



28 June 2021

Dear Board Chair and CEO

Re: Important changes relating to the use of restrictive practices

I am writing to advise all Board Chairs and CEOs of residential aged care approved providers of important changes regarding the use of restrictive practices. These changes have been introduced by the Australian Government in response to the findings and recommendations of the Royal Commission into Aged Care Quality and Safety.

From 1 July 2021, approved providers have more specific responsibilities under the Aged Care Act 1997 and the Quality of Care Principles 2014 relating to the use of any restrictive practice in residential aged care and short-term restorative care in a residential care setting.

The Aged Care Quality and Safety Commission (the Commission) has issued a [Regulatory Bulletin](#) which sets out your new responsibilities and provides important information for you and your staff to help you ensure that your care and services accord with the changed requirements.

The [Regulatory Bulletin](#) outlines the requirements that must be met before and during the use of any restrictive practice and the resources to support providers to meet these requirements. It also outlines how the Commission will monitor compliance and manage any identified non-compliance with these requirements, as well as a provider's performance against the Aged Care Quality Standards.

The Commission will continue to monitor providers' use of restrictive practices through complaint handling processes, responding to notifications made under the Serious Incident Response Scheme, and as part of quality assessment and monitoring activities, including accreditation audits.

Providers who are currently compliant with their legal obligations with respect to restrictive practices are well placed to address the new requirements. In other words, if you already have in place systems, procedures, staff training and care practices that are aimed at minimising restraint, this is the best starting point for your implementation of the new arrangements.

I strongly encourage you to review and carefully consider the changed requirements, and to support your staff in ensuring the safety and wellbeing of the older people in your care.

Yours sincerely,

J. M. Anderson

Janet Anderson PSM
Aged Care Quality and Safety Commissioner