

Associated Provider Handbook

Churches of Christ

About us

Churches of Christ (CofC) has a long and proud history of care. Active across local communities in Queensland for over 140 years. We are a faith-based organisation delivering care and community services across Queensland and Victoria. We provide a broad range of services that support people at every stage of life, with a strong focus on dignity, inclusion, and wellbeing.

Our Mission

The mission of Churches of Christ is to provide opportunities for people to connect with Jesus while meeting the needs of those it serves.

Our Vision

Is to actively express Christian faith in ways that transform lives and strengthen communities. These principles are reflected in all service delivery and are expected to guide the behaviour of every Associated Provider.

Our Values

Integrity, Compassion, Courage, and a commitment to Excellence. These values underpin all interactions with clients, staff, and stakeholders and must be visible in the quality and professionalism of work delivered.



Our Continuum of Care

At Churches of Christ, the health, independence, and quality of life of the older people in our care are our highest priorities. We're here to support older Australians in living the life they choose, offering a continuum of care that includes personalised in-home services, retirement living, and residential aged care.

No matter how someone's needs or circumstances change, we provide flexible support options to ensure they feel confident, cared for, and empowered at every stage.

Our **Home Care** services offer tailored clinical care, assistance with daily living, and support to help older people maintain their independence, whether they live in their own home or within a supported living community. We're committed to helping people live life on their terms, with care that reflects their goals and preferences.

We proudly operate **retirement villages** and aged care residences across Queensland and in select locations in Victoria, designed to foster connection, comfort, and community. Our retirement villages offer a safe, maintenance-free lifestyle where older Australians can enjoy social engagement and peace of mind.

When more support is needed, our **aged care residences** provide permanent and respite care, memory and cognitive support, and end-of-life care—delivered with compassion and complemented by holistic lifestyle programs that bring purpose, meaning, and connection.

We take pride in creating welcoming environments through our commitment to quality care, well-maintained surroundings, and a team that truly cares.

For more information, visit our website **cofc.com.au**

Our valued partners

Churches of Christ Care recognises the significant support and contribution from the Australian Government, state governments, local councils and philanthropic agencies. Without their ongoing financial contributions and support, Churches of Christ would not be able to continue to provide essential services to so many people and communities in need throughout urban, rural and remote Queensland and Victoria.

Welcome to Churches of Christ

Welcome, and thank you for being part of our extended Aged Care Community. At Churches of Christ, we are committed to providing safe, respectful, and high-quality care that supports the wellbeing and independence of older people. We value the important role you play as an Associated Provider in helping us deliver services that make a real difference in people's lives.

Purpose of this Handbook

This handbook is designed to help you understand your obligations as an Associated Provider under the new Aged Care Act 2024. This handbook provides clear operational instructions, compliance requirements, and minimum standards for Associated Providers. It will support you in understanding your responsibilities, including when delivering services in alignment with the updated legislation.

By following the guidance in this handbook, you will help ensure that:

- Older people receive safe, high-quality care.
- Your services meet legal and regulatory requirements.
- You work effectively with Churches of Christ in Queensland.

We appreciate your partnership and look forward to working together to deliver care that upholds the rights, dignity, and wellbeing of every older person we support.

About the Aged Care Act 2024

The Aged Care Act 2024 establishes a rights-based, legally enforceable system. All aged care services must now be delivered in a way that protects the rights, safety and wellbeing of older people.

Key Obligations for Associated Providers

Requirement	Operational Expectation
Statement of Rights	Uphold dignity, safety, choice and independence in every interaction
Code of Conduct	Maintain professional, safe and respectful behaviour
Quality Standards	Deliver safe, effective and person-centred services
SIRS	Report incidents immediately and cooperate with investigations
Record Keeping	Maintain accurate records for minimum 7 years

Compliance Consequences

Failure to meet these requirements may result in:

- Immediate removal from service delivery
- Suspension or termination of agreement
- Regulatory investigation or enforcement action

Your Role as an Associated Provider

As an Associated Provider, you are not directly registered with the Aged Care Quality and Safety Commission, but you play a critical role in delivering care.

Under the new regulatory model, you are expected to:

- Comply with the Statement of Rights.
- Deliver services in alignment with the Strengthened Quality Standards.
- Support registered providers in meeting their obligations under the Act.
- Ensure your workers meet the required Code of Conduct, screening, and capability standards.

What is an Associated Provider?

Under the Aged Care Act 2024, an Associated Provider refers to an organisation or individual that delivers aged care services on behalf of a registered provider but is not themselves registered with the Aged Care Quality and Safety Commission.

Who is an Associated Provider?

An Associated Provider is:

- Engaged by a registered provider to deliver aged care services.
- Not directly registered under the Act, but still subject to obligations through their relationship with the registered provider.

This can include:

- Allied health providers
- Maintenance or home support services (e.g. gardening, cleaning)
- Nursing or care agencies
- Other contracted service providers delivering funded aged care services

Why are Associated Providers Important?

The new regulatory model recognises that many aged care services are delivered through subcontracting or partnership arrangements. Associated Providers play a key role in service delivery, especially in home and community settings.

This means:

- You are now formally recognised in legislation
- You are part of the regulated aged care system
- Your services must meet the same quality, safety and rights-based expectations as registered providers

What Obligations Apply?

While the registered provider holds formal accountability, the Associated Provider must:

- Deliver services in alignment with the Statement of Rights and Principles.
- Comply with the Code of Conduct for Aged Care.
- Ensure their workers meet screening and capability requirements.
- Support the registered provider in meeting the Aged Care Quality Standards.

Regulatory Oversight

The Aged Care Quality and Safety Commission can take action against registered providers if services delivered by Associated Providers do not meet required standards. This means registered providers must ensure their associated providers are compliant, capable, and aligned with the Act's expectations.

Statement of Rights

The Statement of Rights is a key component of the Aged Care Act 2024. It outlines the rights that every older person has when accessing aged care services, ensuring they are treated fairly, with respect, and empowered to make choices about their own lives.

As an Associated Provider delivering services on behalf of Churches of Christ, you and your staff are required to act in alignment with the Statement of Rights in all aspects of care delivery.

The Statement of Rights under the new Act outlines what every older person can expect when receiving care.

This includes the right to:

- Make decisions about their care and how they live.
- Be treated with dignity and respect.
- Feel safe and free from abuse or neglect.
- Get the care they need when they need it.
- Stay connected to their family, friends, pets, and community.
- Have their culture, language and beliefs respected.
- Get clear information about their care and costs.
- Speak up and make complaints without fear.

As an Associated Provider you must:

- Ensure all staff delivering services are aware of the Statement of Rights.
- Provide training to support staff in understanding the rights concepts and maintain records of completed training.
- Report any concerns or breaches of the Statement of Rights to Churches of Christ immediately.

Aged Care Code of Conduct

The Aged Care Code of Conduct outlines the expected standards of behaviour for everyone working in aged care, including associated providers, registered providers, paid staff, volunteers, and board members. The Code extends to all Associated Providers and their personnel.

Its purpose is to ensure that people receiving aged care services are always treated with dignity, respect, and compassion.

All Associated Providers and their personnel must adhere to the Code of Conduct, which requires you to:

- Act with respect for people's rights to freedom of expression, self determination and decision making in accordance with applicable laws and conventions.
- Act in a way that treats people with dignity and respect and values their diversity.
- Respect the privacy of individuals.
- Provides care, supports and services in a safe and competent manner, with care and skill.
- Act with integrity, honesty, and transparency.
- Promptly raise and act on concerns about matters that may impact the quality and safety of care, supports, and services.
- Provide care, supports and services free from all forms of violence, discrimination, exploitation, neglect, abuse and sexual misconduct.
- Take all reasonable steps to prevent and respond to all forms of violence, discrimination, exploitation, neglect and abuse and sexual misconduct.

Breaches of the Code of Conduct may result in disciplinary action or disqualification from working in aged care.

As an Associated Provider you must:

- Ensure all staff delivering services are aware of the Code of Conduct.
- Provide training to support staff in understanding the Code of Conduct and maintain records of completed training.
- Report any concerns or breaches of the Code of Conduct to Churches of Christ immediately.

The Strengthened Aged Care Quality Standards

The Strengthened Aged Care Quality Standards set out what high-quality aged care looks like in Australia. These standards ensure that older people consistently receive safe, high-quality care and services, regardless of where they live or the type of care they need.

The new standards focus on:

- Dignity – treating people with respect.
- Choice – supporting people to make their own decisions.
- Wellbeing - helping people stay healthy, happy, and connected.

The updated Quality Standards are outcomes-focused and include:

- The person
- The organisation
- The care and Services
- The environment
- Clinical Care
- Food and Nutrition
- The residential community

As a registered provider Standards 1-7 apply to all funded services we deliver. As an Associated Provider for Churches of Christ, it is essential that the services you deliver are aligned with these strengthened Quality Standards.

As an Associated Provider, you must:

- Ensure that services are delivered in alignment with the Strengthened Quality Standards.
- Ensure all staff are aware of and understand the Strengthened Quality Standards.
- Provide training to support staff understanding, the Strengthened Quality Standards and maintain records of completed training.
- Report any concerns or breaches of the Quality Standards to Churches of Christ immediately.

Whistleblower Protections

Stronger protections for whistleblowers were introduced by the Aged Care Act 2024. These changes are designed to foster a culture of transparency, safety, and accountability across the aged care sector.

A whistleblower disclosure is a report about a serious misconduct or wrongdoing that affects the safety, wellbeing, or rights of residents, staff, or the community. This includes:

- Abuse, neglect, or mistreatment of older people.
- Unsafe or poor-quality care
- Bully, harassment, or discrimination.
- Breaches of privacy or rights
- Fraud, theft, or misuse of funds
- Misconduct by staff, volunteers, or providers

Disclosure is encouraged where there are reasonable grounds to suspect misconduct or wrongdoing in the organisation.

Under the Aged Care Act:

[Contraventions of the Aged Care Act](#) – including any conduct that may breach the rights and safety of individuals receiving funded aged care services.

A whistleblower may also choose to have a disclosure managed as a complaint or feedback under the Aged Care Act. [However, this election means additional protections from section 548 of The Aged Care Act \(civil, criminal, or administrative liability\) will not apply.](#)

How the New Protections Work

Under the new Act:

- You can report concerns anonymously.
- You are protected from victimisation and discrimination.
- Your identity is protected unless you consent to disclosure or it is legally required.

Whistleblower protection does not extend to any liability for the whistleblower's misconduct that might be revealed by the disclosure.

Who can you report to?

You can make a whistleblower disclosure verbally or written to:

- The Aged Care Quality and Safety Commission.

- The Department of Health, Disability and Ageing.
- A registered provider or Responsible Person.
- Another Aged Care Worker.
- A Police Officer.
- An independent aged care advocate.
- *Stopline* – Churches of Christ's independent whistleblower service.

Churches of Christ have partnered with STOPLINE an independent and confidential whistleblower service. Anyone can report concerns anonymously and securely through:

Online Form: <https://cofc.stoplinereport.com/>

Phone: 1300 30 45 50

Email: makeareport@stopline.com.au

Post: Churches of Christ in Queensland, c/o Stopline, PO Box 403, Diamond Creek, Vic 3089

National Relay Service: accesshub.gov.au/about-the-nrs

Make a report via your smartphone:



Associated Providers and their personnel have a responsibility to:

- Raise concerns to Churches of Christ about misconduct, abuse, neglect, unsafe practice, or breaches of care.
- Protect individuals who make a disclosure under whistleblower provisions, in accordance with the Act.
- Ensure concerns are raised without fear of retaliation, dismissal, or other negative consequences.
- Make reports in good faith and through appropriate channels.

Churches of Christ is committed to creating a safe environment where everyone feels confident to speak up. Concerns can be reported confidentially under the whistleblower framework, and all reports are taken seriously. Even if a concern is later found to be unfounded, protections still apply, provided the report was made honestly and with a genuine belief that something was wrong.

Incidents and Serious Incident Reporting Scheme

The Serious Incident Response Scheme (SIRS) is a national initiative designed to protect older people receiving aged care. It ensures that serious incidents - such as abuse, neglect, or harm - are reported promptly and managed appropriately.

SIRS applies to all government-funded aged care services, including residential aged care and home care. It is overseen by the Aged Care Quality and Safety Commission.

What is a serious incident?

A serious incident is any event that puts an older person's safety, health or wellbeing at risk.

Examples include:

- Unreasonable use of force.
- Unlawful sexual contact or inappropriate sexual behaviour.
- Neglect.
- Psychological or emotional abuse.
- Unexpected death.
- Theft or financial coercion by staff.
- Inappropriate use of restrictive practices.
- Unexplained absence from care (Missing Person).

Reporting serious incidents is a critical obligation under both the Churches of Christ Associated Provider Agreement and the Aged Care Act. Providers and Associated Providers must ensure that incident reporting is clear, timely, and transparent.

As an Associated Provider, you must:

- Report all serious incidents through the appropriate channels.
- Cooperate fully with any investigations.
- Provide all requested information to Churches of Christ or relevant regulatory authorities.

Effective incident reporting helps safeguard the wellbeing of older people and supports a culture of accountability and continuous improvement across aged care services.

Record Keeping and Audits

Good record keeping is essential to delivering safe, high-quality, and accountable aged care services. It provides a clear account of how care is delivered, supports transparency, and helps track progress over time.

Under the Aged Care Act 2024, all providers - including Associated Providers - are legally required to maintain accurate and complete records to meet both compliance and quality standards.

As an Associated Provider, you must:

- Maintain accurate records of:
 - Care provided to older people.
 - Staff training and qualifications.
 - Police checks and insurance documentation.
 - Incident reports, complaints and how they were managed.
- Retain records for a minimum of **seven years** to support audits, reviews, and investigations.
- Ensure all records are stored securely and are accessible when required.
- Comply with privacy and confidentiality requirements:
 - Personal information must be stored securely.
 - Information must only be shared when permitted by law.

Participation in Audits and Reviews

Associated Providers must also participate in audits, investigations, and reviews by:

- Providing records or reports requested by Churches of Christ, the Department of Health, the Aged Care Quality and Safety Commission, or other relevant authorities.
- Cooperating fully during both scheduled and unscheduled audits.
- Responding promptly to any requests for information or clarification.

Failure to maintain adequate records or respond to audit requests may result in contract suspension or termination.

Worker Screening

Worker screening is an essential safeguard to ensure that individuals working in aged care are safe, suitable, and qualified to support older people. It helps protect the wellbeing and safety of those receiving care.

Under the Aged Care Act 2024, all workers - including those engaged by Associated Providers - must meet worker screening requirements before delivering services.

As an Associated Provider, you must:

Ensure that all workers you engage meet the screening requirements, including:

- **National Police Check** – Each worker must hold a current police clearance, dated within the last three years.
- **Aged Care Worker Screening Check** – Where applicable, workers must have successfully completed the relevant screening process.
- **Banning Order Check** - Confirm that workers are not subject to any banning orders under aged care legislation.
- **Qualifications** – Ensure workers hold appropriate qualifications for the services they provide.
- **Record Keeping** – Maintain up-to-date records of all checks and qualifications for each worker.

Failure to meet these requirements may result in contract suspension or termination.

How we request work from you

Services provided to our clients by you are requested via a Work Order Request Form which is always sent to you by email. If the work cannot be completed in the agreed time frames, contact us as soon as you receive the Work Order Request Form so we can reallocate the work.

General Response Time Frames

Emergency Repair – 1 hour response

A fault or damage that could lead to death or injury of persons, or serious damage to the property.

For example:

- Fire;
- gas leaks;

- exposed live electrical wires;
- burst pipes within the building.

Our expectation is the primary objective when responding to an emergency repair is to make the situation safe and to specify works required for rectification.

Urgent Repair – 4-hour response

A fault or damage that endangers health and safety or could result in extensive damage to the property.

For example:

- building is insecure after forced entry;
- complete lighting or power outage (not a network fault);
- serious water penetration;
- serious storm damage;
- burst water pipes outside the building;
- fully blocked sewerage (health hazard);
- blocked or overflowing toilet;
- structural damage endangering the occupants;
- seniors or vulnerable tenants being locked out of their home.

Priority Repairs – 24-hour response

A fault or damage that causes serious inconvenience to the tenant.

For example:

- partially blocked drains (minor, no health hazard);
- toilet cistern not working or overflowing;
- unsecured external doors and windows;
- unsecured yard (fence damage greater than 125 mm wide);
- full stove not working (where no other cooking facilities exist);
- no hot water;
- multiple lights or power points not working;
- smoke alarm not working;
- security lights not working.

Vacate Repairs – 7-day response

Repairs required after a property has become vacant.

Routine Repairs – 14-day response

Maintenance that does not prevent regular use of the property.

For example:

- slow dripping taps;

- stove partially faulty;
- water hammer;
- doors jamming;
- leaking gutters or downpipes;
- single power and lights not working.

Community Care and Retirement Village Response Timeframes

Services provided to our clients by you are requested via a Service Request Form which is always sent to you by email. You must contact the client as soon as possible to arrange a time to complete the work. If the work cannot be completed in the agreed time frames, contact us as soon as you receive the Service Request Form so we can reallocate the work.

Please see the agreed timeframes below:

- High priority – up to five (5) working days
- Medium priority – up to ten (10) working days
- Low priority – up to twenty (20) working days

Quotes

You may be requested to provide quotes for some jobs.

Preferred Supplier List

Our service does not favour any one subcontractor except where geographic restrictions make this unavoidable. Our service cannot guarantee the volume of work allocated to any subcontractor. Clients are encouraged to select a Preferred Supplier (subcontractor) and have the right to refuse the use of a particular subcontractor.

Feedback

The services provided to clients may be monitored by client satisfaction surveys, client feedback, physical inspections, compliance audits and annual reviews.

We welcome your feedback on any issues related to our service. Whether you have a compliment, complaint, or suggestion, we would like to know about it. Please feel free to visit our website to complete the Feedback Form at www.cofc.com.au/feedback

Conflict of interest

We need to acknowledge and manage any potential or perceived conflicts of interest. Please inform us if you become aware of a potential or perceived conflict of interest. A conflict of interest declaration form must then be completed by all parties involved.

Client Considerations

It is important to remember that some clients can be unpredictable and through their actions can cause a safety risk. Always be aware of the presence of clients. The Care Partner will inform you of any circumstances where a client may have a disability or disorder which may affect their communication or actions. Please advise our Care Partner if you have concerns as a member of our team may be arranged to accompany you.

Harassment and inappropriate language

All forms of harassment or discrimination are unacceptable and unlawful. Churches of Christ has a responsibility to ensure discrimination does not occur in our working relationships.

Privacy

Please respect the right to privacy of all clients. Should you obtain confidential or personal information defined by law with respect to the clients or business of our service, such information may only be used to facilitate the provision of your services and must not be disclosed to third parties unless consent in writing has been obtained or as otherwise required by law.

What to do if a client does not respond when you arrive for a pre-arranged visit

We have a duty of care to our clients, so if there is no response when you arrive for a pre-arranged visit, please take the following action:

- Check the surrounds of the home
- Phone the client
- Call the office; our team will continue to make contact

- Leave a calling card; this asks the client to phone us when they return home

We will let you know when to recontact the client to arrange another appointment.

Work Health and Safety

At Churches of Christ, we have many and varied contractors that attend our work sites. You must consider safety via completing a risk management including implementing all controls necessary to carry out the task safely and not affect the health and safety of others during the process.

Your safety, and that of others you interact with, or may be affected by your operations, are important to Churches of Christ. Compliance with all laws and the contract or service agreement is mandatory.

All contractors are required to complete an induction with the service and provide required licences, certificates and insurance information (Workers Compensation Policy Number and Public Liability Policy Number)

Where work is identified to be high risk work e.g. working at heights above 2 meters, a completed Safe Work Method Statement (SWMS) or Job Safety Analysis (JSA) must be provided to the service prior to commencement of work.

You must consult with all workers, including all other contractors within the vicinity of the work being undertaken, to ensure that when work overlaps with other activities, adequate controls associated with any hazards or risks can be implemented.

In the event of an emergency (ambulance, police or fire service requirement), dial 112 or 000 from a mobile phone or (0) 000 from a Churches of Christ landline.

In the event of an evacuation alarm being activated, all workers must make safe their equipment, evacuate the area immediately and follow the directions of Churches of Christ emergency control members.

You must report these emergencies, or any incidents, injuries, damage to property and unresolved hazards immediately to the Care Partner as this will assist in incident prevention and hazard reduction activities.

Supply your own first aid equipment and carry an appropriately stocked first aid kit. Any hot work undertaken would also require a Dry Chemical Fire Extinguisher.

Dogs and children are not permitted to be brought on site during completion of jobs.

Apprentices must hold all necessary documentation. When working on site apprentices must have adequate supervision and sufficient training to carry out the tasks in question.

You must not perform work while under the influence of illicit drugs or alcohol. Where illicit drugs are involved or suspected then police will be informed. Churches of Christ do not condone the possession, consumption or administration of alcohol during any work tasks.

Churches of Christ may instruct a contractor to cease work until the situation has been rectified and the work area and/or procedures are considered safe.

Invoicing Requirements Documentation

As an Associated Provider, you must submit invoices that are:

- Fully itemised, showing a breakdown of services delivered.
- Aligned with approved service agreements, including service types, dates, and durations.
- Compliant with pricing schedules under the Support at Home program or other relevant funding arrangements.

How to Invoice Churches of Christ

To ensure timely payment and compliance, Associated Providers must follow these invoicing requirements:

Submission Timeframe

- A tax invoice must be submitted within 14 working days of the service being completed.
- Delays may affect payment processing and compliance status and may result in non-payment.

Invoice Requirements

Each invoice must include:

- Your ABN and business contact details
- Churches of Christ provider details

- Participant details as listed on the Service Job Request (including participant name)
- Date of service
- Detailed description of services provided
- Breakdown of total costs, including materials, travel, and other expenses
- Hourly rate must reflect the full cost of service delivery (including labour, administration, report writing, transport, etc.)
- Exact service duration (e.g., 60 minutes)
- RE code as specified on the Service Job Request
- GST amount, if applicable

Important: A separate invoice must be submitted for each individual service.

Invoices must not combine multiple services across a month or unrelated service requests.

Supporting Documentation

Invoices must be accompanied by:

- A valid Work Order or Purchase Order ID
- Service delivery records (e.g., visit logs, care notes, reports) - these may be provided directly to the participant's Care Partner or Care Manager
- Evidence of participant consent or service authorisation
- Any required compliance documentation (e.g., worker screening, insurance)

Important Notes

Invoices must reflect actual services delivered. Overcharging, duplicate billing, or billing for undelivered services may result in:

- Contract suspension or termination
- Regulatory action under the Aged Care Act

You must invoice the client directly for any labour or materials not subsidised under the Service Request Form.

Submission Method

- All invoices must be submitted to: apinvoices@cofcqld.com.au
- Invoices submitted via other methods will not be paid.

Sample Invoice

Associated Provider Podiatry
Level 1, 22 Careview Crescent,
Brisbane QLD 4000

Tax Invoice #00000
Issue date
01/11/2025

Associated Provider Podiatry

ABN 12 345 678 910
Dr Lead Podiatrist

E admin@associated_podiatry.com
P (07) 1234 5678

BILL TO

Churches of Christ in
Queensland – Home Care
apinvoices@cofclq.com.au
P (insert local service no.)
41 Brookfield Road,
Kenmore Q 4069

DETAILS

**Participant name &
details:**

Purchase Order no.

RE code:

PAYMENT DETAILS

Payment Method: Bank
Transfer
Bank:
BSB:
Account no.

DETAILS:

Date of service

ITEM / SERVICE	QTY	RATE	AMOUNT
Item / service name	0	\$0.00	\$0.00
- Detailed description of services provided	1	\$95.00	\$95.00
- Breakdown of total costs, including materials, travel, and other expenses			
- Exact service duration (e.g. 60 minutes)	30mins		

Subtotal	\$0.00
GST	\$0.00
TOTAL DUE	\$0.00

Ongoing Support

Churches of Christ sincerely thanks you and your team for your continued dedication and service. Your work plays an important role in supporting the safety, wellbeing, and

independence of the older people in our care. We truly value your commitment and the positive impact you make every day.

If you require further clarification or support, please do not hesitate to contact Churches of Christ contracts team – contracts@cofcqld.com.au. We are here to assist you in delivering safe, quality, and compliant care.

Thank you for your continued partnership with Churches of Christ.

Useful Links

Aged care Quality and Safety Commission Website

[Homepage | Aged Care Quality and Safety Commission](#)

Aged Care Act 2024

[Aged Care Act 2024 - Federal Register of Legislation](#)

The Aged Care Rules

[Final draft of the new Aged Care Rules | Australian Government Department of Health, Disability and Ageing](#)

Department of Health fact sheet Statement of Rights

[A new Aged Care Act for the rights of older people | Australian Government Department of Health, Disability and Ageing](#)

Strengthened Aged Care Quality Standards

[Strengthened Quality Standards | Aged Care Quality and Safety Commission](#)

Aged Care Code of Conduct

[Code of Conduct for Aged Care - A fact sheet for aged care providers](#)

[Code of Conduct for Aged Care - A fact sheet for aged care workers](#)

Whistleblower Protections

[Department of Health, Disability and Ageing - About the new rights-based Aged Care Act - Protection for whistleblowers](#)

[Australian Government Aged Care Quality and Safety Commission – Protections for whistleblowers](#)

Serious Incident Response Scheme

[The Serious Incident Response Scheme](#)

Work Screening

[Screening requirements for the aged care workforce](#)

[Worker screening | NDIS Quality and Safeguards Commission](#)

[Banning orders | Aged Care Quality and Safety Commission](#)