



# 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](#)<sup>1</sup>.

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
- 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.

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

## 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](#)<sup>2</sup> 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.

## 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 report 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

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

- 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.

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

### 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 the 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.



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 sheet on [our website](#)<sup>3</sup> 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.<sup>4</sup>

### **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

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

<sup>4</sup> <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.

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](#)<sup>5</sup> or contact the Commission by phone on 1800 951 822 or email: [hrrservices@agedcarequality.gov.au](mailto:hrrservices@agedcarequality.gov.au).

### **Further information**

PO Box 773  
Parramatta NSW 2124  
Tel: 02 8831 1070  
Email: [Registrar@agedcarequality.gov.au](mailto:Registrar@agedcarequality.gov.au)

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<sup>5</sup> <https://www.agedcarequality.gov.au>

## Attachment A: Assessor code of conduct

I will observe the assessor's code of conduct as follows:

1. Act professionally and accurately report findings in a consistent and an unbiased manner.
2. Perform quality assessor functions and exercise of powers in accordance with Aged Care Quality and Safety Commission (Commission) procedures and policies.
3. Maintain professional standards of dress and behaviour and wear my registration badge when on Commission assignments.
4. Respect the in-house rules of any organisation I am visiting and keep my mobile phone turned off or silent during all visits.
5. Maintain my competence and knowledge of contemporary practice.
6. Not misrepresent my own or any other individual's qualifications, competence or experience, nor undertake auditing work beyond my expertise.
7. Disclose to the Commission any current or prior working or personal relationships that may be seen as a conflict of interest or that may influence my judgment.
8. Not enter into any activity which may be in conflict with the best interests of the Commission or that would prevent the performance of my duties in an objective manner.
9. Adhere to the requirements of the *Aged Care Quality and Safety Commission Act 2018* and the *Privacy Act 1988* and not discuss or disclose any information relating to an assessment of a provider's performance unless required to by law.
10. While conducting assignments for the Commission not represent any other business interests.
11. Not use my registration as an assessor to promote any business in which I may have an interest.
12. Not accept any inducement, commission, gift or any other benefit from any interested party.
13. Not communicate false, erroneous or misleading information that may compromise the integrity of any assessment of a provider's performance.
14. Not act in any way that would prejudice the reputation of the Commission, assessors, or the process of assessing a provider's performance.
15. Cooperate fully with any enquiry in the event of any complaint about my performance as an assessor or any alleged breach of this code.