



# Staff qualifications and skills

**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 organisational requirements in Standard 7; human resources 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.

You need competent, experienced staff to provide quality care and services. The governing body now needs to have direct oversight of staff qualifications, skills and capability. Providers have to give their workforce professional development opportunities.

These responsibilities are in addition to existing requirements, detailed in *the Aged Care Act 1997 (s54-1(1)(b))*.

**The governing body needs to:**



give staff opportunities to develop their capabilities to provide other care and services delivered at your organisation



comply with the Quality Standards relating to staff expertise and competence.

This responsibility extends to any person who is employed, hired, retained or contracted by you (whether directly or through an employment or recruitment agency) to provide care or other services.



## How

Your organisation needs to understand how to build staff capability through professional development and role-specific training. The governing body has a responsibility to give employees development opportunities across the organisation to improve proficiency and care outcomes for older people.

Your governing body must analyse workplace capability and gaps together with staff skills and experience. It should focus on both current and future needs and use its findings to inform staff development activities.

## Record keeping

**You need to keep records that show staff members have:**

	appropriate qualifications, skills, and experience to provide care or other services to older people
	opportunities to develop their capability to provide care or other services.

You also need to keep documentation that shows your decision-making process and reasoning behind the consideration of staff member competencies and opportunities.

## Key information

- [Governing for Reform in Aged Care Program](#)
- [Provider responsibilities relating to governance: Guidance for approved providers November 2022](#)

March 2025



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