

Audit & Standards Co

*Quality and compliance support for small
Australian aged care providers*



Services overview

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2026-05-14

About

Audit & Standards Co is an independent quality and accreditation practice based in Perth, Western Australia. I work with small and mid-sized aged care providers across WA — including home care providers, Support at Home providers, community care organisations and small residential aged care services — helping them build and maintain audit-ready quality management systems against the Strengthened Aged Care Quality Standards.

My background spans over a decade of senior quality and compliance experience within highly accredited Australian healthcare environments, including frameworks accredited under NATA, the Therapeutic Goods Administration (TGA), and the National Safety and Quality Health Service (NSQHS) Standards. I have spent more than ten years working within a Western Australian tertiary hospital setting, with first-hand experience designing and building quality management systems from the ground up. I bring that hands-on experience to providers who need their own systems to work, not just exist on paper.

The problem I solve

The Aged Care Act 2024 commenced on 1 November 2025. The Strengthened Aged Care Quality Standards are now in force, and the Aged Care Quality and Safety Commission has begun publicly flagging early compliance issues — particularly around service agreements, pricing transparency, financial and prudential management, complaints handling, and restrictive practices.

Most small providers are not equipped to respond. They don't have an internal quality manager. They can't justify Big-4 advisory fees. They are running care well — but they cannot easily demonstrate it to a regulator. That gap between doing the work and proving it is where I help.

How I work

- Independent — I work for the provider, not for an industry body or a software vendor
- Fixed-fee — every engagement is quoted up front, never hourly billing
- Plain language — reports and documents are written to be read, not to impress
- Evidence-based — every finding cites a specific Outcome under the Strengthened Standards
- Remote-first — Microsoft Teams, with on-site visits where they add genuine value
- Confidential — every engagement covered by professional indemnity and public liability insurance

Services

Three core services, taken individually or in sequence. Most providers begin with a Readiness Diagnostic, then progress to the Audit-Ready Sprint where remediation is needed, and continue with a Quality Manager Retainer for ongoing support.

1. Readiness Diagnostic

What it is	An independent assessment of your readiness against the Strengthened Aged Care Quality Standards.
What you receive	A structured 90-minute interview, a desktop review of up to 10 documents, and a written Diagnostic Report (typically 15–20 pages) including a prioritised risk register and a 90-day remediation roadmap.
How it is delivered	Microsoft Teams (recorded with consent for accuracy).
Timeline	Report delivered within 10 business days of interview completion.
Fee	\$1,495 + GST (\$1,644.50 inc GST). Fixed fee. Payment in full on engagement.
Best for	Providers who want an independent view of where they stand before deciding whether further work is needed.

2. Audit-Ready Sprint

What it is	A six-week structured engagement to build a complete, audit-ready quality management system for your service.
What you receive	A full policy and procedure suite (typically 30–50 documents), a document control index, an internal audit conducted against the Strengthened Standards, a mock regulator visit, and a handover pack ready for any future Performance Assessment.
How it is delivered	Microsoft Teams for fortnightly working sessions, with one on-site working day at week 4.
Timeline	Six weeks from engagement commencement.
Fee	\$11,500 + GST (\$12,650 inc GST). Payment: 50% on engagement, 50% on completion.
Best for	Providers who have completed a Readiness Diagnostic (or have already identified material gaps) and want a structured remediation program delivered to audit-grade standards.

3. Quality Manager Retainer

What it is	Ongoing fractional Quality Manager support — the equivalent of an in-house compliance lead, without the full-time salary.
What you receive each month	Document control review and update, complaints and incident register triage with trend analysis, one rotating internal audit, monthly quality summary for owner or board, regulatory update brief, and up to two hours of advisory time.
How it is delivered	Microsoft Teams check-ins, with quarterly on-site visits where useful.
Commitment	12-month engagement with 90 days' notice to vary or end.
Fee	\$1,950 + GST per month (\$2,145 inc GST). Invoiced monthly in advance.
Best for	Providers who have stabilised their quality systems (whether through a Sprint engagement, an internal program, or both) and want ongoing independent oversight to maintain audit-readiness between formal regulator contact.

Optional add-on — On-Site Environment Audit

What it is	A half-day on-site assessment for residential providers covering Standard 4 (Environment, including infection prevention and control), Standard 6 (Food and Nutrition, including FSANZ 3.2.2A compliance), and the physical environment elements of Standard 7.
When to use it	Added to a Readiness Diagnostic where the physical environment, kitchen, or infection control practice warrants direct observation.
Fee	\$750 + GST (\$825 inc GST). Quoted as a separate line item.

Frequently asked questions

How is this different from a Big-4 advisory engagement?

Larger firms typically deliver excellent work at fees that small providers cannot justify. My engagements are designed and priced for providers with five to fifty staff. The methodology is rigorous; the overheads are not.

Are you a registered or licensed consultant?

Consulting in aged care quality and compliance is not a licensed profession in Australia. There is no formal register of approved consultants. Audit & Standards Co holds professional indemnity and public liability insurance, and engagements are delivered to audit-grade documentation standards.

Will the Diagnostic guarantee my next audit outcome?

No. The Diagnostic identifies exposure and provides a remediation roadmap. Outcomes at any regulator engagement remain the responsibility of the provider. What the Diagnostic does guarantee is that you go into your next regulator contact with a written, independent view of your strengths and exposures, and a plan to address them.

Can engagements be tailored?

Yes. The three services above are the standard offerings. For providers with specific needs — a focused review of a single Standard, support preparing for a specific regulator visit, training delivery to staff — I scope and quote bespoke engagements on request.

What geographic areas do you serve?

Western Australia primarily — Perth metro and regional WA. All services are delivered remote-first via Microsoft Teams, which means a provider in Geraldton or Bunbury is no more difficult to serve than a provider in Joondalup. On-site visits are quoted with reasonable travel costs included for engagements outside Perth metro.

How do I engage you?

Most engagements begin with a free 30-minute scoping conversation. From there, if a Readiness Diagnostic looks appropriate, I send a one-page proposal and a Stripe invoice. The Diagnostic can typically commence within one week of payment receipt.

Contact

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This brochure is for information only and does not constitute legal or regulatory advice. Audit & Standards Co provides consulting advice; clients remain accountable for their own compliance with the Strengthened Aged Care Quality Standards and the Aged Care Act 2024.

Version control (internal — not part of distributed brochure)

Version	Date	Notes
0.1	—	Initial brochure. Sole trader operating model.