



Statement of Expectations

Aged Care Quality and Safety Commission

This interim Statement of Expectations (Statement) is issued by the responsible portfolio ministers, the Minister for Health and Aged Care and the Minister for Aged Care, to the Aged Care Quality and Safety Commission (the Commission). A further Statement will be issued following the delivery of the Australian Government 2022-23 Budget/completion of the Capability Review of the Aged Care Quality and Safety Commission.

This Statement reiterates the Government's expectation of the Commission that it will continue to undertake its regulatory activities in accordance with the *Aged Care Quality and Safety Commission Act 2018*, the *Aged Care Quality and Safety Commission Rules 2018*, the *Public Governance, Performance and Accountability Act* and the *Public Service Act 1999*.

Aged Care Reforms

The Government acknowledges the Commission's demonstrated strong commitment to support the delivery of significant reforms introduced to Parliament including the extension of the Serious Incidence Response Scheme to in-home care, introduction to a new Code of Conduct, establishment of Star Ratings, and new provider governance reforms. The Government expects this commitment to continue as further priorities are implemented in line with the Government's aged care reform agenda.

Regulatory Activities

The Government expects the Commission to undertake activities that support the Government's objective of ensuring the safety, dignity and wellbeing of every older Australian using aged care services. To achieve this, the Commission is expected to undertake its regulatory activities transparently and collaborate and engage with Government, the aged care sector, peak and industry bodies and consumers to implement major reforms in response to the Royal Commission into Aged Care Quality and Safety.

The Commission is expected to maintain its commitment and focus on foundational responsibilities and functions including accreditation, financial and compliance reporting, risk monitoring and management, safety and protection, complaints handling, compliance and intervention, education and engagement.

The Government expects the Commission to continue to undertake regular cycles of accreditation and quality audits and pursue proportionate regulatory responses to ensure all aged care providers have appropriate accreditation or compliance and monitoring activities in place to deliver high quality services to older Australians.

The Government expects the Commission to adopt a 'zero tolerance' approach to adverse provider behaviour and to actively take steps to appropriately regulate these practices, including undertaking targeted surveillance, compliance and regulatory activities. Ensuring providers seek agreement from aged care recipients on changes to their level of care or minimum care hours is paramount.



A key priority for the Government is ensuring providers act in line with public expectations, including seeking agreement from aged care recipients on changes to their level of care or minimum care hours and consumers have full access to resources, time, and the level of care they are eligible to and (if applicable) pay for.

Consumer Confidence

Australia's aged care sector will continue to be impacted by COVID-19 outbreaks. Protecting residents of aged care facilities remains a priority for the Government and the aged care portfolio. The Government supports the Commission's focus on consumer-centric activities and outcomes aimed at maintaining stability and continuity within the sector.

The Government expects the Commission to actively participate in and support the planned capability review of the Commission. The review provides Government and the Commission with a timely opportunity to ensure the Commission is fit for purpose. The Commission is expected to provide reasonable resources to the capability review including staff, evidence, information, data and other materials upon request.

The Commission's roles and responsibilities as regulator of the aged care system must not be compromised while the capability review is being undertaken. Consumer confidence in the Commission's role must be maintained and the Commission and Government are to continue to communicate this expectation to older Australians and the aged care sector.

Relationship with Government

The Government expects to be fully informed in a timely manner about any emerging trends, issues or risks relevant to the Commission's operations, particularly those that may impact on Government operations or policies.

The Commission is expected to continue to operate on a sustainable, economical and ethical basis.

Transparency and Accountability

The information in this Statement, along with the Commission's response, will be made publicly available on the Commission's website and on www.transparency.gov.au.

A handwritten signature in blue ink, appearing to read 'Anika Wells'.

Anika Wells

Minister for Aged Care

11 October 2022