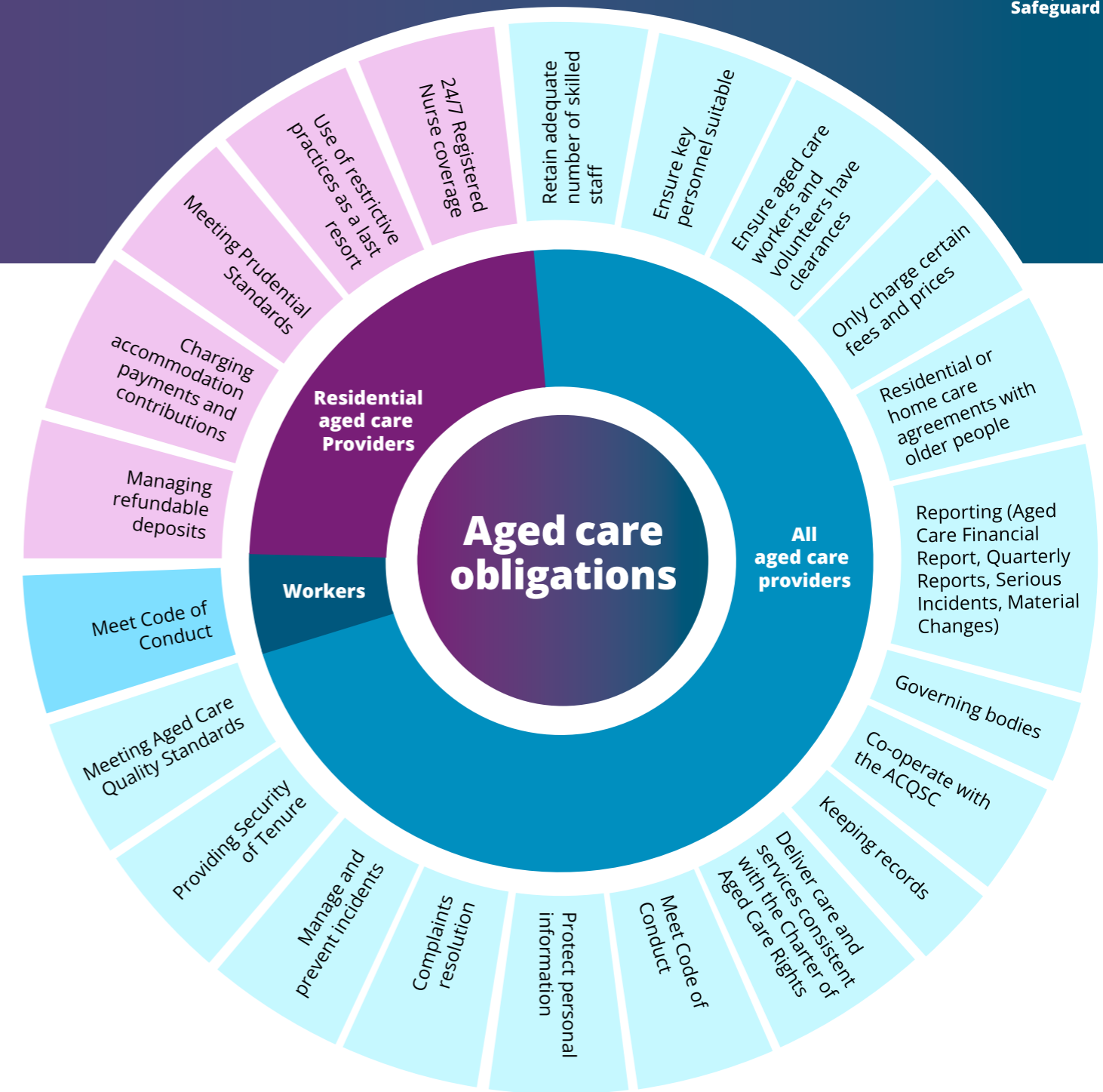


Workers | Regulating aged care

At the core of our regulatory approach is our commitment to older people having a positive aged care experience. To achieve this, we work with aged care providers and workers to make excellence in aged care the standard, and we protect your right to deliver high-quality, safe care.

We want you to have trust in us as the regulator of aged care. As the regulator, you can expect that we will help you to put the needs of the people you care for first. We will ensure that your employer supports you in your role and provides you with the right training. When we become aware of problems, we will intervene in the appropriate way at the right time. We will protect the rights of older people receiving aged care through fair, balanced and effective regulation. This includes monitoring you and your service to make sure obligations are met. We will also build sector capability through engagement and education.



Provider supervision model



Your voice is key to making sure that people receiving aged care are safe and well.

If you are worried about the way a person is being treated or the care they're getting, it's important that you tell someone about it. The Commission can help. We support people to raise concerns about aged care. Talking to us can help improve the quality and safety of aged care in Australia. It can also support you to work with your employer to ensure that they meet their responsibilities as an aged care provider. You can share information with us about concerns you have about your employer and/or workers at your aged care service.

You can raise a concern [online](#) or by calling 1800 951 822.

A skilled, capable and supported workforce is essential to the delivery of safe, quality care.

We will work with you to ensure you understand your obligations under the [Code of Conduct for Aged Care](#) and take action when we find non-compliance. We will engage with your provider to ensure that you have the education and training to develop the skills needed to deliver care that is person centred and safe. This ensures that the right people are providing the right care.

We will assess the suitability of workers to be in aged care where we think that there might be risks to older people based on information we receive through complaints, Serious Incident Reporting (SIRS) and other sources of data.

By working with you and your provider, we can act quickly and decisively to remove harm and make sure older people and their care remain your provider's top priority.

What we expect from providers all the time

✓ Genuine partnership with older people that respects and enlivens their rights.

✓ Meeting obligations and reaching for high-quality care.

✓ Looking for opportunities to improve.

What we expect from providers when things go wrong



Remedy

Providers understand and fix what went wrong.



Restore

Providers listen to and partner with older people to restore their trust in care.



Prevent

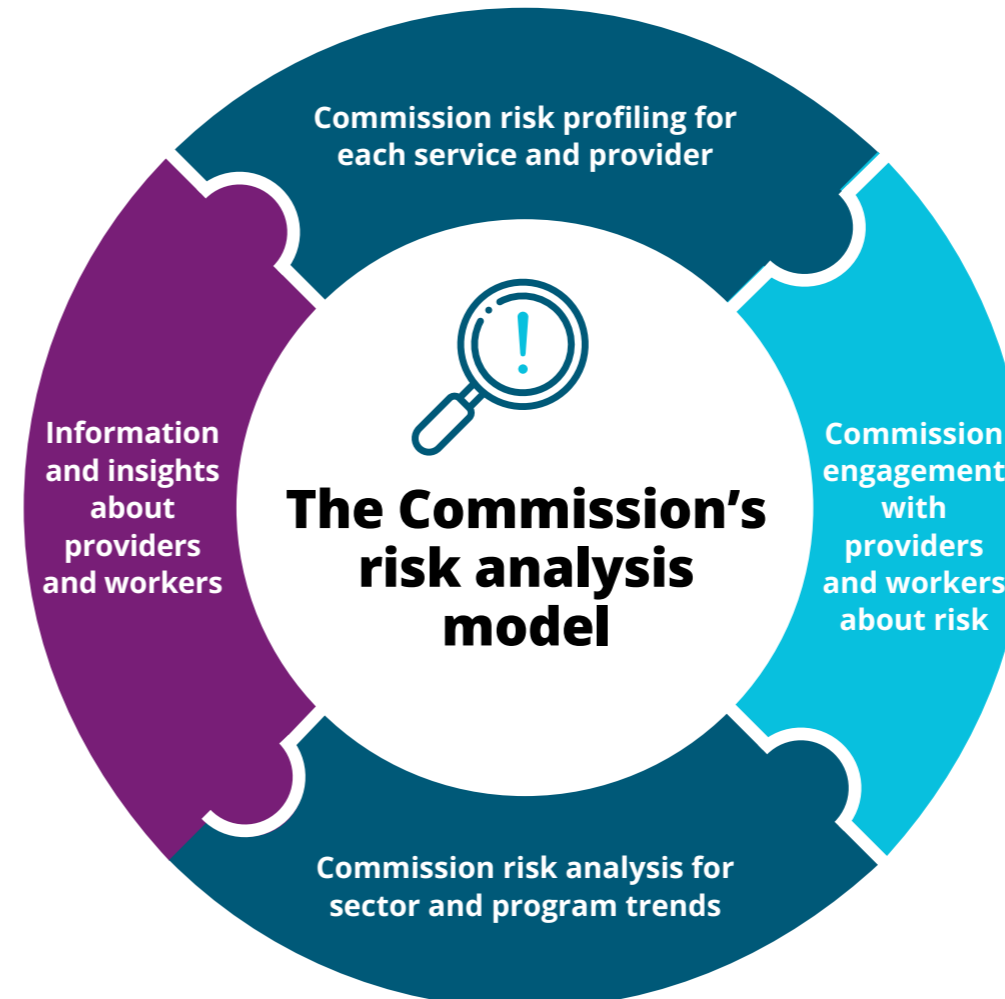
Providers take action to prevent the issue from happening again.

Daily

- Enquiries and feedback
- Complaints
- Workers concerns
- Reportable incidents
- Media

Quarterly

- Financial
- Staffing
- Food and nutrition
- Quality indicators (e.g. pressure injuries, unplanned weight loss, medication management, physical restraint, falls)



Annually

- Financial statements
- Prudential compliance statements
- Consumer experience interviews
- Provider governance and operations information
- Provider governing body statement

As required

- Site audits
- Risk-based monitoring
- Material changes
- Referrals from other agencies
- Research and publications