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Department of Health and Ageing

Responsibilities of approved providers

Aged Care Queensland Conference

16 March 2010



Overview of workshop

- Key legislation setting out approved provider responsibilities
 - recent developments and common issues
- Suitability to be an approved provider
 - key personnel requirements
- Action to reduce regulatory burden
- Questions



Regulatory framework

- Robust legislative framework in place for providers of aged care
- Seeks to promote quality of care
- Several key aspects of aged care legislation for providers
 - quality of care
 - accreditation



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Reporting missing residents

- Missing residents must be reported if:
 - they are missing without explanation; and
 - the police have been notified
- Notify within 24 hours of report to police
 - notify the Complaints Investigation Scheme
- Don't need to report all absences



Reportable assaults

- Must report unreasonable use of force on residents and unlawful sexual contact
- Reports must be made within 24 hours
- Some discretion provided:
 - resident(s) with cognitive impairment
 - management of resident's behaviours
- Department now focusing on compliance



Police checks for carers

- Staff with supervised or unsupervised access require a police check
 - volunteers with unsupervised access
- People only automatically precluded if:
 - convicted of murder or sexual assault; or
 - imprisoned for any form of assault
- Important to manage timing issues



Handling complaints

- Complaints can present opportunities
- Quality improvements require identification of problems
 - a number of benefits from greater quality
- Complaints important and ready source of information
- Requires a cultural shift



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Suitability to be a provider

- Entities must meet corporate governance requirements to be an approved provider
 - just as important as quality of care
- Key requirements include:
 - record of financial management
 - key personnel
- Sound corporate governance essential



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Corporate governance work

- Department has enhanced its monitoring of corporate governance compliance
- Update of Key Personnel information
 - around 1500 new Key Personnel
 - around 3000 Key Personnel changed or removed
- Compliance action taken for non-response



ACFI Reviews

- Completed first year of ACFI reviews
 - 2,318 homes visited
 - 21,818 appraisals reviewed
- ACFI reduced level of disagreement
 - national downgrade rate of 15%
 - RCS downgrade rate around 30%
- Important to consult the User Guide



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Reducing regulatory burden

- Productivity Commission recommended changes to reduce regulatory burden
 - Government accepted most recommendations
- Reducing CAP reporting requirements
 - financial report annual notice will cease
 - workforce census notice will be removed
- Fire Safety Declaration will be exceptions-based



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Questions.....