

What is the NATSIFAC Program Regulation Support Hub?

The Department of Health, Disability and Ageing has engaged Ninti One Limited (Ninti One) to develop and deliver targeted training and assistance specifically to National Aboriginal and Torres Strait Islander Flexible Aged Care (NATSIFAC) Program Service Providers to support the transition to the Aged Care Act 2024 (the Act).

As part of this support, we have established the **NATSIFAC Program Regulation Support Hub (the Support Hub)** coordinated by [Ninti One](#). The Support Hub will operate from 1 July 2025 to 30 June 2027, providing ongoing support via phone, email and video conferencing. The Support Hub can connect all NATSIFAC Service Providers with practical resources and experienced Aged Care advisors to help you understand and meet your obligations under the Act. Our team of aged care advisors will comprise experienced personnel from Ninti One and our support partner [Culturally Directed Care Solutions](#) (CDCS).



Types of support

Through the Support Hub you can access one-on-one tailored support in addition to general information and guidance. Our support may include:



General advice on how to approach the Aged Care Act 2024



Support to identify the changes and how they will affect you



Access to practical guides and resources



Help with training and education



Support developing individual change management plans



Support with finance, reporting and compliance requirements

How to access support

1) Get in touch

You can contact the Support Hub during business hours (8am – 4pm AEST) by:

- **Phone:** 0429 621 646
- **Email:** natsifacregulationsupport@nintione.com.au
- **Website:** <https://www.nintione.com.au/natsifac-program-regulation-support-hub/>

Once we hear from you, we'll connect you with the right Aged Care Advisor. They'll follow up with a phone call, video call or email – whatever works best for you – to yarn about how we can help and work out a plan together.

2) Visit the online Support Hub

Our online Support Hub [NATSIFAC Program Regulation Support Hub - Ninti One](#) will include updated links to the Act, guidance materials, resources, FAQs and other tools to support your transition to the Aged Care Act 2024.