



Financial and Prudential Standards

Information for older people



The Financial and Prudential Standards (Standards) are part of the *Aged Care Act 2024* (Aged Care Act) which commenced on 1 November 2025. They make sure aged care providers:

- are financially stable
- can provide safe, quality care – now and into the future.

Who do the Standards apply to?

The Standards apply to registered aged care providers delivering services in:

- residential care homes
- community care, which includes things like transport or help with shopping
- nursing and transition care, for example help to recover after being in hospital.

The Standards don't apply to government organisations and local councils.

Under the Standards, your provider is expected to:

Manage their money wisely and keep clear records of all payments so they can:

- ✓ make financial decisions that put your care first
- ✓ continue providing safe, high-quality care
- ✓ refund deposits when needed
- ✓ deal with unexpected financial challenges without affecting your care
- ✓ cover everyday costs like staff wages and care services.

Protect your refundable deposit and:

- ✓ make sure it is always available to refund when needed
- ✓ follow rules on how they handle and invest it
- ✓ give you information about fees and payments or explain them to you.

What do the Standards mean for you?

- ✓ **Your deposit is safe.** If you paid a refundable accommodation deposit, your provider must manage it safely and return it on time.
- ✓ **Your care won't stop suddenly.** Providers must plan ahead so that your care continues, even if they face financial difficulties.
- ✓ **They tell you about any changes** clearly and respectfully.
- ✓ **Your provider gets help early.** If they're facing financial stress, providers must act early and get help before it affects your care.
- ✓ **Your questions matter.** If you ask about your money or the fees they're charging you, your provider should give you a respectful, clear answer.

What can you do if your provider isn't meeting the Standards?

There may be times when you're concerned about your aged care provider. For example, you might be worried your provider is in financial trouble or waiting for financial information you've asked for. If this happens, it's important you tell someone you trust.

You can also:

- raise it with your provider
- contact the Commission for support - or to make a complaint
- share your experience through the consumer advisory body at your service
- talk to an aged care advocate
- give feedback during an audit.

Make a complaint

To make a complaint, go to [our website](#).

Or contact us using the details at the bottom of this page.



[agedcarequality.gov.au/
contact-us/complaints-
feedback](https://agedcarequality.gov.au/contact-us/complaints-feedback)

Speak to an advocate

You can speak to an aged care advocate for free and confidential advice. Contact the **Older Persons Advocacy Network** by:

Phone 1800 700 600

Website opan.org.au



Phone
1800 951 822



Web
agedcarequality.gov.au



Write
Aged Care Quality and Safety Commission
GPO Box 9819, in your capital city