



Residential, home care & transition care provider transparency

What is happening?

Commencing this year, residential care, home care and transition care providers will report additional information about their operations to the Department of Health and Aged Care on an annual basis.

Reporting is due by 31 October 2023.

Why is this change being made?

The [Royal Commission into Aged Care Quality and Safety](#) recommended that older people have better access to information about providers' operations.

The changes are being made to promote greater accountability and transparency in the aged care sector.

What do I need to report?

Residential care and **home care providers** will be required to report the following additional information:

- a **statement signed by the governing body**
- **diversity information**
- the **most common kinds of feedback and complaints** received by each service
- key **improvements** made to service quality
- information on the **governing body membership**
- an individual who holds an **executive position** in the organisation (such as the CEO)

Transition care providers will report on the following information:

- the **most common kinds of feedback and complaints** received by each service
- key **improvements** made to service quality.

What is the reporting period?

The reporting period begins on 1 July and ends on 30 June the next year. The **first reporting period is 1 July 2022 to 30 June 2023**.

When is information due?

The information is to be given to the Department by 31 October each year. Information for the **first reporting period is due by 31 October 2023**.

How do I submit my information?

Residential care and home care providers need to submit the required information online through a Provider Operations Collection Form (Collection Form). The Collection Form is expected to be available through the Government Provider Management System (GPMS) **from July 2023**.

Information from transition care providers will be collected through the Transition Care Annual Accountability Report.

Further documentation, including a manual, will be available on the [Stronger provider governance in aged care webpage](#) when the Collection Form is available.

Details of the information to be reported

Statement signed by the governing body

Why is this data being collected?

Section 53G of the Accountability Principles 2014, requires approved providers of aged care that deliver residential care services or home care services to submit a Governing Body Statement about the provider's compliance with its responsibilities and requirements. The statement, signed by the governing body, will report on the provider's compliance.

This signed Governing Body Statement allows governing bodies to demonstrate their understanding of, and accountability for, issues affecting the quality of care of aged care recipients.

Completing the Governing Body Statement can assist providers to work to improve areas of non-compliance. The governing body's commitment to addressing non-compliance can give confidence to care recipients about the provider's commitment to quality and safety.

The reporting of this information aims to increase approved provider transparency and accountability and help drive continuous improvement across the sector.

What will be collected?

The Governing Body Statement will confirm whether the governing body believes that the provider has or has not complied with all its responsibilities and requirements under the Aged Care Act 1997 and the Aged Care Quality and Safety Commission Act 2018 during the reporting period.

Where non-compliance is identified, the provider will need to provide the following information in relation to each non-compliance:

- the category/type of the non-compliance (selected from a list of pre-determined categories, with 'other' as an option if the categories listed are not applicable)
- details of the non-compliance through a free text response (governing bodies may group related instances of non-compliance across its services together, for instances of non-compliance with Aged Care Quality Standards)
- whether the non-compliance is for one or more of the provider's services or for the provider (some non-compliances may be at a provider level only, for example responsibilities for key personnel reporting)
- the reasons why the provider did not comply with the responsibility or requirement (selected from a list of pre-determined categories, with 'other' as an option to allow entry of free text)
- what the provider has done, is doing, or will do to fix the non-compliance
- whether the non-compliance ceased during the relevant reporting period.

The Governing Body Statement is to be accompanied by a declaration signed by a member of the approved provider's governing body, on behalf of all members of the governing body, for each provider that delivers a residential care service or a home care service.

This information will be reported at the provider level.

Diversity information

Why is this data being collected?

Transparency of diversity information helps current and prospective aged care recipients to consider the diversity of a provider, including the diversity of the provider's governing body and any initiatives taken to support and improve a diverse and inclusive environment at a service. This information may help care recipients decide if a provider is a good fit for them.

Providers are also encouraged to take this as an opportunity to consider their internal diversity, which may support more effective decision-making, particularly when dealing with diverse demographics. Diversity within governing bodies may assist to promote a culture of inclusivity.

What will be collected?

As part of the Collection Form, residential care and home care providers can provide information in relation to diversity, including whether the governing body of the provider includes:

- individual(s) who are Aboriginal and/or Torres Strait Islander
- individual(s) with disability
- individual(s) from diverse gender backgrounds
- individual(s) from culturally or linguistically diverse communities

- individual(s) from any other diverse demographic the provider may wish to report on.

Consent from governing body members must first be obtained prior to reporting information on the diversity of the members.

Providers can also report on initiatives they implemented to support a diverse and inclusive environment for care recipients and staff. This information will be gathered through yes/no responses to the following questions:

- Does the service have policies and procedures for culture, diversity, and inclusion?
- Does the service have policies and procedures for cultural safety?
- Does the service have social activities to support culture, diversity and inclusion?

Feedback, complaints and improvements

Why is this data being collected?

A provider's response to feedback or a complaint demonstrates its commitment to improving its quality of care. The information may also improve providers' dialogue with care recipients and their families about how they encourage and manage feedback and complaints, and actions they take to improve their service.

What will be collected?

As part of the Collection Form, providers will report on each of the following separately, in relation to each aged care services operated by the provider:

- the **three most common kinds of positive feedback** received about the relevant service
- the **three most common kinds of complaints** received about the relevant service
- the **three main kinds of improvements made** in relation to the quality of the service.

Providers will record their responses using pre-determined categories of feedback, complaints and improvements and be given the opportunity to provide free-text responses. These should not contain personal information of staff, care recipients or any other individuals.

Examples of pre-determined categories are as follows:

- | | |
|----------------------------------|--|
| • Care recipient agreements | • Personal care |
| • Clinical care | • Protection from abuse |
| • Choice and dignity | • Personal property |
| • Communication and consultation | • Social and domestic assistance |
| • Fees and charges | • Staff behaviour/conduct |
| • Financial statements | • Staff number/sufficiency |
| • Food and catering | • Staff training/skills/qualifications |
| • Infection disease control | • Restrictive practices |
| • Medication management | • Physical environment |
| • Palliative/End of life Care | • Other (free text response). |

Governing body membership

Why is this data being collected?

Legislative amendments which commenced on 1 December 2022 require new providers to meet certain requirements regarding the membership of their governing body. These requirements will not come into effect for existing providers until 1 December 2023.

There is no expectation that existing providers will have reached compliance with the new governing body membership requirements until 1 December 2023.

Collection of this information in 2023 will provide an indication of how prepared providers are to meet the new requirements. Publication of this data is not planned at this stage.

What will be collected?

As part of the Collection Form, providers will be required to disclose whether they:

- have a majority of independent non-executive members on their governing body
- have a person with experience in the provision of clinical care on their governing body
Note: these two requirements commence on 1 December 2023 for providers that operated prior to December 2022.
- are subject to an exemption in relation to one or both of the above requirements, i.e.:
 - are a State or Territory, State or Territory authority, or local government authority
 - have a governing body with fewer than five members AND provide aged care services to fewer than 40 care recipients
 - are an Aboriginal Community Controlled Organisation
 - are the subject of a determination by the Aged Care Quality and Safety Commission that the non-executive members requirement does not apply
 - are the subject of a determination by the Aged Care Quality and Safety Commission that the clinical care experience requirement does not apply.

Executive member

As part of the Collection Form, providers can provide the name and position of an individual who holds an executive position with the provider. Consent of the relevant person should be obtained before providing this information.

Further information

For further information on the changes being made to strengthen provider governance and improve transparency in aged care, please view the resources and information available at [Stronger provider governance in aged care | Australian Government Department of Health and Aged Care](#).

Let's change aged care together

We invite Australians to continue to have their say about the aged care reforms.



Visit [**agedcareengagement.health.gov.au**](https://agedcareengagement.health.gov.au)



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