

Changes to provider governance

Last updated 20 December 2022

This fact sheet contains information about recent changes to governance responsibilities for approved providers, based on information provided by the Department of Health and Aged Care and the Aged Care Quality and Safety Commission. [Subscribe](#) to Carers NSW monthly eNews for regular updates on aged care reforms.

From **1 December 2022**, the Department of Health and Aged Care (DOHAC) has introduced new provider governance responsibilities to improve the quality and transparency of aged care services.

Why are these changes happening?

Changes are being made to the *Aged Care and Other Legislation Amendment (Royal Commission Response) Act* following a series of recommendations made by the [Royal Commission into Aged Care Quality and Safety](#).

New governance responsibilities have been introduced to ensure older Australians, their families and carers have better access to information about approved providers.

Who do these changes apply to?

Changes to provider governance responsibilities will apply to Australian Government-funded providers of residential aged care, in-home care and flexible care. New responsibilities **will not apply** to providers who operate under the [Commonwealth Home Support Programme](#) (CHSP) or [National Aboriginal and Torres Strait Islander Flexible Aged Care Program](#) (NATSIFACP).

What do these changes look like?

Reforms to provider governance responsibilities include changes to [membership of governing bodies](#), [advisory bodies](#), the [suitability of key personnel](#), [notifying the Aged Care Quality and Safety Commission of certain matters](#), [staff qualification and experience](#), [Provider's constitution](#) and [information about a provider's operations](#). More information on changes for each responsibility can be found on the Aged Care Quality and Safety Commission's [website](#).

How can providers include carers in these reforms?

Changes to provider governance responsibilities aim to improve the outcomes and experiences of aged care for older Australians, their families and carers. As many carers are often working closely with approved providers in the care and support of their ageing family member or friend, providers may wish to consider **including a family or friend carer on their consumer advisory body**.

Approved providers may also consider **embedding key principles of the *Carer Recognition Act (2010)* in their constitution and governance documents**, to ensure the role of family and friend carers as a partner in the care of the older person is respected and upheld. More information about the *Carer Recognition Act* and associated guidelines can be found on the Department of Social Services [website](#).

To find out more, or to get involved with aged care reforms, providers can visit the Aged Care Engagement Hub at <https://agedcareengagement.health.gov.au/>.