



Information for Providers

Initial documents requested during performance assessments in residential services

During a performance assessment, the Commission's Assessment Team requires information to help them understand your residential aged care service and identify consumers and staff to speak with during the assessment process. Ready access to this information supports an efficient and effective performance assessment of your service against the Aged Care Quality Standards (Quality Standards)¹. This information sheet details the documents the Assessment Team will request during the entry meeting at the commencement of the performance assessment².

These documents may be provided to the Assessment Team during the entry meeting if readily available but are expected to be provided within one hour of the conclusion of the meeting so as not to delay the conduct of the performance assessment.

Aged care residential services should ensure these documents are readily accessible by the person in charge at all times to accommodate unannounced performance assessments.

Thank you for your co-operation.

Requested documents at the entry meeting

1. A complete list of consumers in the service. The person in charge at the service will be asked to identify any consumers with:
 - palliative care needs
 - cognitive impairment or otherwise limited in their capacity to communicate
 - specialised nursing needs
 - representation by the public guardian
2. Record of consumers who are receiving psychotropic medications or are subject to physical restraint.³

The person in charge at the service will be asked to identify a consumer who has, since July 2019, either ceased to be chemically restrained or had their medication changed/reduced.
3. The contact information for consumer representatives.
4. Clinical incident management information records and any trends analysis. The person in charge at the service will be asked to identify any consumers who have:
 - experienced falls in the previous three months
 - acquired pressure injuries in the previous three months
 - been given the wrong medication in the previous three months
 - sustained serious injuries in the previous three months or have been transferred to hospital.
5. Complaints register for the previous six months, including consumer/representative names.
6. Consolidated records of incidents involving allegations or suspicions of reportable assaults for the previous six months. The person in charge at the service will be asked to identify any instances of consumers harming other consumers or staff where the exemption from mandatory reporting has been applied.
7. For site audits only, personnel information (as per [Commission template](#)) for service staffing in the week prior to the assessment.

¹ This information applies to site audits, review audits and assessment contacts conducted for the purpose of assessing a provider's performance against the Quality Standards. The information does not currently apply to performance assessments at home services.

² Quality assessors have powers under Part 8 of the *Aged Care Quality and Safety Commission Act* to access this information at service premises.

³ The record of consumers receiving psychotropic medications may be provided via the self-assessment tool available on the Commission website <https://www.agedcarequality.gov.au/providers/assessment-processes/self-assessment>.