



The Hon Anika Wells MP
Minister for Aged Care
Minister for Sport
Member for Lilley

Ms Janet Anderson PSM
Commissioner
Aged Care Quality and Safety Commission
Janet.Anderson@agedcarequality.gov.au

Dear Commissioner Anderson,

I refer to my previous correspondence dated 24 April 2023, the Aged Care Quality and Safety Commission's August Aged Care Quality Bulletin, and the Department of Health and Aged Care's webinar on 5 September 2023.

As you are aware, from 1 October 2023 residential aged care providers will be required to meet care minute targets. This significant reform was recommended by the Royal Commission into Aged Care Quality and Safety to improve the quality of care being provided to older Australians in aged care.

The Australian Government acknowledges that existing workforce constraints can present challenges to providers in attracting and retaining suitably qualified and skilled workforce to meet their care minute targets, particularly in rural and remote areas.

I support your message to the sector that the Commission wants to see residential aged care providers showing willingness and capacity to achieve compliance with all their obligations and demonstrated commitment to deliver high quality and safe care.

I welcome the Commission's reassurance that failure to meet care minute targets will not be reviewed in isolation. The Commission's response will be based on potential risk to the residents. If a provider is technically non-compliant with its care minute responsibilities but is providing quality and safe care, the Commission will work with providers while they improve their care minute compliance. Where a provider is not meeting their care minute obligations and is placing consumers at risk of harm, or is being wilfully non-compliant, proportionate compliance or enforcement action will be taken.

The Government is committed to working with the aged care sector to implement this important reform. I am confident that providers, encouraged by the Commission, will make utmost efforts to meet their responsibility and ensure the safety, dignity and wellbeing of older Australians living in residential aged care.

Kind regards,

A handwritten signature in blue ink, appearing to read 'Anika Wells'.

Anika Wells MP

27 September 2023