



Quality Assessor Re-registration

To maintain registration all quality assessors must apply for re-registration annually and show that they satisfy all the requirements for re-registration. If approved, re-registration is for one year.

The Aged Care Quality and Safety Commission Rules 2018 (Rules) outline the quality assessor re-registration requirements.

Applying for re-registration as a quality assessor

Registered quality assessors must apply for re-registration in writing using the **Application for Quality Assessor re-registration** form.

Applications must be accompanied by:

- a declaration of completion of any mandatory training required by the Aged Care Quality and Safety Commissioner (Commissioner)
- a declaration of completion of at least 15 hours professional development that have been approved by the Commissioner for re-registration
- the applicable application fee
- authority and information to allow the Aged Care Quality and Safety Commission (Commission) to obtain an up to date police check if required
- if the applicant has been, at any time after turning 16, a citizen or permanent resident of a country other than Australia—be accompanied by a statutory declaration that the applicant has never been, in that country:
 - i. convicted of murder or sexual assault; or
 - ii. convicted of, and sentenced to imprisonment for, any other form of assault
- any other information or documents specified in the re-registration form.

Applications that do not comply with these requirements may not be accepted by the Commission in accordance with the Rules.

A person must be a registered quality assessor to apply for re-registration. It is each quality assessor's responsibility to submit an application for re-registration before their registration expires. The Commission will not process applications made more than two months before expiry of registration.

Quality assessors who do not apply for re-registration will be removed from the register upon expiry of their registration period.

Re-registration application fee

The [Commission's website](#)¹ provides details on the re-registration application fee. The fee is adjusted on 1 July each year in line with the consumer price index.

This is a fee for lodgement and processing of the re-registration application. It is non-refundable, including where applications are unsuccessful.

Professional development (PD)

A quality assessor must undertake a minimum of 15 hours professional development approved by the Commission as relevant to the role of a quality assessor during the period of registration; that is 12 months prior to their registration expiry.

The Commissioner will make available 10 or more hours of PD training annually to quality assessors engaged to conduct assessments for the Commission. Quality assessors must undertake a minimum of 10 hours of PD developed, delivered or pre-approved by the Commissioner, as well as any mandatory training required by the Commissioner to re-register as a quality assessor.

Quality assessors applying to be re-registered are required to submit a declaration that they have complied with the PD requirements for re-registration and submit a log of the PD undertaken.

Guidance on PD has been developed to support quality assessors understand and meet their professional development obligations to re-register as a quality assessor.

If a quality assessor does not meet the PD requirements, this may result in a refusal or cancellation of the quality assessor's registration.

Nursing and other health profession registration

Quality assessors who are registered as a nurse or other health profession must provide evidence of their current registration with the Australian Health Practitioner Regulation Agency.

National Criminal History Checks and Statutory Declaration

A requirement for re-registration is a police report issued no more than two years previous. We will arrange for police checks as required.

Anyone who has been a citizen or permanent resident of a country other than Australia since turning 16 years of age is required to provide a statutory declaration that they have not been convicted of these offences.

¹ <https://www.agedcarequality.gov.au>

Decision to re-register a person as a quality assessor

A delegate of the Commissioner will make a decision on whether to re-register a person as a quality assessor based on the following:

- the person has complied with the obligations as a quality assessor listed below
- the person has completed not less than 15 hours professional development approved by the Commissioner, including any mandatory training
- the person's performance of their functions and exercise of powers as a quality assessor was satisfactory
- a police report issued for the person not more than 2 years before the end of the person's current period of registration as a quality assessor does not record that the person has been:
 - i. convicted of murder or sexual assault; or
 - ii. convicted of and sentenced to imprisonment for any other form of assault
- if the applicant has been, at any time after turning 16, a citizen or permanent resident of a country other than Australia, a statutory declaration states that the applicant has never been, in that country:
 - i. convicted of murder or sexual assault; or
 - ii. convicted of, and sentenced to imprisonment for, any other form of assault
- the applicant meets any other requirements specified by the Commissioner; this includes:
 - i. compliance with POL-ACC-0040 Conflict of Interest: Quality Assessor policy
 - ii. the applicant not having any current parallel engagement with the aged care or health care industry.

Obligations as a registered quality assessor

Quality assessors must comply with the following obligations in order to retain registration as a quality assessor or to re-register as a quality assessor:

- adhere to the Quality Assessor Code of Conduct (at Attachment A)
- complete any mandatory training required by the Commissioner
- complete not less than 15 hours professional development annually as approved by the Commissioner, including any mandatory training
- conduct a minimum of two comprehensive performance assessments as a quality assessor in the 12 months prior to the expiration of the registration
- inform the Commissioner if convicted of a serious offence (murder or sexual assault or convicted of and sentenced to imprisonment for any other form of assault)
- complete a Conflict of Interest declaration and comply with the Quality Assessor Conflict of Interest Policy
- not have any current parallel engagement with the aged care or health care industry unless otherwise approved due to circumstances specified by the Commissioner.



The Commission has applied the definition of ‘parallel aged care or health care industry engagement’ as relating to current:

- ongoing, non-ongoing, temporary or casual employment in the aged care industry
- provision of consultancy, advice, coaching, expertise or training within the aged care industry
- ongoing, non-ongoing, temporary or casual employment in the health care industry where the predominant focus is on supporting aged care
- ongoing, non-ongoing, temporary or casual employment in another industry where the predominant focus is on supporting aged care
- ongoing, non-ongoing, temporary or casual employment with a state/territory government in a role which supports or is related to aged care
- occupancy of a position on a board or governing body of an aged care provider
- holding individual membership of an aged care peak or representative body.

Cancellation of quality assessor registration

Registration as a quality assessor must be cancelled if:

- the person is convicted of murder or sexual assault
- the person is convicted of, and sentenced to imprisonment for any other form of assault
- the person requests, in writing, the Commissioner to do so.

Registration as a quality assessor may be cancelled if:

- the person’s performance of the functions and exercise of the powers as a quality assessor has not been satisfactory
- the person has failed to comply with their obligations as a quality assessor or failed to fulfil any other requirement specified by the Commissioner.

If a quality assessor’s registration is cancelled or if the quality assessor does not intend on re-registering, their identity card must be returned to the Commission. Under section 74(4) of the Aged Care Quality and Safety Commission Act 2018, it is an offence if a person does not return their identity card within 14 days after ceasing to be a quality assessor.

Reconsideration of decision

If a decision has been made to cancel or refuse a person’s registration as a quality assessor, the person may request for the decision to be reconsidered by the Commission. The request must be made in writing, set out the reasons for the reconsideration and be given to the Commission within 14 days after being notified of the decision. For more information about the reconsideration process please refer to the [Commission’s website](#)².

² <https://www.agedcarequality.gov.au>

Advising the Commission of changes to contact details

Quality assessors must inform the Commission of any change of contact details including email address within 14 days of any change. Failure to do so may prevent the Commission from making offers of work and result in removal from the Register.

Registration Collection Notice

The Commission collects the following personal information from applicants to assess quality assessor registration:

- account details to pay for registrations
- personal details to undertake police checks
- contact detail information for ongoing correspondence
- professional details such as nurse registration or any health practitioner registrations
- details about experience with indigenous cultures
- photos for identification
- assessor course results and any other mandatory training for registration
- professional development, education and training details
- details of conflicts of interest.

Personal information is kept on the Commission's secure servers.

The Commission will use and disclose personal information to assess quality assessor registration.

The Commission will disclose personal information to third parties such as the Australian Criminal Investigation Commission when undergoing a national police check. Please refer to the Australian Criminal Investigation Commission website for their privacy statement.

For more information about the Commission's privacy practices, including how to access or correct personal information or make a complaint, see the privacy policy available on the [Commission's website](#)³ or contact the Commission by phone on 1800 951 822 or email: hrservices@agedcarequality.gov.au.

Further information

PO Box 773
Parramatta NSW 2124
Tel: 02 8831 1070
Email: Registrar@agedcarequality.gov.au

³ <https://www.agedcarequality.gov.au>