



Dear Home Care Service Provider

The purpose of this correspondence is twofold. I am writing to:

- remind you about actions you should be taking to ensure your consumers receive safe, quality care and services during the COVID-19 pandemic, in accordance with your provider responsibilities, including the Aged Care Quality Standards (Quality Standards), and
- advise you of an Aged Care Quality and Safety Commission Consumer Experience Survey being implemented in June - July 2020.

As the community adjusts its settings on the COVID-19 pandemic in line with the latest advice and guidance from Public Health Authorities in each State or Territory, we remain alert to the evidence that older Australians are at greater risk from the COVID-19 virus. Home Services Providers need to be vigilant in their oversight and assurance of the front-line measures necessary to prevent transmission through effective infection control in delivery of services. I refer you to guidance on the Department of Health website

<https://www.health.gov.au/resources/publications/coronavirus-covid-19-guide-for-home-care-providers>

The Aged Care Quality and Safety Commission continues to monitor the quality of care and services and conduct investigations related to the financial obligations of home services providers.

In addition, during June and July, the Commission will be conducting a survey to hear directly from home care consumers and their representatives about their experience of care and services. Commission officers will be telephoning around 5,000 home services consumers or their nominated representatives to invite them to take part in a voluntary survey.

The purpose of the survey is to understand outcomes for consumers with respect to the Aged Care Quality Standards, User Rights Principles and the effect of COVID-19 on consumers' care and services.

Where a survey response identifies risk of harm to a consumer's health, safety or wellbeing, the Commission will follow this up with you. The Commission may take regulatory or other actions as required. Insights from the survey will also help the Commission to target our sector-wide education and regulatory activities.

We will publish outcomes of this June-July 2020 survey program as summary results at the sector level on the Commission's website. No provider-specific reports will be published from this survey. We are instead using this program to test the feasibility of developing provider-level reporting in the future from surveys of this nature.

I am advising you of the survey so you can provide assurance to your consumers that we are conducting it, should they contact you with any questions. You may also wish to inform your consumers of this survey in your regular engagement with them. You do not need to provide the Commission with any information to facilitate this survey.

For more information about this survey, please refer to the Commission's website agedcarequality.gov.au or contact the Commission on 1800 951 822, and press option 2.

We thank all approved providers for their ongoing efforts to protect older Australians, especially during these challenging times.



Yours sincerely

Janet Anderson PSM
Aged Care Quality and Safety Commissioner

5 June 2020