



Quality care advisory body

Effective governance and leadership are vital to ensure the safety and quality of aged care and positive experiences for older people.



These responsibilities align to the requirements in Standard 8; organisational governance and elements of Standard 6; feedback and complaints of the Quality Standards.



They apply to approved providers of residential, home and flexible care, including short-term restorative care.

This responsibility doesn't apply to approved providers that:

- operate under a grant agreement
- are a state or territory
- are a state or territory authority
- are a local government authority.

The role of the quality care advisory body is to support and inform the governing body, help with problem-solving and suggest improvements.

You must establish and continue a quality care advisory body that meets membership requirements.

Membership requirements

Your quality care advisory body must include:

- a member of your key personnel who has 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)
- a member who represents older people's interests (for example, an older person or representative).

The quality care advisory body must:

✓	operate in accordance with the <i>Accountability Principles 2014</i>
✓	provide the governing body a written report at least every 6 months about the quality of aged care for each service provided
✓	ensure written reports fulfil the requirements of the <i>Accountability Principles</i>
✓	give feedback about the quality of aged care as requested.

You can use existing bodies for this responsibility if they meet the requirements.

How

You can decide how to attract, engage and appoint members and how the quality care advisory body will operate within your governance structure.

You could consider the following:

- its scope and terms of reference
- how it will be governed
- procedures to define how to establish, manage and operate the body
- how confidential information is kept and shared
- how to support the body and what information it might need
- any costs involved.

Record keeping

You must keep records of:

- membership lists, including the date each member commenced and ceased and information on how the body meets membership requirements
- meeting agendas and minutes
- resolutions following decisions made by the advisory body
- written reports from the advisory body and your responses
- all other governance documents.

You can show the Commission you are committed to quality in your service through genuine engagement with the quality care advisory body. The records you keep can help demonstrate this.

Key information

- [Governing for Reform in Aged Care Program](#)
- [Provider responsibilities relating to governance: Guidance for approved providers](#)

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