthcare so they can be considered in ongoing service planning.
- **Monitor client experience:** Support feedback processes by encouraging clients to share their views and cooperating with surveys or direct feedback collection undertaken by Catholic Healthcare.

By working together in this way, we can continuously improve services and ensure that every client receives care that is safe, respectful and consistent with their rights.

If you would like to give feedback on your experience working with Catholic Healthcare you can do so via the [Feedback Hub](#).

Support and Resources

Catholic Healthcare is committed to supporting our associated providers so you can deliver services that are safe, high-quality and compliant with the Aged Care Act 2024.



We will provide you with:

- **Briefings:** Where required, Catholic Healthcare will support Associated Providers to understand their compliance requirements and our systems and processes
- **Training and Education:** Links to free and accessible aged care training resources, refer to the training section.
- **Organisation-specific orientation/ information:** Contractor portal and/or Induction on our systems and processes, including complaints, incident management, whistleblowing and reporting.

Together, we can ensure older people receive the safe, respectful and high-quality care they deserve and we thank you for partnering with us.

Before Delivering Services Checklist

- Provider registration is complete in the associated provider portal.
- All workers have current screening, right-to-work evidence, qualifications, registrations and role suitability checks.
- Mandatory induction and training have been completed and recorded.
- Workers have current photo identification and can present required compliance evidence on arrival.
- Required insurances are current and certificates of currency can be provided.
- The service request has been accepted and the worker, time, location and scope of service are confirmed.
- Evidence requirements for service delivery, invoices, incidents, complaints and records are understood.
- Escalation pathways for urgent risks, incidents, complaints and service changes are understood.

Frequently Asked Questions



Q What steps do I need to follow to register as both a provider and an individual in the Zipline portal?

To get started in the Zipline portal, please register your business or service as a provider by completing all required details. If you're a sole trader, you'll need to register twice: once as a provider and again as an individual.

During registration, workers will be asked to upload compliance documents—such as driver's licence or employer-issued photo ID—and relevant training and registration records. This ensures we have all the necessary information to keep your profile up to date.

Q What happens if I encounter issues with uploading my documents or booking verification in Zipline?

If you experience any difficulties uploading documents or verifying bookings, please contact Catholic Healthcare support. It is important to resolve any issues as soon as possible, as workers who cannot provide the necessary documentation when attending a service may be unable to proceed. Our support team can assist you and support a smooth transition.

Q How will CHL communicate updates or changes relating to provider compliance requirements in the future?

Catholic Healthcare has shared and will continue to share updates and changes through official channels, including the Zipline portal and direct communications. We recommend regularly checking the portal, Catholic Healthcare emails and the Department of Health and Ageing website to stay informed about compliance requirements and any new processes.

Q Who can I contact at CHL if I have further questions or need technical support regarding the new system?

If you have any further questions or need technical assistance, please contact Catholic Healthcare directly at reform@chcs.com.au.

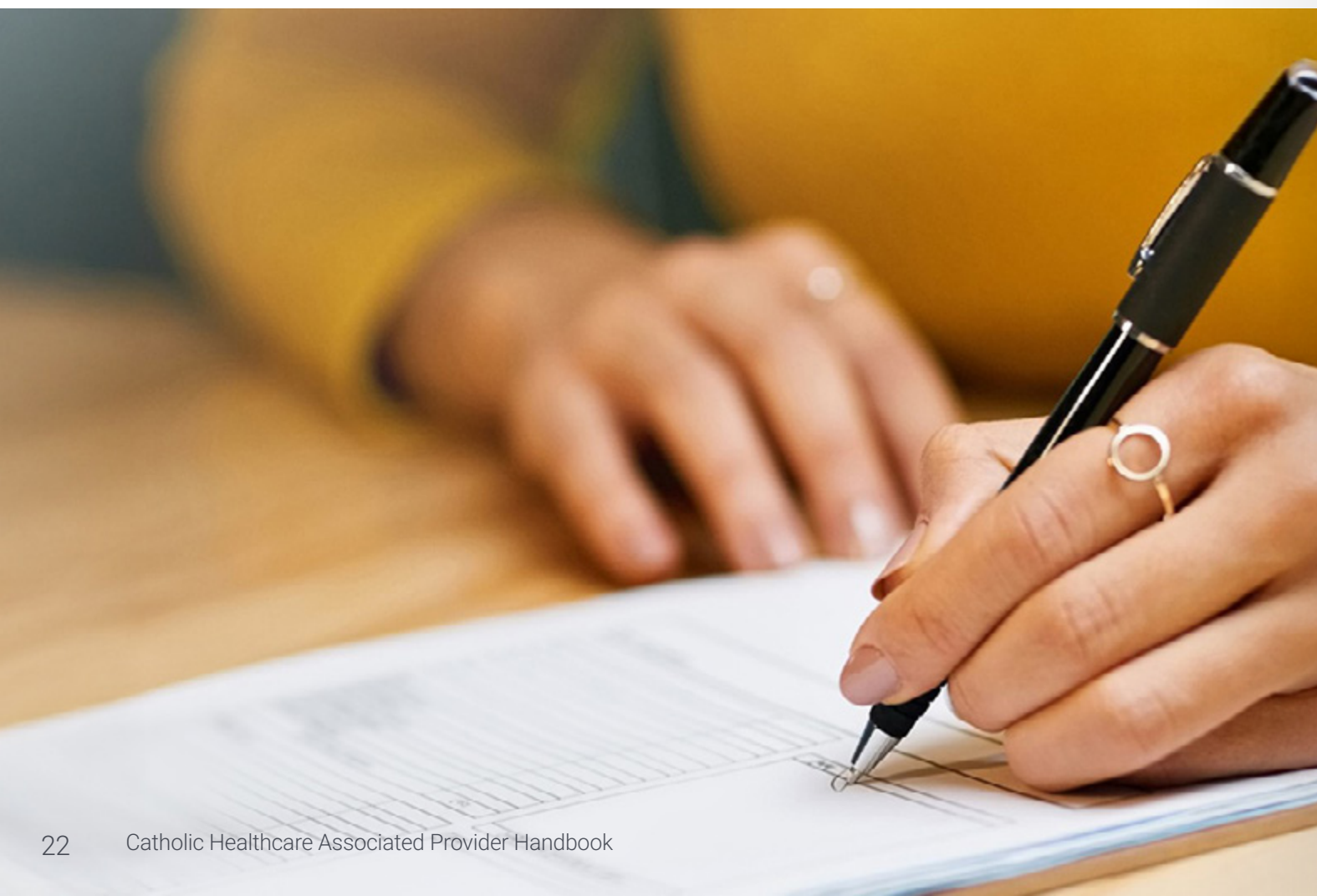
You can also find helpful resources and flowcharts within the Zipline portal for additional guidance.

Q Are there any new policies I need to be aware of, and where can I access them?

Yes. Catholic Healthcare's core policies are available on our website alongside a welcome video as part of induction and onboarding. Associated providers and workers must review these documents to ensure ongoing compliance with Catholic Healthcare requirements.

Q Is there any specific training or knowledge that associated providers need to have?

Yes, all associated providers and aged care workers must be familiar with the Aged Care Code of Conduct, the Statement of Rights and the strengthened Aged Care Quality Standards. Training in incident and complaint management is also required. These resources and policies will be available in the Zipline portal as part of your onboarding.



However, it is assumed that associated providers' workers have already completed training and education in these topics as part of your organisation's onboarding processes. The ACQSC offers online training through ALIS, which is available if you do not have access to training modules. [Online learning - Alis | Aged Care Quality and Safety Commission](#)

Review the materials and complete any necessary training to maintain compliance with Catholic Healthcare’s standards.

Q How will CHL ensure my personal and business information remains secure within the Zipline portal?

Protecting your information is a top priority for CHL. The Zipline portal is designed to securely collect and store compliance documents and personal information for onboarding and verification in accordance with privacy and data protection standards.

More information: [ACQSC Associated Provider Regulatory Bulletin](#)

Important Links

Details	Links
The Aged Care Act 2024	https://www.legislation.gov.au/C2024A00104/latest/text
The Aged Care Rules 2025	https://www.health.gov.au/resources/publications/final-draft-of-the-new-aged-care-rules?language=en
The strengthened Aged Care Quality Standards	https://www.health.gov.au/resources/publications/strengthened-aged-care-quality-standards-august-2025?language=en
Support at Home Manual V4	https://www.health.gov.au/resources/publications/support-at-home-program-manual-a-guide-for-registered-providers?language=en
Commonwealth Home Support Program Manual	https://www.health.gov.au/resources/publications/commonwealth-home-support-program-chsp-2025-27-manual-from-1-november-2025?language=en
Statement of Rights	https://www.health.gov.au/resources/publications/a-new-aged-care-act-for-the-rights-of-older-people
Code of Conduct	https://www.health.gov.au/resources/publications/guide-to-aged-care-law/chapter-1-introduction/aged-care-code-of-conduct https://www.agedcarequality.gov.au/for-providers/code-conduct
Registered Supporters	https://www.health.gov.au/resources/collections/registered-supporter-resources?language=en

Annexure A: Service Categories

Category	Label	Service types (examples)
1	Home and community services	Domestic assistance; home maintenance and repairs; meals; transport
2	Assistive technology and home modifications	Equipment and products; home adjustments
3	Advisory and support services	Hoarding and squalor assistance; social support and community engagement
4	Personal and care support in the home or community	Allied health and therapy; personal care; nutrition; therapeutic services for independent living; home or community general respite; community cottage respite; care management; restorative care management
5	Nursing and transition care	Nursing care; assistance with transition care
6	Residential care	Residential accommodation; residential everyday living; residential clinical care; residential non-clinical care

Annexure B: Service List

Service group	Service type	Services (the level services are to be invoiced at)
Home or community setting		
Home support	Allied health and therapy	• Allied health assistance • Podiatry • Social work • Speech pathology • Diet or nutrition • Aboriginal or Torres Strait Islander Health Practitioner assistance • Aboriginal or Torres Strait Islander Health Worker assistance • Physiotherapy • Psychology • Exercise physiology • Occupational therapy • Counselling or psychotherapy • Music therapy
	Assistance with transition care (hospital transition only)	• Transition care management • Transition care therapy services • Assistance to access medical practitioner • Transition care medication management • Transition care, emergency or after-hours assistance • Continence management • Waste disposal
	Care management	• Home support care management
	Community cottage respite	• Cottage respite
	Domestic assistance	• General house cleaning • Laundry services • Shopping assistance
	Hoarding and squalor assistance	• Hoarding and squalor support

Service group	Service type	Services (the level services are to be invoiced at)
Home support	Home maintenance and repairs	• Gardening • Assistance with home maintenance and repairs • Expenses for home maintenance and repairs
	Home or community general respite	• Flexible respite • Community and centre-based respite
	Meals	• Meal delivery • Meal preparation
	Nursing care	• Registered nurse clinical care • Enrolled nurse clinical care • Nursing assistant clinical care • Nursing care consumables
	Nutrition	• Nutrition supports
	Personal care	• Assistance with self-care and activities of daily living • Assistance with self-administration of medications • Continence management (non-clinical)
	Restorative care management	• Home support restorative care management
	Social support and community engagement	• Group social support • Individual social support • Accompanied activities • Cultural support • Digital education and support • Assistance to maintain personal affairs • Expenses to maintain personal affairs
	Therapeutic services for independent living	• Acupuncture • Chiropractic • Diversional therapy • Remedial massage • Art therapy • Osteopathy
	Transport	• Direct transport (driver and car provided) • Indirect transport (taxi or rideshare service vouchers)

Service group	Service type	Services (the level services are to be invoiced at)
Assistive technology	Equipment and products	• Managing bodily function items • Self-care items • Mobility items • Domestic life items • Communication and information management items • Assistive technology prescription and clinical support
Home modification	Home adjustments	• Home modification items • Home modifications, prescriptions and clinical support

Annexure C: Statement of Rights

Below is the full Statement of Rights from section 23 of the new Act.

Independence, autonomy, empowerment and freedom of choice

- (1) An individual has a right to:
- exercise choice and make decisions that affect the individual's life, including in relation to the following:
 - the funded aged care services the individual has been approved to access;
 - how, when and by whom those services are delivered to the individual;
 - the individual's financial affairs and personal possessions; and
 - be supported (if necessary) to make those decisions, and have those decisions respected; and
 - take personal risks, including in pursuit of the individual's quality of life, social participation and intimate and sexual relationships.

Equitable access

- (2) An individual has a right to equitable access to:
- have the individual's need for funded aged care services assessed, or reassessed, in a manner which is:
 - culturally safe, culturally appropriate, trauma aware and healing informed; and
 - accessible and suitable for individuals living with dementia or other cognitive impairment; and
 - palliative care and end of life care when required.

Quality and safe funded aged care services

- (3) An individual has a right to:
- be treated with dignity and respect; and
 - safe, fair, equitable and non discriminatory treatment; and
 - have the individual's identity, culture, spirituality and diversity valued and supported; and
 - funded aged care services being delivered to the individual:
 - in a way that is culturally safe, culturally appropriate, trauma aware and healing informed; and
 - in an accessible manner; and
 - by aged care workers of registered providers who have appropriate qualifications, skills and experience.

- (4) An individual has a right to:
- (a) be free from all forms of violence, degrading or inhumane treatment, exploitation, neglect, coercion, abuse or sexual misconduct; and
 - (b) have quality and safe funded aged care services delivered consistently with the requirements imposed on registered providers under this Act.

Note: Division 1 of Part 4 of Chapter 3 deals with conditions on registered providers, including requirements in relation to the use of restrictive practices and management of incidents.

Respect for privacy and information

- (5) An individual has a right to have the individual's:
- (a) personal privacy respected; and
 - (b) personal information protected.
- (6) An individual has a right to seek, and be provided with, records and information about the individual's rights under this section and the funded aged care services the individual accesses, including the costs of those services.

Person-centred communication and ability to raise issues without reprisal

- (7) An individual has a right to:
- (a) be informed, in a way the individual understands, about the funded aged care services the individual accesses; and
 - (b) express opinions about the funded aged care services the individual accesses and be heard.
- (8) An individual has a right to communicate in the individual's preferred language or method of communication, with access to interpreters and communication aids as required.
- (9) An individual has a right to:
- (a) open communication and support from registered providers when issues arise in the delivery of funded aged care services; and
 - (b) make complaints using an accessible mechanism, without fear of reprisal, about the delivery of funded aged care services to the individual; and
 - (c) have the individual's complaints dealt with fairly and promptly.

Advocates, significant persons and social connections

- (10) An individual has a right to be supported by an advocate or other person of the individual's choice, including when exercising or seeking to understand the individual's rights in this section, voicing the individual's opinions, making decisions that affect the individual's life and making complaints or giving feedback.
- (11) An individual has a right to have the role of persons who are significant to the individual, including carers, visitors and volunteers, be acknowledged and respected.
- (12) An individual has a right to opportunities, and assistance, to stay connected (if the individual so chooses) with:

- (a) significant persons in the individual's life and pets, including through safe visitation by family members, friends, volunteers or other visitors where the individual lives and visits to family members or friends; and
- (b) the individual's community, including by participating in public life and leisure, cultural, spiritual and lifestyle activities; and
- (c) if the individual is an Aboriginal or Torres Strait Islander person—community, Country and Island Home.

- (13) An individual has a right to access, at any time the individual chooses, a person designated by the individual, or a person designated by an appropriate authority.

Annexure D: Code of Conduct

Applies to registered providers, responsible persons and aged care workers – this includes aged care workers of associated providers.

When delivering funded aged care services to individuals, I must:

- (a) act with respect for individuals' rights to freedom of expression, self determination and decision making in accordance with applicable laws and conventions; and
- (b) act in a way that treats individuals with dignity and respect, and values their diversity; and
- (c) act with respect for the privacy of individuals; and
- (d) deliver funded aged care services in a safe and competent manner, with care and skill; and
- (e) act with integrity, honesty and transparency; and
- (f) promptly take steps to raise and act on concerns about matters that may impact the quality and safety of funded aged care services; and
- (g) deliver funded aged care services free from:
 - (i) all forms of violence, discrimination, exploitation, neglect and abuse; and
 - (ii) sexual misconduct; and
 - (h) take all reasonable steps to prevent and respond to:
 - (i) all forms of violence, discrimination, exploitation, neglect and abuse; and
 - (ii) sexual misconduct.



Contact us

1800 225 474

catholichealthcare.com.au