



Key changes for providers from 1 January 2020: Quality reviews

From 1 January 2020, the Aged Care Quality and Safety Commission Rules 2018 (Commission Rules) have changed.

The aged care regulatory functions of the Secretary of the Department of Health have been transferred to the Aged Care Quality and Safety Commissioner (the Commissioner), establishing a new regulatory framework for the Commission. This ensures that the Commissioner has the full suite of regulatory functions from entry, quality monitoring and compliance to exit (if required) for providers of aged care services.

Amendments to the Commission Rules have been implemented to support the transition of regulatory functions. A summary of all the amendments are details in the Fact sheet: [Key changes for providers from 1 January 2020](#).

This fact sheet provides further details on the amendments to the Commission Rules from 1 January 2020 in relation to quality reviews.

The information in this fact sheet applies to the following home services:

- services delivering home care packages
- Commonwealth Home Support Programme services
- flexible care services providing short-term restorative care in a home care setting.

The information in this fact sheet does not apply to services delivering National Aboriginal and Torres Strait Islander Flexible Aged Care Program as quality reviews with these services are conducted as per the Quality Review Guidelines published on the [Commission's website](#).

Quality review must include a quality audit

Quality audit is a new term that describes the process for assessing the quality of care and services provided through a home service against the Aged Care Quality Standards (Quality Standards). This was previously referred to as a site visit.

The quality audit process is more closely aligned to the process for site audits and review audits and increases consistency in the assessment process between residential services and home services, while recognising that some differences remain in the context of a home service.

Assessment team

Similar to the site audit and review audit process, the delegate will appoint one or more quality assessors to form an Assessment Team to conduct the quality audit. The Assessment Team complete the quality audit in line with any directions given to them by the delegate.

In selecting an Assessment Team, the delegate needs to ensure that the quality assessors do not have a conflict of interest with the conduct of the audit. Refer to [Regulatory Bulletin 2020:1 Quality assessor Registration](#) for more information.

Exit meeting

On the last day of a quality audit, a member of the assessment team will meet with the home service provider to **discuss key issues that the team identified during the audit**.

The home service provider will not be given the performance assessment findings (met/not met) at this time.

Quality audit report

The Commission Rules outline consistent arrangements for reporting about performance assessments. For every quality review the Assessment Team will **prepare a quality audit report about the service** (previously referred to as an interim quality review report). This is given to the Commission within seven days after the quality audit is completed.

The quality audit report will outline the team's assessment of performance against the Quality Standards (assessed as Not Met/Met at the Standard and requirement level where applicable).

The Commission will give the quality audit report to the provider of the home service so that they have the opportunity to:

- (a) understand the reasons, evidence and facts that the delegate is to rely on in identifying areas for improvement and in making a compliance decision
- (b) provide a response to matters identified in the quality audit report that may be relied on by the delegate.

The home service provider has 14 days to provide a written response to the report.

Performance report

Within 28 days after the Commission is given a copy of the quality audit report, a **delegate of the Commissioner prepares a performance report**. In developing the performance report, the delegate takes into account the quality audit report, any response from the provider and other relevant information or matters.

The performance report:

- includes an assessment of the home service provider's performance, in relation to a home service, against the Quality Standards (compliant/non-compliant decision for each assessed Standard and requirement level where applicable)
- may specify any areas in which improvements must be made to ensure the Quality Standards are complied with
- may include any other relevant matters.

The performance report allows for clear delineation between the report developed by the Assessment Team and the final performance report developed by the Commissioner.

The provider will be given a copy of the performance report.

At this point the delegate will be able to take a risk-based and proportionate approach to determining the regulatory response to any non-compliance. Refer to [Regulatory Bulletin 2019-4.1 Responding to non-compliance with the Aged Care Quality Standards](#) for further information.

Publication of performance report

The Commission is committed to making more information available regarding our regulatory activities and actions.

From 1 July 2020, all performance reports developed by delegates of the Commissioner during a quality review will be published on the Commission website.

Where can I find out more?

You can read the Commission Rules [here](#).

For support in understanding the Commission Rules and their operational implications, please **speak with your local Regional office** or refer to the **Commission's website** for updates and additional fact sheets on the key changes to the Commission Rules.



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