Aged Care Quality and Safety Commission

Proportionate risk-based regulatory response to COVID-19

We will always act in the best interests of people who receive aged care services by:

A. focusing our additional effort where it is needed most to ensure that aged care consumers are safe, by concentrating on services where we identify elevated risk to safe, quality care; and

B. being flexible in considering adjustments to our routine regulatory activities and program so as to avoid putting untimely demands on providers; and

C. supporting providers and fulfilling our duty of care to Commission staff.

Commission’s compliance strategy

- Site visits based on assessed risk and circumstances of the provider to monitor compliance and assess readiness to respond, with consideration of enforcement regulatory action for any non-compliance
- Risk-based contact for services identified as having elevated risk of non-compliance with infection prevention, control and management obligations, including under the Aged Care Quality Standards
- Monitor impacted services and provide information and advice in collaboration with health authorities
- Self-assessment tool online (to support providers to take action)
- Include risk screening question for regular program of assessment contacts (to review level of risk)
- Collaborate with health authorities to provide/link to information and guidance

Provider’s compliance posture

- Try but do not always succeed
- Willing to do the right thing

Higher-level intervention

Revocation of provider approval

Enforceable regulatory action
cluding imposing sanctions, Non-Compliance Notice, Undertaking to Remedy, revocation or variation of accreditation

Administrative actions including
- frequency of performance assessment
- or monitoring, directions to revise plan for continuous improvement, requests for information

Education and Engagement
Provider approval for market entry
Complaints resolution

Lower-level intervention