



Making sure your workers can work in aged care

Provider fact sheet



You need to have governance systems and processes to make sure your aged care workers can work in aged care.

This fact sheet explains a provider's responsibilities for:

- screening workers
- preventing breaches to banning orders.

It doesn't cover your responsibilities for other recruitment and pre-employment processes or suitability requirements.

Aged care workers

Aged care workers include:

- employees
- volunteers
- contractors
- subcontractors and labour hire workers (employed directly or through an employment or recruitment agency).

This is defined in the [Aged Care Quality and Safety Commission Act 2018](#).

Screening checks

You can find the [screening requirements](#) for working in aged care on the Department of Health and Aged Care's website. These requirements are part of the [Aged Care Worker Screening Guidelines](#).

You need to make sure you understand the worker screening requirements. You also need to make sure that your workers have completed the necessary checks, including:

- having a police check, or
- having a National Disability Insurance Scheme (NDIS) Worker Screening Check.

In some circumstances you can engage an essential worker before you receive one of these completed checks. These circumstances are explained in section 49 of the [Accountability Principles 2014](#).

You should also show that you've done your due diligence by, for example:

- checking and recording details of the current police check
- asking workers to get a new police check if their original isn't valid anymore
- checking a worker's NDIS worker screening clearance (if any) and recording the information on their file.

Where you're engaging subcontractors or labour hire workers (for example workers from staffing agencies or brokered services) you need to have appropriate governance arrangements. These make sure that you know that these workers are suitable and have the right checks. This can include:

- making sure you have clear service agreements and arrangements that explain the systems, process and controls so you're sure that workers have the right checks
- doing your own randomised checks of their records
- being given the original or a certified copy of the check.

Banning orders register

You must check the Commission's banning orders register before engaging any person as an aged care worker.

The register lists the names, suburb and state of people who have been given a banning order, either temporarily or permanently, from working in aged care.

You need to take reasonable steps to make sure none of your workers conduct themselves in a way that breaches a banning order or a condition of a banning order they're under. You need to do this whether you directly employ them or engage them through subcontracting arrangements.

You can find more information on banning orders on our website:

- [Banning orders](#)
- [Regulatory Bulletin – Banning orders.](#)

Ongoing responsibilities

You must have processes to make sure:

- your workers continue to have the right police check or NDIS screening clearances to be able to work in aged care
- that you know about any new, or variations to, banning orders or conditions of banning orders that may affect one of your workers. This includes regularly checking the banning orders register.

Why worker screening matters

Worker screening is an important way to protect older people by making sure people are fit to work in aged care. It's an essential part of maintaining a safe and accountable aged care workforce.

Worker screening makes sure you prioritise the safety and wellbeing of older people by having processes and systems to confirm that a person is suitable to work in aged care.

In our role to protect and improve the safety, health, wellbeing and quality of life of people receiving care, we are fully committed to making sure all providers meet their worker screening requirements.

More information

You can find resources on the suitability of key personnel and governing persons at:


- [Suitability key personnel](#)
- [Key personnel changes](#)
- [Provider responsibilities relating to governance – Guidance for approved providers.](#)

For information about your responsibility to make sure staff have the right skills, qualifications, experience and professional development opportunities, read our [Staff qualifications fact sheet](#).

January 2025

 **Phone**
1800 951 822

 **Web**
agedcarequality.gov.au

 **Write**
Aged Care Quality and Safety Commission
GPO Box 9819, in your capital city