



What is a direction?

1800 951 822
agedcarequality.gov.au

This fact sheet explains what a direction is and when the Aged Care Quality and Safety Commission may decide to give one to a service provider.

What is a Direction?

If the Aged Care Quality and Safety Commission (the Commission) is not satisfied that a service provider is meeting its responsibilities, a direction may be given to address the issues raised through a complaint.

A direction will require the service provider to demonstrate how they have met or will meet their responsibilities under the *Aged Care Act 1997* or their funding agreement with the Australian Government.

Before giving a Direction

We will inform the service provider in writing of the Commission's intention to give a direction. This allows the service provider the opportunity to:

- outline how they have already addressed the issues, and/or
- take immediate steps to address the issues and meet their responsibilities.

If the service provider has addressed the issues

or takes appropriate immediate steps, we may take no further action.

If the service provider proposes to take no action or does not respond within the required timeframes, we will give the direction.

Giving a Direction

A direction is given in writing and outlines what the service provider must do, within a specified timeframe, to address the issues of the complaint and meet their responsibilities. We will monitor the direction to ensure the service provider implements the actions they or we have outlined.

If we are concerned the service provider has not complied with or is not complying with its responsibilities, including where the service provider has failed to comply with directions, we may give consideration to commencing compliance action.

Asking us for a review

Complainants and service providers can ask for a review once a complaint is finalised by phoning us on 1800 951 822 (free call) or in writing.

All information in this publication is correct as of January 2020.



Phone

1800 951 822



Web

agedcarequality.gov.au



Write

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