



# Standard opening meeting agenda

This document is an example of the content covered in a Standard opening meeting.

**Meeting duration:** 90–120 minutes

#	Agenda item
1	<b><u>Acknowledgement of Country</u></b>
2	<b>Introductions and meeting purpose</b> The purpose of this meeting is to: <ul style="list-style-type: none"><li>• give you an overview of our audit approach</li><li>• discuss communication arrangements and privacy requirements</li><li>• confirm logistics – how we will do the audit</li><li>• work health and safety and site entry requirements</li><li>• confirm your key contacts (preferably the chosen responsible persons) for any sites that we will visit</li><li>• discuss which older people, representatives and workers we want to speak with (categories 4 and 5 only)</li><li>• discuss possible risks or issues relating to the delivery of care and services</li><li>• follow up any outstanding documents from your <a href="#">Care Delivery Evidence Collection Tool</a> (CDECT)</li><li>• ask you follow up questions from our review of your CDECT and supporting documents</li><li>• explain how we ask for feedback about audits</li><li>• answer your questions</li><li>• discuss actions and next steps</li></ul>
3	<b>Overview of audit approach</b>
4	<b>Communication and privacy</b>
5	<b>Audit logistics</b>

#	Agenda item
6	<b>Work, health and safety and your site entry requirements</b>
7	<b>Key contacts</b>
8	<b>Interview samples (categories 4 and 5 only)</b>
9	<b>Risks and issues</b>
10	<b>CDECT follow-up (if needed)</b>
11	<p><b>Follow up questions from our review of your CDECT and supporting documents</b></p> <p>After reviewing your CDECT and supporting documentation we will ask you questions about some of the following <a href="#">themes</a> from the <a href="#">strengthened Aged Care Quality Standards</a> and their related outcomes:</p> <ul style="list-style-type: none"> <li>• Person-centred care</li> <li>• Dignity, respect and privacy</li> <li>• Choice, independence and quality of life</li> <li>• Agreements, fees, pricing, invoicing and statements</li> <li>• Corporate and clinical governance</li> <li>• Accountability and quality system</li> <li>• Risk management system</li> <li>• Incident management system</li> <li>• Feedback and complaints management system</li> <li>• Information management system</li> <li>• Workforce and human resources management</li> <li>• Emergency management</li> <li>• Assessment and planning</li> <li>• Delivering comprehensive care and services</li> <li>• Clinical safety</li> <li>• Care coordination and transitions</li> <li>• Environment</li> <li>• Infection prevention and control</li> <li>• Medication management</li> <li>• Food and nutrition (category 6 only)</li> <li>• Palliative and end of life care.</li> </ul>

#	Agenda item
12	How to give us feedback
13	Questions you have for us
14	Meeting close



**Phone**  
1800 951 822



**Web**  
[agedcarequality.gov.au](https://agedcarequality.gov.au)



**Write**  
Aged Care Quality and Safety Commission  
GPO Box 9819, in your capital city