



Key changes for providers from 1 January 2020: Review audits

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 review audits.

The information in this fact sheet applies to accredited residential services.

Review audit report

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

The review 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).

The Commission will give the review audit report to the provider of the 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 review audit report that may be relied on by the delegate.

The provider has 14 days to provide a written response to the review audit report.

Performance report

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

The performance report:

- includes an assessment of the provider's performance, in relation to the service, against the Quality Standards (compliant/non-compliant decision for each assessed Standard and requirement level)
- 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. All performance reports developed following a review audit will be published on the Commission's website alongside the accreditation decision.

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.

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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