

# Provider governance checklist

The provider governance reforms took effect for all providers on 1 December 2023.



## The requirements at a glance

For additional information on each requirement and exemptions, please refer to [Strengthening governance webpage](#). Use this table to help you action each requirement.

Reform	To do	Frequency	Plan a review session
<p><b>Governing body membership</b></p> <p>Providers need the right mix of people to drive the continuous improvement processes that deliver the high quality of care and services that older Australians deserve.</p>	<p>Confirm your governing body:</p> <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> <p>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.</p>	Annually	Date: _____ • _____ • _____ • _____
<p><b>Consumer advisory bodies</b></p> <p>Consumer advisory bodies provide valuable feedback to the governing body and give consumers a voice.</p>	<p>Offer to establish a consumer advisory body at least once every 12 months</p> <p>Require the governing body to consider consumer advisory body reports and feedback when making decisions.</p> <p>Make sure your governing body advises the consumer advisory body in <b>writing</b> about how it considered/used consumer feedback.</p>	Annually	Date: _____ • _____ • _____ • _____
<p><b>Quality care advisory bodies</b></p> <p>Quality care advisory bodies present opportunities for providers to draw on further expertise and be given additional inputs into their decision-making.</p>	<p>Establish and continue quality care advisory body that includes:</p> <ul style="list-style-type: none"> <li>key personnel who have appropriate experience providing aged care</li> <li>a staff member directly involved in the delivery of aged care, or a staff member directly involved in the delivery of clinical care (only required if your organisation provides clinical care).</li> </ul> <p>Require the governing body to consider quality care advisory body reports and feedback when making decisions in relation to the quality of aged care.</p> <p>Make sure the governing body advises the quality care advisory body in <b>writing</b> about how it considered/used consumer feedback.</p>	Annually	Date: _____ • _____ • _____ • _____
<p><b>Provider's constitution</b></p> <p>Directors are authorised to act in best interests of older people.</p>	<p>Make sure that your constitution requires directors to act in the best interests of consumers (only applicable if your service is a wholly owned subsidiary of another body corporate that is not an approved provider).</p>	Annually	Date: _____ • _____ • _____ • _____



## The requirements at a glance

For additional information on each requirement and exemptions, please refer to [Strengthening governance webpage](#). Use this table to help you action each requirement.

Reform	To do	Frequency	Plan a review session
<p><b>Suitability of key personnel</b> Key personnel play a vital role in your organisation and ensure the delivery of safe, quality care and services.</p>	<p>Consider all key personnel against the ‘suitability matters’ specified in the Aged Care Quality and Safety Commission Act 2018 every 12 months.</p> <p>Keep records of the matters considered (make sure your records comply with the Accountability Principles).</p>	Annually	Date: _____ • _____ • _____ • _____
<p><b>Staff qualifications, skills and experience</b> A quality team will drive quality care and services.</p>	<p>Ensure staff have appropriate skills, qualifications or experience to provide the care and services they are hired to do.</p> <p>Give opportunities to develop your employees’ capability to provide care and services.</p>	As required	Date: _____ • _____ • _____ • _____
<p><b>Provider operations</b> The information collected becomes available on My Aged Care for each of the services your organisation provides. This helps consumers and their representatives make informed decisions about their care.</p>	<p>Lodge required information and statement signed by your governing body (first reporting period 1 July 2022 to 30 June 2023)</p> <p>To meet the submission deadline, you need to <a href="#">lodge the information</a> and signed statement of compliance before 31 October.</p>	Annually The reporting period begins on 1 July and ends on 30 June every year	Date: _____ • _____ • _____ • _____
<p><b>Notifying the Commission of certain matters</b> Reporting change increases transparency, allowing you and the Commission to manage risk and safeguard your organisation and the people in your care.</p>	<p>Identify key personnel and inform them of this responsibility.</p> <p>Have processes in place so key personnel can report (within 14 days in writing) if they have any changes relating to the ‘suitability matters’.</p>	As required	Date: _____ • _____ • _____ • _____



**Phone**  
1800 951 822



**Web**  
[agedcarequality.gov.au](http://agedcarequality.gov.au)



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