



Information for Providers

Initial documents requested during performance assessments in residential services

During a performance assessment, the Commission's Assessment Team requires information to help them understand your residential aged care service and identify consumers and staff to speak with. This information sheet details the documents the Assessment Team will request on commencement of the performance assessment¹.

These documents may be provided to the Assessment Team during the entry meeting if available. If not, they should be provided within one hour following the conclusion of the entry meeting. Ready access to this information supports an efficient and effective performance assessment against the Aged Care Quality Standards (Quality Standards).


Residential services should ensure these documents are readily accessible by the person in charge at all times to accommodate unannounced performance assessments.

Initial documents requested at the entry meeting

1. A complete list of consumers in the service. The person in charge at the service will be asked to identify any consumers:
 - with palliative care needs
 - with specialised nursing needs
 - who are more likely to experience communication difficulties, including consumers:
 - with cognitive impairment, such as dementia
 - with sensory impairment
 - with disability
 - from culturally and linguistically diverse backgrounds
 - with representation by the public guardian.
2. The contact information for consumer representatives.
3. Complaints register for the previous six months, including consumer/representative names.
4. A record of consumers who are receiving psychotropic medications².
5. A record of consumers who are subject to physical or chemical restraint.
The person in charge at the service will be asked to identify a consumer who has either ceased to be chemically restrained or had their medication changed/reduced in the previous 12 months.

¹ Quality assessors have powers under Part 8 of the *Aged Care Quality and Safety Commission Act 2018* to access this information at service premises.

² The record of consumers receiving psychotropic medications may be provided via the self-assessment tool available on the Commission website at <https://www.agedcarequality.gov.au/resources/self-assessment-tool-psychotropic-medications>.

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6. Information records and trend analysis, for the past three months, of clinical incidents and accidents, including details of any consumers who have:
 - experienced falls
 - acquired pressure injuries
 - been given the wrong medication
 - been transferred to hospital for any reason
 - been referred to a specialist.
 7. Consolidated records of incidents involving allegations or suspicions of reportable assaults for the previous six months. The person in charge at the service will be asked to identify any instances of consumers harming other consumers or staff where there has been a compulsory report made or discretion not to report has been applied.
 8. For site audits only, personnel information (as per Commission template³) for service staffing in the week prior to the performance assessment.

³ The Numbers of personnel in the service form is available on the Commission website at <https://www.agedcarequality.gov.au/media/83860>