



Our commitment and expectations

The Aged Care Quality and Safety Commission's role is to protect and enhance the safety, health, well-being and quality of life of consumers receiving Australian Government funded aged care. Functions of Quality Assessors and Authorised Complaints Officers are set out by the *Aged Care Quality and Safety Commission Act 2018* (the Quality and Safety Commission Act) and the *Aged Care Quality and Safety Commission Rules 2018* (the Rules).

What you can expect from us

Consent: We will ask for consent to enter when arriving at premises and carry an identity card at all times when performing our functions or exercising powers

Integrity: We will perform our work ethically, with honesty and responsibility in accordance with the Australian Public Service Code of Conduct (apsc.gov.au/code-conduct)

Respect: We will always be respectful and courteous in carrying out our functions

Fairness: We will always be fair and diligent in our dealings and make reasoned and objective judgements

Independence: We will be impartial in our dealings and will not enter into any activity which may conflict with or prevent us performing our duties

Evidence: We will apply a rational method using evidence to reach reliable conclusions and recommendations

Risk-based: Risk of harm to consumers influences the planning, conducting and reporting of our activities. Our focus is on consumer outcomes

Transparency and accountability: We will keep you informed throughout our processes, communicating clearly, being open to questions, and highlighting any concerns promptly

Personal and protected information: We will not discuss or disclose any information relating to a complaint or an assessment with any party outside the Commission unless authorised.

What we expect from you

As an approved provider you have a responsibility under paragraph 63-1(1)(ba) of the Aged Care Act to co-operate with us.

Independence: Immediately advise us or bring to the attention of the Commission if a real or apparent conflict of interest is identified that may prevent us performing our duties

Consent: Understand our search powers when we enter premises with your consent. These powers remain in place unless consent is withdrawn

Respect: We ask to be treated with respect and courtesy

Integrity: Recognise the important functions we perform and make every effort to assist us

Co-operation: Answer our questions fully and honestly and produce documents and/or records to inform our activities today in a timely way

Facilitation: Enable us to have private conversations with consumers, their representatives, staff and others at the service

Safety: Provide us with a safe environment to undertake our work, and communicate any risks to our work health and safety

Proactive: Use our visit to support learning and system improvements to prevent harm and promote the safety, health, well-being and quality of life of consumers.

Feedback and complaints

Contact us: agedcarequality.gov.au/contact-us

More information: agedcarequality.gov.au



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Web

agedcarequality.gov.au



Write

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