

Older people | Regulating aged care

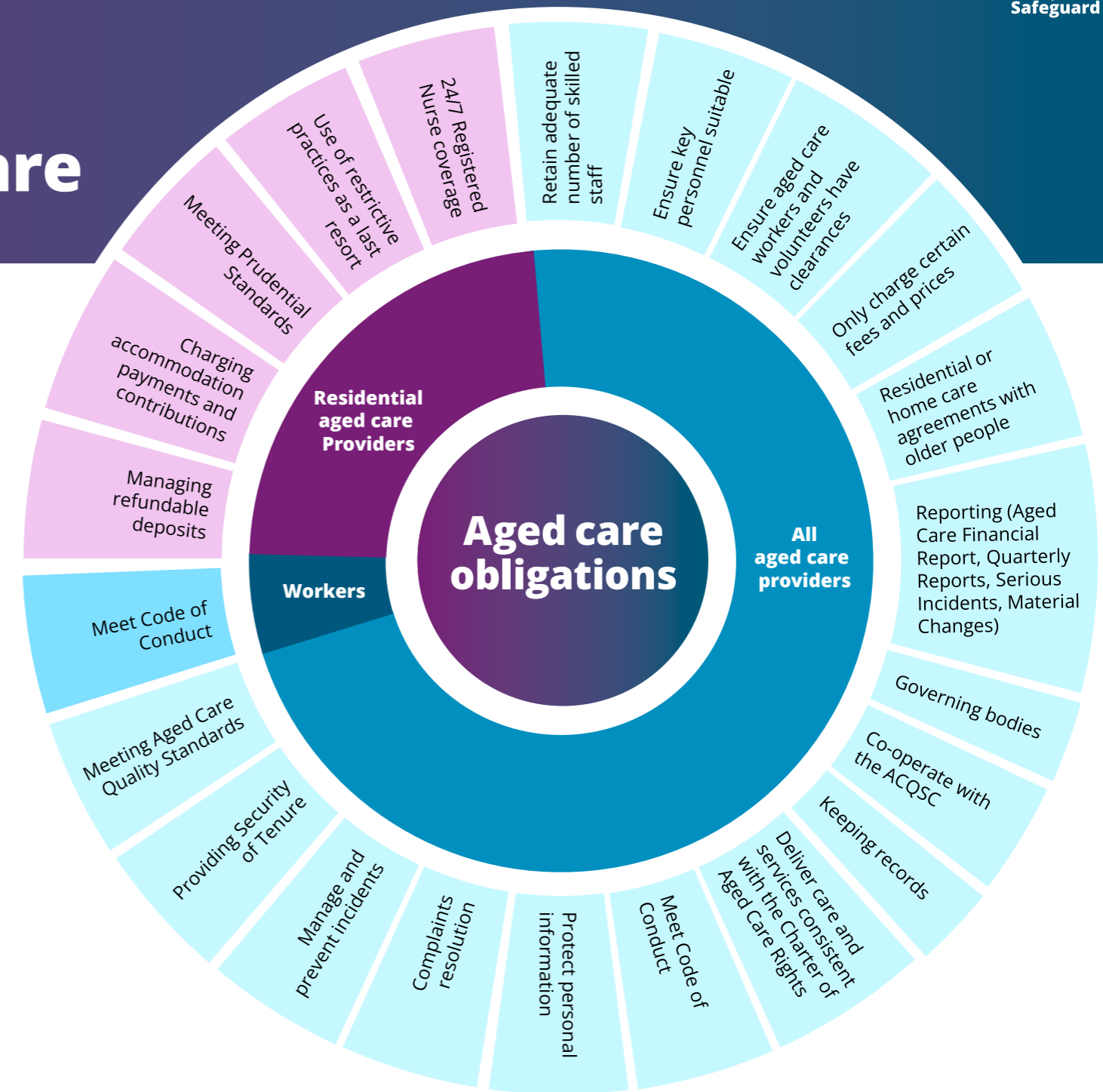
Our core purpose is to protect your right to receiving high-quality, safe care. To achieve this, we work with aged care providers and workers to make excellence in aged care the standard.

We want you to have trust in us as the regulator of aged care. You can expect that we will put your needs first, and that we will intervene in the appropriate way at the right time.

We use regulation and education to make sure that providers and workers deliver care that puts your needs and preferences at the centre of all they do. Regulation involves monitoring providers to ensure they are complying with a wide range of obligations, while our education activities aim to build the skills and knowledge of providers and workers.

To help us detect and manage risk, we ask that you, and your families or carers, speak up when the care you receive is not up to standard. We are constantly gathering information about services, including through complaints, in order to effectively find and address risk. Where we find risk, we expect providers to remedy the problem, restore your trust in their care and take action to prevent the problem from happening again.

You can contact us by calling **1800 951 822**, emailing info@agedcarequality.gov.au, or by filling out our [online form](#).



Provider supervision model



Our regulatory tools

We use regulatory tools to hold providers and workers accountable for the care and services they provide. When things go wrong, we work with providers to make sure that they fix the problem.

We will use our regulatory tools where providers are unwilling or unable to respond to risks and issues quickly and effectively. Sometimes, this means taking enforcement action where the problem is serious, systemic or has caused serious harm. Enforcement actions are designed to apply a penalty and enforce a consequence for the non-compliance.

Our holistic approach to regulation allows us to act quickly and decisively to remove harm. Through our regulatory activities, we aim to make sure that aged care providers prioritise your needs so that you feel safe and respected when receiving care.

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

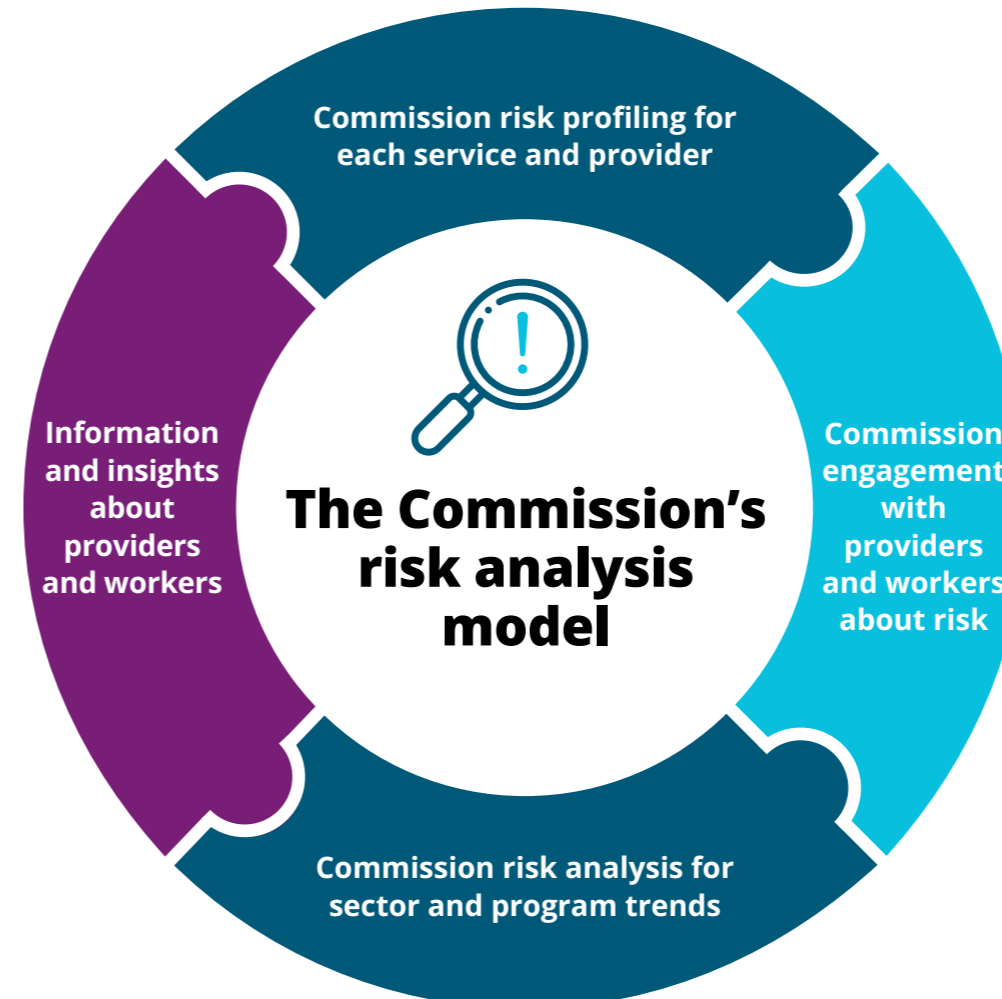
Providers take action to prevent the issue from happening again.

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