



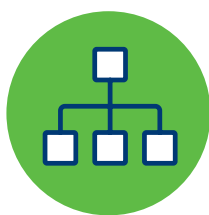
Provide information to the Department of Health and Aged Care

Get ready

Effective governance and leadership are vital to ensure the effective delivery of safe and high-quality aged care and positive consumer experiences.

The *Aged Care Act 1997* has been amended to strengthen the governance arrangements of approved providers. These introduce specific changes aimed at:

- improving leadership and culture
- increasing transparency and accountability.



The new responsibility to submit information about your operations align with the requirements in Standard 8, organisational governance, of the Quality Standards.

It applies to approved providers of residential, home and transition care. Providers who deliver short term restorative care and multi-purpose services will not have to submit extra information to the department as part of this change.

If you operate under a grant agreement, such as the Commonwealth Home Support Programme (CHSP) and National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFACP), these new responsibilities do not apply to your service.

The new responsibility

To encourage accountability and transparency, you need to submit information about your operations to the Department of Health and Aged Care (The Department) each year. Consumers and representatives can use this information to make informed decisions about their care.

You need to:



submit the required information by 31 October each year (see below)



include a **statement signed by the governing body about the provider's compliance** with your submission (refer to the guidance for full details).

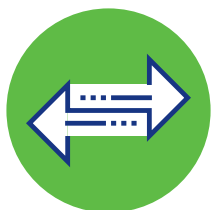


When

Reporting periods begin on 1 July and ends on 30 June every year.

To meet the submission deadline, you need to lodge the information and statement signed by the governing body by 31 October.

The first reporting period is from 1 July 2022 to 30 June 2023. You need to lodge/submit information to the Department by 31 October 2023.



What

You need to submit the information and statement signed by the governing body to the Department of Health and Aged Care for each reporting period.

Residential care and home care providers

You need to:

- ✓ submit a **statement signed by the governing body**
 - stating you have met the approved provider responsibilities under the Aged Care Act, the Aged Care Quality Standards and requirements under the *Safety Commission Act 2018* and the *Aged Care Principles 2014*.
- ✓ submit information about **feedback, complaints and improvements**
 - detail the kind of feedback and complaints you have received in the reporting period
 - include a summary of key improvements your service has made to the quality of care and services to respond to this feedback
- submit information about **diversity**
 - include activities that support a **diverse and inclusive environment** (for example, policies and procedures)

- **detail the diversity of your governing body** if these individuals consent (consider Aboriginal and/or Torres Strait Islanders, gender diversity, cultural and linguistic diversity and those with disabilities in your assessment).

- ✓ submit information to
 - show there is a majority of independent members
 - show there is one member with clinical experience
 - show an exemption from reporting this responsibility.

Transition care providers

You need to:

- ✓ submit information about **feedback, complaints and improvements**
 - detail the kind of feedback and complaints you have received in the reporting period
 - include a summary of key improvements your service has made to the quality of care and services to respond to this feedback.

To find out more, visit the [Strengthening provider governance in aged care](#) website or email ProviderGovernance@health.gov.au.

June 2023



Phone

1800 951 822



Web

agedcarequality.gov.au



Write

Aged Care Quality and Safety Commission
GPO Box 9819, in your capital city