



Quality Assessor Registration

The Aged Care Quality and Safety Commission (Commission) is responsible for the accreditation of residential services and the quality review of home services. This includes assessments of their performance against the Aged Care Quality Standards (Quality Standards) through comprehensive audits and assessment contacts. These assessments must be undertaken by registered quality assessors.

The Aged Care Quality and Safety Commission Rules 2018 (Rules) outline the registration requirements for quality assessors. Registration of quality assessors ensures that assessments are undertaken by people who are qualified and competent in assessing aged care services against the Quality Standards.

How to become a quality assessor

The Commission employs registered quality assessors and also contracts registered quality assessors to carry out assessments of aged care services.

The Commission will advertise when there are employment opportunities for quality assessors on an ongoing or non-ongoing basis. The Commission may also advertise or undergo a procurement process to increase the number of quality assessors available to carry out work as contractors.

When positions are advertised or there is a procurement process, the Commission provides information about how to apply, the process for selection and the details of the required training including the cost of the training on [our website](#)¹.

Further details about the requirements for re-registration are outlined in the Commission's Quality Assessor Registration Policy².

The Commission makes no guarantee about the volume of work that is offered to contractor quality assessors.

Applying for registration as a quality assessor

Application for registration as a quality assessor must:

- be in writing using the approved application form
- be accompanied with the required application fee
- provide a written authority for the Commission to obtain a criminal record check

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

² A copy of the policy can be made available upon request.

- 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.
- be accompanied by any other information or documents specified in the registration form.

National Criminal History Checks and Statutory Declaration

The Commission requires a criminal record check to be conducted on each applicant for registration as a quality assessor. The Commission cannot register anyone as a quality assessor who has been convicted of murder or sexual assault or convicted and sentenced to imprisonment for any other form of assault.

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.

Registration application fee

The [Commission's website](#)³ provides details on the 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 registration application. It is non-refundable, including where applications are unsuccessful.

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.

Vaccination

Registration is conditional on providing evidence of having had a seasonal influenza and COVID-19 vaccination.

Professional development (PD)

Quality assessors intending to apply for re-registration towards the end of their initial registration period should familiarise themselves with the Commission's Continuing Professional Development for Quality Assessors Guidelines (CPD Guidelines).

The CPD Guidelines outline the PD requirements quality assessors must meet to re-register as a quality assessor, such as submitting a declaration that they have complied with PD requirements and submitting a log of the PD undertaken.

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

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

Decision to register a person as a quality assessor

A delegate of the Aged Care Quality and Safety Commissioner (Commissioner) will make a decision on whether to register a person as a quality assessor based on the following:

- the person has been accepted for and successfully completed an assessor course as approved by the Commissioner
- the person has completed the Commission's orientation program
- the person has agreed to meet obligations as a quality assessor listed below
- a police certificate issued for the person after application does not record the person has been, in Australia:
 - 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
- if the person was previously registered as a quality assessor the person's performance of their functions and exercise of powers as a quality assessor was satisfactory
- the applicant meets any other requirements specified by the Commissioner, this includes:
 - i. compliance with the Commission's [Conflict of Interest: Quality Assessor Policy \(POL-ACC-0040\)](#)
 - ii. the applicant not having any current parallel engagement with the aged care or health care industry⁴.

Should an application for registration as a quality assessor be successful, a quality assessor will be registered for a period of one year.

Registered quality assessors are required to comply with the Quality Assessor Obligations in order to retain registration as a quality assessor or to re-register as a quality assessor. The Quality Assessor Obligations are published on the [Commission website](#)⁵.

To maintain registration a quality assessor must apply to be registered as a quality assessor for a further period. Refer to the Quality Assessor re-registration information

⁴ As defined in the Commission's Quality Assessor Registration Policy. A copy of the policy can be made available upon request.

⁵ <https://www.agedcarequality.gov.au/about-us/assessors#quality-assessor-obligations>

sheet on [our website](#)⁶ for more information about applying for re-registration for a further period.

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 Commission Act, 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](#).⁷

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 details information for ongoing correspondence
- professional details such as nurse registration or any health practitioner registrations
- details about experience with indigenous cultures
- photos for identification

⁶ <https://www.agedcarequality.gov.au/>

⁷ <https://www.agedcarequality.gov.au/>

- assessor course results and any other mandatory training for registration
- professional development, education and training details
- details of conflicts of interest
- details about vaccination (or non-vaccination) against the seasonal influenza and COVID-19.

Quality assessor applicant 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 provided to the Commission or make a complaint, see the privacy policy available on [our website](#)⁸ or contact the Commission by phone on 1800 951 822 or email: hrservices@agedcarequality.gov.au.

Further information

Post: Quality Assessor Registration Team
Aged Care Quality and Safety Commission
GPO Box 9819
BRISBANE QLD 4001

Email: Registrar@agedcarequality.gov.au

⁸ <https://www.agedcarequality.gov.au>