

AGED CARE · PROVIDER OPERATIONS · 2026

Phone Systems for Aged Care and Home Care

The Aged Care Act 2024 commenced on 1 November 2025, alongside strengthened Quality Standards that are more detailed and more measurable than what came before.

The regulatory ground shifted on 1 November 2025 and phone systems have not caught up. The **Aged Care Act 2024** commenced on that date, introducing a new framework of provider obligations, a **Statement of Rights**, registration requirements, new governance and accountability duties, **expanded civil and criminal penalties** for serious non-compliance, and **strengthened complaints mechanisms**. The **strengthened Aged Care Quality Standards** took effect the same day and are explicitly **more detailed and more measurable** than their predecessors, with increased focus on rights, food and nutrition, clinical care and diversity.

■ The short version

What the Act introduced	Why it reaches your phone system
A Statement of Rights for people receiving care	Rights that include being heard, being informed and being able to raise concerns. All of those are exercised, in practice, over the phone
Strengthened complaints mechanisms and rights to complain	A complaint usually arrives as a phone call. Whether it was recognised as a complaint, logged and responded to is a records question
New provider registration requirements	Registration brings obligations you must be able to demonstrate on request, not merely assert
New governance and accountability requirements	Governance means the board can see what is happening. Response times and complaint volumes are reportable facts, or they are not
Expanded civil and criminal penalties for serious non-compliance	Raises the cost of not being able to show what happened. Absence of records is now a materially worse position
Quality Standards that are more detailed and measurable	Measurable is the operative word. “We always respond promptly” is not measurable. A response-time report is

■ Also worth knowing

What goes wrong	What fixes it
The caller retells the situation to each person	Screen pop from the client record on inbound call, matched on the calling number, so whoever answers already knows who the client is and who is calling
The right person is on shift and unreachable	A named contact with a real escalation path behind them, plus a commitment to call back within a stated time, and a system that tracks whether that happened
Nobody knows what was discussed last time	Calls logged against the client record with a note. The next person has the history without needing the same conversation
The caller is not the authorised representative	The system should surface who is authorised to receive information before the conversation gets going, not after
Interstate families call outside your hours	Deliberate design for time zones. A Perth family ringing a Brisbane provider at 4pm their time is calling at 6pm yours

The single shift worth internalising

The old Standards could largely be satisfied by good practice described well. The strengthened Standards are built to be **demonstrated**. That is a documentation and systems change more than a care change, most providers were already doing the right things and simply could not show it. **The phone system is where a great deal of the unshowable work happens**, because calls are the least-recorded part of most providers' operations.

■ Questions the full guide answers

- ☐ What changed for aged care providers on 1 November 2025?
- ☐ Why does the phone system matter to Aged Care Act compliance at all?
- ☐ Our care workers use their own mobiles to call coordinators. What is wrong with that?
- ☐ What does a properly designed after-hours arrangement look like?
- ☐ How should we handle complaints that arrive by phone?
- ☐ Can we record calls with clients and families, and does it vary by state?
- ☐ What is the biggest technical risk when changing an aged care provider's phone system?

This is the summary. The guide has the detail.

Every point above is worked through in full on our site, with the Australian context, the numbers and the exceptions. If you would rather talk it through, call **1300 881 662** or visit **unidenvoice.com/get-started**.