

# Provider governance checklist

Providers must meet the provider governance obligations in the *Aged Care Act 2024* and Aged Care Rules 2025 that apply to their registration category.

## The requirements at a glance

For more information and exemptions, visit the [Provider governance obligations](#) webpage. Use this checklist to identify the obligations that apply to your registration category and the actions you need to take to meet them.

Reform	To do	Frequency	Plan a review session
<b>Governing body membership</b> Providers need the right mix of people to drive the continuous improvement processes that deliver the quality of care and services that older Australians deserve.	Confirm your governing body: <ol style="list-style-type: none"><li>has a majority of independent non-executive members</li><li>at least one member with experience in providing clinical care.</li></ol> If you are required to meet the governing body membership requirements but are unable to do so, you can <a href="#">apply to the Commission for a determination</a> that one or both of the requirements do not apply.	Each time your membership changes (e.g. new member, a member leaves, or a change in a responsible person’s suitability)	Date: <div><div></div><div></div><div></div></div>
<b>Consumer advisory bodies</b> Consumer advisory bodies provide valuable feedback to the governing body and give older people a voice.	Offer to establish one or more consumer advisory bodies, at least once every 12 months  Require the governing body to consider consumer advisory body feedback when making decisions.  Make sure your governing body advises consumer advisory bodies in <b>writing</b> about how it considered/used their feedback.	Annually	Date: <div><div></div><div></div><div></div></div>
<b>Quality care advisory bodies</b> Quality care advisory bodies present opportunities for providers to draw on further expertise and be given additional inputs into their decision-making.	Establish and continue quality care advisory body that includes: <ul style="list-style-type: none"><li>a responsible person with appropriate experience in delivering funded aged care services</li><li>a person who is directly involved in delivering residential care (this applies to providers who are registered in Category 6 – Residential care (including respite))</li><li>a person who is directly involved in delivering nursing care (this applies to providers who are registered in Category 5 – Nursing and transition care)</li><li>a person who represents the interests of older people.</li></ul> Require the governing body to consider quality care advisory body reports and feedback when making decisions in relation to the quality of aged care.  Make sure the governing body advises the quality care advisory body in <b>writing</b> about how it considered/used the quality care advisory body’s report or feedback.	Each time your membership changes (e.g. new member, a member leaves, or a change in a responsible person’s suitability)	Date: <div><div></div><div></div><div></div></div>
<b>Provider’s constitution</b> Directors are authorised to act in best interests of older people.	Make sure that your constitution requires directors to act in the best interests of older people (only applicable if your service is a wholly owned subsidiary of another body corporate that is not a registered provider).	Whenever there is a change to the provider’s constitution	Date: <div><div></div><div></div><div></div></div>

The requirements at a glance

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Obligation	To do	Frequency	Plan a review session
<b>Suitability of responsible persons</b> Responsible persons play a vital role in your organisation and ensure the delivery of safe, quality care and services.	Consider all responsible persons against the ‘suitability matters’ specified in the Aged Care Act every 12 months.  Keep records of the matters considered, including the name of the relevant person, the date/s on which you considered the matter/s, the outcome of your consideration, and reasons for the outcome.  Make sure your responsible persons understand their obligation to notify you, in writing, of any changes relating to their suitability, within 14 days of becoming aware of the change.	Annually	Date: <div><div></div><div></div><div></div></div>
<b>Workforce requirements</b> A quality team will drive quality care and services.	Make sure all workers meet screening requirements and hold the qualifications, skills or experience needed for their role.  Provide ongoing training, supervision and development to build workforce capability to deliver safe, high quality care and services.	Ongoing	Date: <div><div></div><div></div><div></div></div>
<b>Notifying the Commission of a change in circumstances</b> Reporting change increases transparency, allowing you and the Commission to manage risk and safeguard your organisation and the people in your care.	Notify us if there’s a change in your circumstances.  There are specific types of change in circumstances that you must notify us about.  Visit the Commission’s <b>Notifying us of a change in circumstances webpage</b> for further information.  Make notifications to the Commission using the <b>Change in circumstances form</b> available on our website.	Within 14 days of you becoming aware of the change	Date: <div><div></div><div></div><div></div></div>
<b>Financial and Prudential Standards</b> Makes sure your governing body manages finances responsibly and thinks about how their decisions will affect the wellbeing of older people.	Have a financial and prudential management system in place and make sure your governing body regularly reviews how effective it is.  Each quarter, calculate both your default MLA (calculated using the formula in the Standard) and your evaluated MLA (a provider determined amount that may be equal, higher or lower than your default MLA). You must maintain your default MLA unless you have elected to maintain your evaluated MLA instead.  Develop and maintain written strategies for managing liquidity and investments.	Ongoing	Date: <div><div></div><div></div><div></div></div>



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