Transcript

Aged Care Quality and Safety Commission

Provider Governance and Provider Responsibilities

**Presented by:**

Speaker

[*Opening visual of slide with text saying ‘Australian Government with Crest (logo)’, ‘Aged Care Quality and Safety Commission’*]

[*The visuals during this video are of slides with text and images representing what is being said at the time during the video*]

§(Music Playing)§

**Speaker:**

[*Visual of slide with text saying ‘Aged care reforms’*]

Aged care. It’s changing for the better. The Aged Care Act has changed to introduce specific governance responsibilities for residential care, home care and flexible care providers.

Three responsibilities apply from the 1st of December 2022. Consider the suitability of key personnel, notify the Commission of certain matters, and provide operational information to the Department of Health and Aged Care.

[*Visual of slide with text saying ‘From 1 December 2022’, ‘consider suitability of key personnel’, ‘notify the Commission of certain matters’, ‘provide operational information annually’*]

§(Music Playing)§

[*Visual of slide with text saying ‘Key personnel’*]

Providers must consider the suitability of their key personnel and to be reasonably satisfied of their suitability, review their suitability at least every 12 months, and maintain proper and compliant records.

Key personnel of providers that are a corporation must advise their organisation within 14 days in writing of a change that relates to a suitability matter. Key personnel play a critical role in supporting the delivery of safe and quality care and services. They need to be suitable leaders for the organisation.

§(Music Playing)§

[*Visual of slide with text saying ‘Change notification’*]

Providers must notify the Commission within 14 days of a change or event if it affects their suitability as an approved provider, if there is any change to key personnel, including becoming aware of a change that affects the suitability of a member of their key personnel. Monitoring and notifying the Commission of these changes can help providers and the Commission proactively identify and manage risks to consumers.

§(Music Playing)§

[*Visual of slide with text saying ‘Provider operations’, ‘information and compliance’*]

Providers must submit information about their operations and a statement of compliance to the Department of Health and Aged Care on an annual basis. The information collected will become available on My Aged Care for each of the services provided. This will help consumers and their representatives make informed decisions about their care. Strengthening provider governance will make a positive impact on the quality, safety and experience of people receiving aged care.

[*Visual of slide with text saying ‘From 1 December 2022’, ‘Residential care’, ‘Home care’, ‘Flexible care’*]

From the 1st of December 2022 residential care, home care and flexible care providers must consider the suitability of key personnel, notify the Commission of certain matters, and provide annual operational information onto the Department of Health and Aged Care.

[*Visual of slide with text saying ‘Governing for reform in Aged Care’, ‘www.gfr.agedcarequality.gov.au’*]

The Commission encourages governing body members and executives of approved providers to engage in the Governing for Reform in Aged Care Program. Providers should also become familiar with the detailed guidance to set themselves up for best practice in aged care.

Visit the Commission website for more information. Aged care. It’s changing for the better.

[*Closing visual of slide with text saying ‘Aged care reforms’, ‘www.agedcarequality.gov.au’, with symbols for Facebook, Twitter, LinkedIn and YouTube*]

[End of Transcript]