

The regulatory tools we use depend on the risks to older people, the nature of any failures in care and how quickly and effectively you correct the problem.

Prompt, successful remediation by the provider will generally avoid a formal regulatory response from us. We will use our regulatory tools where providers are unwilling or unable to respond to risks and issues quickly and effectively. Where non-compliance has resulted in significant harm to older people, or is serious or systemic in nature, we may take enforcement action. This includes circumstances where you or a worker have failed to take agreed actions under a supervised non-compliance management process, or where a breach of the Code of Conduct is determined. Enforcement actions are designed to apply a penalty and enforce a consequence for the non-compliance. Using enforcement actions in the right circumstances deters future non-compliance from all providers and workers, by reinforcing the requirement for obligations to be met.

This holistic approach to regulation will allow us to act quickly and decisively to respond to risks and make sure that older people and their care remains your priority.

What we expect from providers all the time

✓ Genuine partnership with older people that respects and enlivens their rights.

✓ Meeting obligations and reaching for high-quality care.

✓ Looking for opportunities to improve.

What we expect from providers when things go wrong



Remedy

Providers understand and fix what went wrong.



Restore

Providers listen to and partner with older people to restore their trust in care.



Prevent

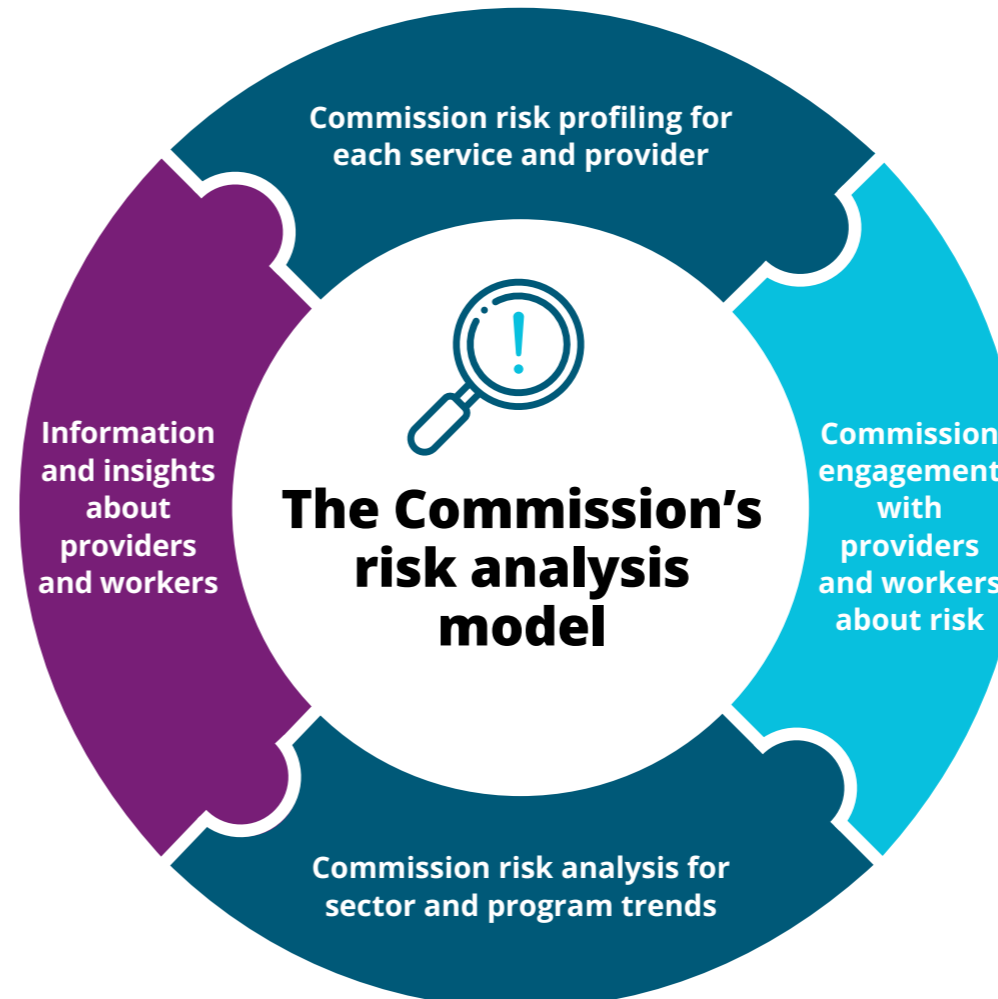
Providers take action to prevent the issue from happening again.

Daily

- Enquiries and feedback
- Complaints
- Workers concerns
- Reportable incidents
- Media

Quarterly

- Financial
- Staffing
- Food and nutrition
- Quality indicators (e.g. pressure injuries, unplanned weight loss, medication management, physical restraint, falls)



Annually

- Financial statements
- Prudential compliance statements
- Consumer experience interviews
- Provider governance and operations information
- Provider governing body statement

As required

- Site audits
- Risk-based monitoring
- Material changes
- Referrals from other agencies
- Research and publications