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Media Release Supervising providers to deliver better aged care

The Aged Care Quality and Safety Commission has released its latest **Sector Performance Report for the April to June 2024** quarter.

Featured in this quarter's 'In Focus' is the Commission's new provider supervision model, part of the Commission's recently released **Regulatory Strategy 2024-25**.

Provider supervision is a key part of the Commission's strategy to drive improvement in the sector and the delivery of high-quality care. Providers are supervised in a way that encourages them to fix problems quickly and improve their performance.

Under the new supervision model, the Commission has given all providers a supervision status. Providers assessed to be high risk will be under a greater level of supervision and engagement.

Aged Care Quality and Safety Commissioner Janet Anderson said the sector performance reports are an overview of the types of data used by the Commission to inform the provider supervision model.

"As well as using information in the report to identify sector risk, we join the dots to decide where we should focus our attention at a provider level. Under our provider supervision model, the intensity of our engagement with a provider is proportional to the assessed level of risk, with higher risk providers being subject to active or heightened supervision," the Commissioner said.

The provider supervision model is one of the key elements of the Commission's approach to regulating the sector. Real-life case studies of the provider supervision model in action are included in the sector performance report.

"Providers can be moved between supervision levels at any time based on the level of risk and their demonstrated capacity and willingness to manage that risk. This can include moving straight from the lowest level of supervision to the highest, if necessary. If there are no specific risks or compliance concerns, providers will have a 'risk surveillance' status," the Commissioner said.

The new regulatory strategy is a foundational document for the Commission, underpinning every regulatory action the Commission takes. Aged Care Quality and Safety Commissioner Janet Anderson said that embedded in the new strategy is the Commission's aim to be fair, balanced, and effective in all that it does.

"The Regulatory Strategy explains how we will protect older people and how we hold providers and workers to account. The Strategy sets out what we expect from providers and workers, as well as what they can expect from us.

"Importantly, the Strategy also provides a bridge to the new Aged Care Act which, subject to parliamentary processes, is expected to commence in July 2025," the Commissioner said.

Further information

The provider supervision risk analysis model, definitions and case studies are detailed in the **Sector Performance Report for the April to June 2024** quarter 'In focus' feature article ([page 63](#)).

The Sector Performance Report is part of the Commission's commitment to keep improving the experience of older people receiving government-funded aged care, and to protect them from harm.

The report can support providers to keep improving. It is most useful when providers compare the data with their own and act on it.

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