

# How Mable will help you meet the strengthened Aged Care Quality Standards

**From 1 November 2025, the new Aged Care Act mandated that all aged care providers must ensure aged care workers that provide services to their clients receive competency-based training to meet the strengthened Aged Care Quality Standards.**

To assist providers in meeting these standards, Mable is introducing free competency training for independent support workers who engage with Support at Home clients through the Mable Learning Hub.

These changes help ensure support workers using the Mable platform continue to deliver safe, person-centred, rights-based care aligned with government expectations and client needs.

## What topics will the courses cover?

All support workers who work with Support at Home clients must complete the following training modules:

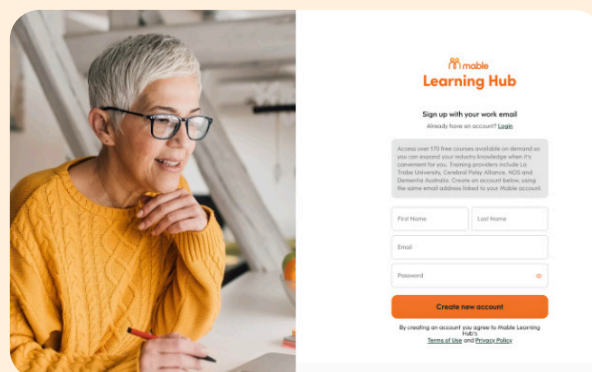
Standard	Course
Person-Centred, Rights-Based Care	Understand person-centred values: Work in a person-centred way - for health and social care
Culturally safe, Trauma-Aware and Healing-Informed Care	Trauma-Informed Care - New Aged Care Standard 1
Caring for Individuals Living with Dementia	Dementia - New Aged Care Standard 5
Responding to Medical Emergencies	Respond to Unexpected Emergencies - New Aged Care Standard 5
Understanding the Code of Conduct, Serious Incident Response Scheme (SIRS) and Aged Care Quality Standards	<ol style="list-style-type: none"><li>1. Professional Responsibility Training</li><li>2. Serious Incident Response Scheme (SIRS) training</li><li>3. Code of Conduct for Aged Care Training</li></ol>

## How will this training be delivered?

Support workers will be able to access this training in the Mable Learning Hub.

Once the modules have been completed, the support worker must send the certificate to our support team so they can manually sight and add a badge to their profile.

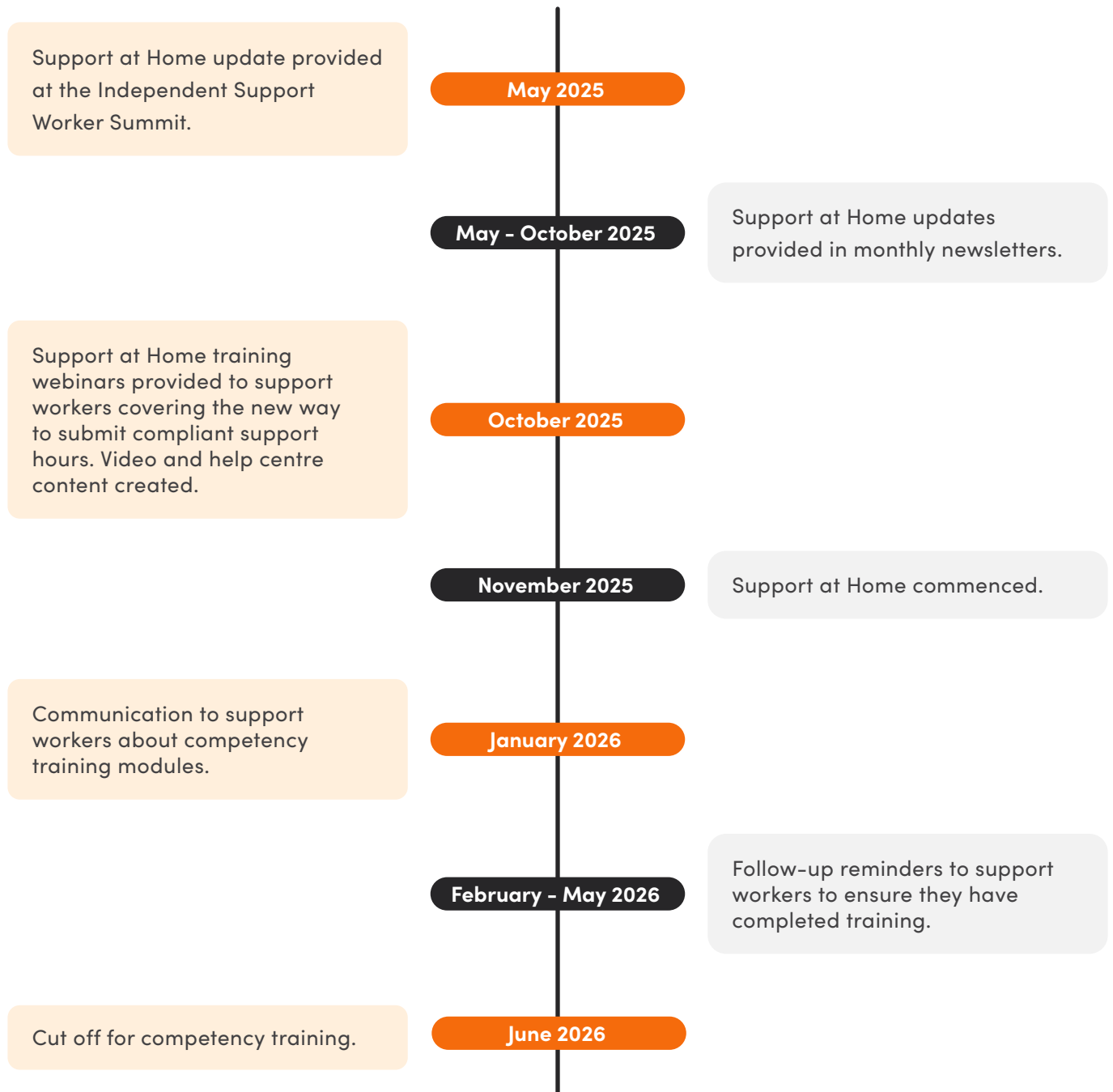
We will also be accepting competency training certificates from approved providers.



**Important:** From **June 2026**, support workers who have not completed this training will **not be eligible** to work with clients receiving government-funded aged care packages. As soon as support workers have completed their training, they will have a badge on their profile so you can select workers prior to June who meet your requirements. Mable continues to offer discounted First Aid and CPR training to support workers, along with links to TAFE for those seeking to gain a Certificate III or IV. Additional training is displayed on support worker profiles and can be filtered for easy browsing.

## Our commitment

We have delivered and will continue to deliver Support at Home education and training resources to support workers and clients affected by the new legislation, including:



**The Mable team will closely monitor emerging compliance requirements and make adjustments, in line with your and our obligations, to ensure that support workers remain compliant.**

We will stay in contact with you with any updates. In the meantime, we will ensure a smooth and efficient transition.

For more information reach out to your Account Manager or [book a meeting](#) with Lillian Evans, Mable Business Solutions - Relationship Manager.