

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
Governing body membership 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.	Confirm your governing body: <ol style="list-style-type: none"> has a majority of independent non-executive members at least one member with experience in providing clinical care. If you are required to meet the governing body membership requirements but are unable to do so, you can apply to the Commission for a determination that one or both of the requirements do not apply.	Annually	Date: _____ • _____ • _____ • _____
Consumer advisory bodies Consumer advisory bodies provide valuable feedback to the governing body and give older people a voice.	Offer to establish a consumer advisory body at least once every 12 months Require the governing body to consider consumer advisory body reports and feedback when making decisions. Make sure your governing body advises the consumer advisory body in writing about how it considered/used consumer feedback.	Annually	Date: _____ • _____ • _____ • _____
Quality care advisory bodies Quality care advisory bodies present opportunities for providers to draw on further expertise and be given additional inputs into their decision-making.	Establish and continue quality care advisory body that includes: <ul style="list-style-type: none"> key personnel who have appropriate experience providing aged care 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). Require the governing body to consider quality care advisory body reports and feedback when making decisions in relation to the quality of aged care. Make sure the governing body advises the quality care advisory body in writing about how it considered/used consumer feedback.	Annually	Date: _____ • _____ • _____ • _____
Provider's constitution Directors are authorised to act in best interests of older people.	Make sure that your constitution requires directors to act in the best interests of older people (only applicable if your service is a wholly owned subsidiary of another body corporate that is not an approved provider).	Annually	Date: _____ • _____ • _____ • _____

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



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