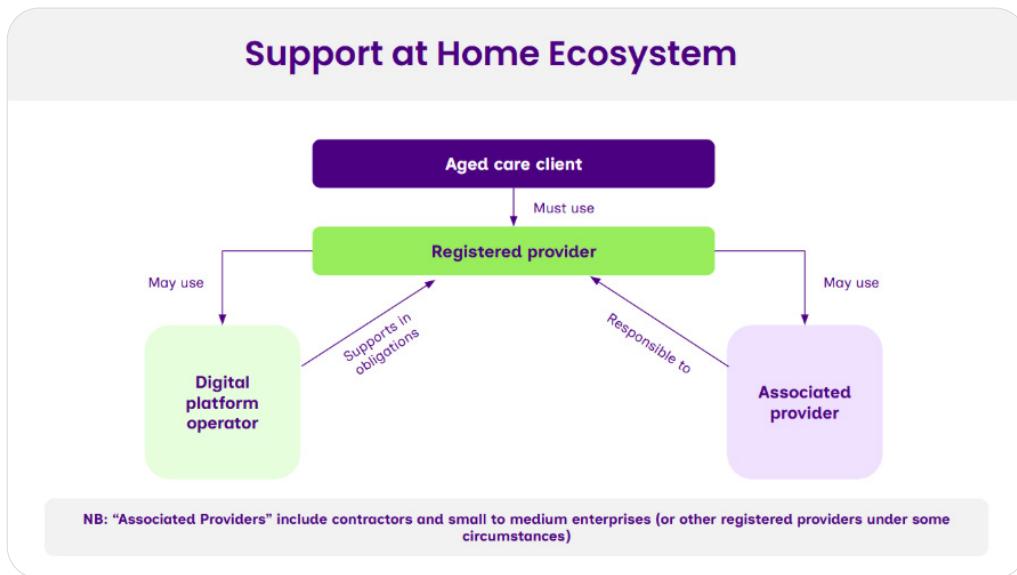


# A Guide to Digital Platform Operators and Associated Providers

Mable has put this document together to provide some guidance on the different types of providers and obligations under the new Aged Care Act and Rules. The Aged Care Act 2024 describes three types of providers: Registered Providers, Digital Platform Operators and Associated Providers.



## Comparing Digital Platform Operators and Associated Providers

Digital Platforms represent a regulatory mid-point between Registered Providers who have the most obligations under the Act and Associated Providers who have the least. Digital Platform Operators have their own responsibilities under Act, including:

- Requirements around worker screening and checking credentials and qualifications
- Ensuring people subject to an Aged Care Worker Banning Order are not on the platform
- Formally notifying the Aged Care Quality and Safety Commission (ACQSC) about key information on the platform (key contacts, ABN, services provided and corporate relationships)
- Maintain incidents and complaints systems which comply with ACQSC requirements
- Provide quarterly reports to the ASQSC with information including: regulatory compliance, aged care workers, registered providers, and clients using the platform
- Record keeping and sharing information with the ACQSC where required
- Digital platforms can also be subject to enforcement action for misconduct.

Please note that while it is not a formal obligation on Digital Platform Operators, Mable is also committed to ensuring that all support providers that partner with Aged Care Registered Providers receive appropriate training in line with the Aged Care Standards.

## Frequently Asked Questions

### Are registered providers required to report their relationship with a digital platform operator to the ACQSC?

No. The ACQSC has confirmed to Mable that there is no obligation on registered providers to report a relationship with Digital Platform Operators in the same way that exists for Registered Providers.<sup>1</sup> This is because Digital Platform Operators already have an obligation to tell the ACQSC with which registered providers they have a relationship.

### Can a Digital Platform Operator also be considered the Associated Provider of a Registered Provider?

A Digital Platform Operator is generally not considered an Associated Provider of any Registered Provider. The ACQSC has given guidance on this matter and indicated in its view Digital Platform Operator status is mutually exclusive with Associated Provider status.<sup>2</sup> The one exception is where a Digital Platform Operator is also a Registered Provider (as Registered Providers can act as Associated Providers to other Registered Providers) however that is not the case with Mable.

### What if I disagree and view Mable to be my Associated Provider?

How registered providers interpret their obligations is ultimately a matter for the Registered Provider. Mable would welcome a chance to have a conversation with you about this matter.

## Resources

“Digital Platform Operator”, Aged Care Quality and Safety Commission, [link](#).

“Digital platform operators in aged care,” Department of Health, Disability and Aged Care, [link](#).

“Chapter 6—Obligations of operators of aged care digital platforms”, Aged Care Rules 2025, [link](#).

“Part 6—Aged care digital platform operators,” Chapter 3—Registered providers, aged care workers and aged care digital platform operators, Aged Care Act 2024, [link](#).

<sup>1</sup>Email to Mable, 12 November 2025, ACQSC.

<sup>2</sup>Regulatory Bulletin Associated providers RB 2025 - 01, November 2025, p. 12, [link](#).