



Quality care advisory body

Effective governance and leadership are vital to ensure the safety and quality of aged care and positive experiences for older people.

The role of the quality care advisory body is to support and inform the governing body, help with problem-solving and suggest improvements.

Who this applies to

These responsibilities apply to certain providers registered in:

- Category 5 – Nursing and transition care
- Category 6 - Residential care (including respite)

They **don't** apply to providers who are:

- a government entity
- local government authority.

Membership requirements

You must establish and maintain a quality care advisory body with the following membership:

- a responsible person who has appropriate experience in delivering funded aged care services
- a person who is directly involved in the provider's delivery of services under their registration category
- a person who represents the interests of older people (for example, an older person, a member of a consumer advisory body or a member of a consumer advisory service).

The quality care advisory body must:



provide the governing body a written report at least every 6 months about the quality of aged care for each service provided



be able, at any time, to give feedback to the governing body of the provider about the quality of the funded aged care services delivered by the provider.

What's required






You can decide how to attract, engage and appoint members and how the quality care advisory body will operate within your governance structure.

You could consider the following:

- its scope and terms of reference
- how it will be governed
- procedures to define how to establish, manage and operate the quality care advisory body
- how confidential information is kept and shared
- how to support the body and what information it might need
- any costs involved.

Record keeping

You must keep:

	membership lists, including the date each member commenced and ceased and information on how the body meets membership requirements
	how your advisory body meets reporting requirements
	meeting minutes, including date of meeting
	copies of written report and feedback given to the provider’s governing body
	copies of written advice received from the provider’s governing body on how it has considered the advisory body’s report and feedback.

You can show the Commission you are committed to quality in your service through genuine engagement with the quality care advisory body. The records you keep can help demonstrate this.

Key information

- [Governing for Reform in Aged Care Program](#)
- [Provider governance policy](#)

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