

All providers 1 December 2022

What	Consider suitability matters for key personnel	Obligation of key personnel of to notify provider of changes to 'suitability matters' <i>(this only applies to key personnel of a corporation)</i>	Submit a notification to the Commission within 14 days	Provide information annually on your operations to the Department of Health and Aged Care
Why	You need to ensure the people you employ are fit to provide aged care services.	This information is vital to protect your organisation and consumers.	Reporting change increases transparency, so you and the Commission can monitor risk and protect consumers.	Information submitted shows your successes and compliance.
Act now	<ul style="list-style-type: none"> Consider all key personnel against the 'suitability matters' at least every 12 months. Keep records of the matters considered (make sure your records comply with the Accountability Principles). 	<ul style="list-style-type: none"> Identify and inform your key personnel 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'. 	<ul style="list-style-type: none"> In the event of a material change. Any change to key personnel including where you become aware of a change in relation to their suitability. 	<ul style="list-style-type: none"> Lodge required information and statement signed by your governing body (first reporting period 1 July 2022 to 30 June 2023). Ensure you meet the first submission deadline of 31 October 2023.

New providers Day of approval | Existing providers 1 December 2023

What	Align your governing body to membership requirements	Establish a quality care advisory body	Offer to/establish a consumer advisory body	Ensure your people are skilled and build their capability	Align your constitution to the requirements
Why	The right mix of people will improve your organisation and consumer care outcomes.	The advisory body will give invaluable feedback on the quality of care and services provided and support your continuous improvement processes.	This allows you to hear directly from those at the centre of care; your consumers.	A quality team will drive quality care and services.	This ensures directors are authorised to act in consumers' best interests.
Get ready	<ul style="list-style-type: none"> Ensure the majority of governing body members are independent and non-executive. Include one member with experience in the provision of clinical care in your governing body. <p>You are automatically exempt from this requirement if you:</p> <ul style="list-style-type: none"> have fewer than 5 board members and provide care to less than 40 care recipients are an Aboriginal Community Controlled Organisation have a determination from the Commission that one or both requirements do not apply. 	<ul style="list-style-type: none"> Establish and ensure continuation of a quality care advisory body. Ensure the quality care advisory body provides six-monthly reports about the quality of aged care that the approved provider provides through each aged care service. Require the governing body to consider the quality care advisory body reports and feedback when making decisions in relation to aged care. Make sure the governing body advises the quality care advisory body in writing about how their feedback was used/considered. 	<ul style="list-style-type: none"> Offer to establish (at least once every 12 months) a consumer advisory body (or multiple bodies). Require the governing body to consider the consumer advisory body reports and feedback when making decisions in relation to aged care. Make sure the governing body advises the consumer advisory body in writing about how their feedback was used/considered. 	<ul style="list-style-type: none"> Ensure staff have appropriate skills, qualifications or experience to provide the care and services they are hired to. Give opportunities to develop your employees' capability to provide services. 	<ul style="list-style-type: none"> 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).



1 December 2023 requirements do not apply if you are:

- a state or territory government
- a state or territory authority or
- a local government authority.