



Australian Government

Department of Health

Ageing and Aged Care Group

**Regulator Performance Framework
Self-Assessment Report 2017-18**

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Glossary

Acronyms	Description
ACAR	Aged Care Approvals Rounds
ACFI	Aged Care Funding Instrument
PBS	Portfolio Budget Statement
ROACA	Report on the Operation of the Aged Care Act 1997
RPF	Regulator Performance Framework
TCP	Transitional Care Programme

Introduction

The *Aged Care Act 1997* (the Act) and delegated legislation provides the framework for aged care providers and protection for people receiving aged care.

The legislative framework sets out the requirements to be an approved provider, for the allocation of aged care places and for the approval and classification of care recipients. It also provides for government subsidies and sets out the responsibilities of approved providers, including in relation to aged care quality and compliance.

The services administered under the Act include:

- the process for approving providers, allocating places, and approving and classifying care recipients;
- the subsidies to approved providers for providing care;
- the fees and payments providers can charge;
- the responsibilities of providers and protections for consumers; and
- grants including residential care grants (for capital works funding), advocacy grants and community visitor grants.

Each year the Minister for Aged Care is required by legislation to present a report to Parliament on the operation of the Act (*Report on the Operation of the Aged Care Act 1997* (ROACA)). ROACA is also published to enable data and information to be made publicly available on the activities undertaken by the department in funding and supporting quality aged care. This report is not intended to duplicate the reporting within ROACA.

Regulator Performance Framework

This report examines the way the Department of Health (the department) carried out its aged care regulatory functions from July 2017 to June 2018. It explains how we do what we do, and in this regard, self-assesses performance against six key performance indicators (KPIs) drawn from the Australian Government's *Regulator Performance Framework (the RPF)*.

The RPF was introduced in October 2014 to improve regulatory performance. The Ageing and Aged Care Group is one of eight Health Portfolio regulators required to measure its performance against the six KPIs in the RPF.

This is the third year the Ageing and Aged Care Group has self-assessed its performance as a regulator using the metrics agreed on in 2015-16 by the Minister for Health and Aged Care. It is noted that the KPIs and associated metrics focus on assessing the processes that contribute to regulator performance, that is: reducing regulatory burden, communications, risk-based and proportionate approaches, efficient and coordinated monitoring, transparency, and continuous improvement.

During this 2017-18 self-assessment period, the aged care regulatory arrangements have undergone significant review and change. In particular, unannounced reaccreditation audits for residential aged care services were introduced in response to the 2017 Review of National Aged Care Quality Regulatory Processes conducted by Ms Kate Carnell AO and Professor Ron Paterson ONZM (the Carnell-Paterson Review). The 2018-19 Budget also included measures in response to this review as part of the *More Choices for a Longer Life Package*, notably, a commitment to establish a new Aged Care Quality and Safety Commission, which commenced operations on 1 January 2019.

The results of this self-assessment have been validated by the Aged Care Sector Committee as the approved stakeholder consultation mechanism, and approved by the Secretary of the department as the Accountable Authority under the *Public Governance, Performance and Accountability Act 2013*.

In addition, this report is provided in the context of the Royal Commission into Aged Care Quality and Safety which was established on 8 October 2018 and is considering impacts of regulatory performance on both providers and consumers of aged care services.

Regulation of aged care

The funding and regulation of aged care services is predominantly the role of the Australian Government although all three levels of government in Australia—local, state and federal—are involved. The introduction of the Act formalised the Australian Government's role in regulating the sector in 1997. The Act provides the framework for Commonwealth Government funded aged care providers, and protection for aged care recipients.

The Act provides the government with a range of regulatory powers to monitor approved providers and take compliance action if appropriate.

In order to receive Australian Government subsidised care, four key conditions must be met:

- the recipient must be assessed as eligible
- the care must be provided by a government approved provider
- the care must be provided through a government allocated place and
- the care must be of a specified quality.

During the self-assessment period (July 2017 to June 2018) the department worked in a complementary and cooperative way with our partner regulators, the former Aged Care Complaints Commissioner (Complaints Commissioner) and the former Australian Aged Care Quality Agency (Quality Agency)¹.

Impacts during Self-Assessment

Review of National Aged Care Quality Regulatory Processes

In May 2017, the Minister for Aged Care commissioned an independent review of aged care quality regulatory processes in response to the Oakden report², which detailed failures in the quality of care delivered at the Makk and McLeay wards of the Oakden Older Persons Mental Health Service in South Australia.

On 3 October 2017, the independent panel appointed to conduct the review, Ms Kate Carnell and Professor Ron Paterson, delivered their report to Government. On 25 October 2017, the Carnell-Paterson Review was publicly released. While the Review found that 'Commonwealth aged care regulatory processes work well in most cases' [covering letter to Minister] it recommended a number of improvements. In response, the Government:

- established a new independent Aged Care Quality and Safety Commission from 1 January 2019 (post reporting period update - now in operation)
- enhanced risk profiling of aged care providers to inform the frequency and rigour of visits to services and the rapid identification and rectification of failures by providers (post reporting period update – currently underway in 2018-19 financial year)
- is developing options, in consultation with the sector, for a Serious Incident Response Scheme (post reporting period update – currently underway in 2018-19 financial year)
- is developing a performance rating arrangement to be implemented against the new quality standards (post reporting period update – currently underway in 2018-19 financial year)
- is developing a user-friendly provider comparison tool on the My Aged Care Website (post reporting period update – currently underway in 2018-19 financial year)
- replaced announced re-accreditation audits with unannounced re-accreditation audits of residential aged care services. This came into effect through legislation and applied to all re-accreditation applications made from 1 July 2018.

Senate Inquiry - Effectiveness of the Aged Care Quality Assessment and Accreditation Framework for Protecting Residents from Abuse and Poor Practices, and ensuring proper clinical and medical care standards are maintained and practised

On 13 June 2017 an inquiry was referred by the Senate to the Senate Community Affairs Reference Committee in response to the reported incidents in the Makk and McLeay wards at the Older Persons Mental Health Service at Oakden in South Australia.

The initial report was due on 18 February 2018, however, the Senate granted an extension until 28 November 2018. The Committee subsequently called for further submissions by

¹ On 1 January 2019 the legislation establishing these bodies was repealed. The functions performed by these bodies are now performed by the Aged Care Quality and Safety Commission. The Commission will submit its own report against the RPF.

² *The Oakden Report - The report of the Oakden Review*, Groves A, Thomson D, McKellar D and Procter N. (2017) The Oakden Report. Adelaide, South Australia: SA Health, Department for Health and Ageing.

30 November 2018 and the Senate granted a further extension until 3 April 2019. Further details will be provided in the 2018-19 self-assessment report.

Aged Care Legislated Review (the Review)

As part of Government policy reforms in aged care regulation announced in 2012, provision for a comprehensive review was included in the *Aged Care (Living Longer Living Better) Act 2013* to assess the impact of the *Living Longer Living Better* changes.

The Review started on 22 September 2016 following the appointment of Mr David Tune AO and was tabled in Parliament on 14 September 2017. The Review contained 38 recommendations for future reform. The Government has responded to 18 recommendations and is progressing implementation accordingly. A further two recommendations which sought to significantly increase contributions made by senior Australians by including the full value of the home in the means test for residential care and by abolishing the annual and lifetime caps on means tested fees have been ruled out. Recommendations not responded to may be considered as part of future reforms.

Self-Assessment against Key Performance Indicators

Rating scale

The below rating scale has been used to assess the compliance activities across the six KPIs within this self-assessment report.

Met	Substantially met	Not met
Strong performance against <i>all</i> of the measures under the KPI	Strong performance against <i>most</i> of the measures under the KPI	Poor performance against <i>all</i> of the measures under the KPI

Overall Assessment

Using the above performance ratings, targets have been 'met' for five out of the six KPIs. One measure, KPI 5, is assessed as 'substantially met'.

2017-18 Performance Reporting

KPI 1 - Regulators do not unnecessarily impede the efficient operation of regulated entities	
Measures/Metrics	Evidence (Performance in 2017-18)
<p><i>Measure 1:1 We demonstrate and apply an understanding of the operating environment of providers of aged care.</i></p> <p><i>Measure 1.2: We engage stakeholders (including providers) in the development of options to reduce compliance costs.</i></p>	<p>The department has worked with the aged care sector to progressively implement significant reforms to the delivery of aged care.</p> <p>To support the public (including consumers and carers) and departmental staff to understand the impact of the aged care reforms on provider operating environments, the department conducted workshops, roadshows, technical reference groups, education and training (internal), presentations (internal), webinars, and information on the My Aged Care website and the internal intranet site.</p> <p>These activities enable the department to understand the operating environment of the sector. Further, they facilitate stakeholders' awareness and understanding of regulatory requirements and processes, which in turn reduces unintended non-compliance, and the associated regulatory burden.</p> <p>Aged Care Approvals Rounds (ACAR)</p> <p>The department consulted with industry, stakeholder groups, peak bodies and state and local government in considering improvements to the ACAR. It explored the Government's role in controlling the number and mix of places for residential care and home care, and tested the number and mix of available places.</p> <p>To allocate new residential aged care places, short-term restorative care places and residential aged care capital grants, the department sought applications to a competitive assessment process called the ACAR. Following each ACAR, learnings are analysed to improve or streamline the process for providers.</p> <p>Consultation</p> <p>The department consulted extensively with, and regularly sought input from, industry and peak provider and consumer bodies during reform processes. The department utilised the feedback received during these consultations to deliver the reforms in a manner that minimised the impact on providers and clients.</p> <p>Flexible Aged Care Services</p> <p>The department engaged with Transition Care Programme (TCP) and Short-Term Restorative Care Programme providers through bi-annual teleconferences to discuss program issues, proposed solutions to provider concerns and shared policy advice. In addition to this, in some jurisdictions there were face-to-face meetings which provided further opportunities to raise issues and provide feedback on processes and procedures.</p>
Self-assessed rating:	Met

KPI 2 - Communication with regulated entities is clear, targeted and effective

Measures/Metrics	Evidence (Performance in 2017-18)
<p><i>Measure 2.1: We provide guidance and information to providers that is up to date, clear, accessible and concise through appropriate media.</i></p> <p><i>Measure 2.2: We are open and transparent in our dealings with providers to ensure regulatory functions are clearly explained and offers providers information that supports them in complying with the Aged Care Act 1997.</i></p>	<p>The department provided information, tools and resources to support aged care providers to understand their legislated responsibilities, particularly new reforms impacting on how they provide care and services. We published guidelines, fact sheets, videos and other resources for aged care service providers. All published materials meet accessibility guidelines, or have appropriate exemptions applied.</p> <p>Prudential compliance</p> <p>We continued to provide guidance to providers to assist with compliance. In 2017-18 the department commenced a program of Prudential Reviews with residential aged care providers. Through this program the department engaged with approved providers to identify, manage and educate individual providers and the industry about the prudential regulatory requirements.</p> <p>Participation in the program was voluntary and allowed the department to gain an understanding of the effectiveness of the prudential regulatory RPF. This program simplified the process for resolving issues and cut down time taken to address issues.</p> <p>Provider responsibilities</p> <p>We continued to publish guidelines to assist providers with application processes and to understand the regulatory RPF e.g. Short - Term Restorative Care booklet and FAQs, Aged Care Funding Instrument (ACFI) User Guide. The Aged Care Financial Report Guide is updated annually.</p> <p>The department delivered targeted information, statistics and education about provider responsibilities using a variety of media appropriate to the message and audience. This included, e.g. webinars, electronic newsletters, and bulk messaging as needed.</p> <p>Allocation of places</p> <p>The department published comprehensive guidance for applicants in each ACAR, including demographic planning data and heat maps highlighting the areas of need for new aged care places within Australia. For probity and fairness published information ensured that all applicants had access to the same information during the application process.</p> <p>Communication with providers</p> <p>Aged care information was distributed to providers through an Aged Care Industry Newsletter emailed fortnightly and a short message subscription service</p>

KPI 2 - Communication with regulated entities is clear, targeted and effective

Measures/Metrics	Evidence (Performance in 2017-18)
	<p>(known as BIDS) via email to ensure up to date information was available. Links to these messages, as well as policies and guidelines was made available on the department's website.</p> <p>Aged care providers have a responsibility to risk manage for any emergency event that may occur. In this context emergency events are deemed to be natural disaster events rather than a communicable disease outbreak. In Australia these events are more likely to occur in summer, when Australia's temperatures reach extremes and the risk of cyclones, bushfire and storm events are more likely to occur.</p> <p>Information on risk management for emergency events was previously sent out yearly, before the high risk season, through a letter to providers registered for the department's e-newsletter. This process was reviewed in this assessment period and the information is now made available all year round through the department's website, with reminders sent to providers to periodically review this information.</p>
Self-assessed rating:	Met

KPI 3 - Actions undertaken by regulators are proportionate to the regulatory risk being managed

Measures/Metrics	Evidence (Performance in 2017-18)
<p><i>Measure 3.1: We apply a risk-based proportionate approach to compliance obligations, engagement and regulatory enforcement actions</i></p> <p><i>Measure 3.2: Our approach to assessing regulatory risk is regularly reviewed. Strategies, activities and enforcement actions are amended to reflect changing priorities that result from new and evolving regulatory issues</i></p>	<p>The aged care legislative framework is underpinned by a national policy to manage responses to non-compliance. This provides for a graduated response proportionate to the circumstances of the case, and is explained to providers in our 'Aged Care Compliance Policy Statement 2015-17'. In 2016-17 we identified managing regulatory risk as a high priority, and it remained a priority in 2017-18.</p> <p>ACFI</p> <p>The ACFI is a resource allocation instrument that assesses core care needs as a basis for allocating funding.</p> <p>The approach for regulatory risk in the ACFI Program is re-evaluated regularly. Improvement strategies are tested with providers through:</p> <ul style="list-style-type: none"> • trialling different review modalities e.g. desk reviews and single domain reviews • ensuring greater national consistency of site visits to minimise time impost on providers. <p>Changes implemented in 2017-18 resulted in fewer ACFI reviews being undertaken but with a significantly increased downgrade rate. In 2016-17, there were 10,318 reviews of ACFI claims resulting in a downgrade rate of 25.8 per cent. In 2017-18, 6,634 reviews were undertaken with a downgrade rate of 34.5 per cent.</p> <p>ACAR</p> <p>A risk assessment was conducted on each ACAR, aligned to the department's risk framework and all identified risks managed by the ACAR Project Board. Guidance was provided to ACAR officers about contact with providers, conflict of interest, completing assessments and making recommendations. Officers followed quality assurance parameters set by the terms of reference of the ACAR planning process. At least one quality review was undertaken before each decision was finalised.</p> <p>Decisions relating to allocation of places are managed in line with the Act. Specific policies and procedures have been developed to minimise risk and support appropriate adherence to regulation. These processes extend to internal quality assurance of decisions and external mechanisms for review of decisions.</p> <p>Training</p> <p>2017-18 saw the implementation of a training package 'Risk in Aged Care' for staff in compliance roles. The new training package aligned our approach to assessing</p>

KPI 3 - Actions undertaken by regulators are proportionate to the regulatory risk being managed	
Measures/Metrics	Evidence (Performance in 2017-18)
	<p>regulatory risk with current international best practice. The training also complemented the compliance and compulsory reporting programs that were re-profiled (i.e. delivery was centralised from a multiple location approach). The training improved our approach to our compliance obligations, engagement and regulatory enforcement actions.</p> <p>Quality</p> <p>The TCP Guidelines included a Quality Assurance Framework which dealt with internal and external complaints processes, and a Quality Improvement Framework. Consistent with the Guidelines, the relevant complaints bodies are the state and territory complaints bodies.</p>
Self-assessed rating:	Met

KPI 4 - Compliance and monitoring approaches are streamlined and co-ordinated	
Measures/Metrics	Evidence (Performance in 2017-18)
<p><i>Measure 4.1: The department only requests information when required by aged care legislation and in other circumstances when it is necessary for the department to make evidence based decisions.</i></p> <p><i>Measure 4.2: The department conducts compliance activities in a coordinated, predictable and streamlined manner which is understood by approved providers.</i></p>	<p>The department worked in a complementary and co-operative way with our partner regulators.</p> <p>Communication with providers</p> <p>The department sought information from providers on a range of matters only when necessary for the purposes of the legislation, and afforded providers the opportunity to respond to the concerns identified. Statutory powers were used to gather information only when the department had a genuine need to investigate provider compliance.</p> <p>A streamlined approach was applied to the process of transferring allocations of places and harnessing internal information to make decisions, where it is available, in preference to seeking it from providers. Information was only sought on applications where it supported departmental decision making.</p> <p>Communication with other aged care regulatory agencies</p> <p>The improved information sharing processes with the Complaints Commissioner and Quality Agency (implemented in 2016-17) includes regular interagency case management meetings when issues arise.</p> <p>In addition, regular meetings over the assessment period between the department and the then Complaints Commissioner, and the department and the then Quality Agency has offered the opportunity to provide updates on regulatory activity for senior executive and operational staff. Taking this collaborative approach has helped all parties to conduct compliance activities in a coordinated and streamlined manner.</p> <p>Non-compliance and complaints</p> <p>The department made a large number of referrals to the Quality Agency that assisted targeted monitoring activity. When serious non-compliance was identified, the department and the Quality Agency acted in accordance with their regulatory functions and assisted an approved provider to return to compliance with statutory requirements as quickly as possible. By doing this, the risk to the care and safety of older Australians in aged care is mitigated quickly or further action is taken as a matter of priority.</p> <p>A case management approach was the methodology applied by the three parties who were involved in the complaints process, i.e. Complaints Commissioner, the department and the Quality Agency. This approach responded to the risk level and the potential harm to care recipients.</p>
Self-assessed rating:	Met

KPI 5 - Regulators are open and transparent in their dealings with regulated entities

Measures/Metrics	Evidence (Performance in 2017-18)
<p><i>Measure 5.1: Our decisions and advice to providers is provided in a timely manner, clearly articulating expectations and the underlying reasons for decisions.</i></p> <p><i>Measure 5.2: Our performance measurement results are published in a timely manner to ensure accountability to the public.</i></p>	<p>The department made decisions on a wide range of matters including meeting responsibilities relating to quality of care; entry to the Commonwealth-funded industry; allocation and transfer of places; claiming subsidies; ACFI reviews; meeting prudential standards; security of tenure; and revoking approved provider status under the Act.</p> <p>Decision making</p> <p>Each decision made has followed an established process to review, check and monitor the quality of the decision made and to ensure decisions were carried out in accordance with statutory requirements. We adhere to the principles of good decision-making, including drawing on the expertise of quality reviewers and internal legal services. Providers affected by a decision were given a formal 'notice of decision' and were directly contacted by the department.</p> <p>Timelines for decision processes by the department are generally set in legislation. Where timeframes are not set in legislation for the department to make a decision on provider non-compliance we published timeframes established under policy settings.</p> <p>Aged Care Funding Instrument</p> <p>The department's approach to the ACFI compliance monitoring, known as the ACFI review process, was reviewed by Ernst and Young to update the approach being taken to ensure it is consistently applied and in line with best practice.</p> <p>ACFI data and information about the expected and actual performance of the regulatory program is released annually.</p> <p>Approval of providers</p> <p>On 1 July 2018, the department released a new application form and guidance material to assist applicants understand the statutory requirements of becoming an approved provider of Home Care. This was in response to the growth of the sector during 2017-18, and a corresponding drop in meeting targets for processing new approved provider applications.</p> <p>The number of Home Care provider applications received by the department increased by 140 per cent on previous years which exceeded both the number anticipated and resourced. This growth was characterised by a very high proportion of first-time applicants with limited to no experience and/or understanding of the statutory requirements of becoming an approved provider of aged care. This in turn reduced the quality and completeness of applications, making processing and assessment more complex and time consuming. The</p>

KPI 5 - Regulators are open and transparent in their dealings with regulated entities	
Measures/Metrics	Evidence (Performance in 2017-18)
	<p>department also implemented more stringent management of the application process during the year.</p> <p>The combination of these factors resulted in the department not meeting the legislated timeframes for finalising applications to become an approved provider in the 2017-18 reportable period, with 36 per cent of applications finalised within the statutory timeframe.</p> <p>Workforce planning is currently underway to better meet demand.</p> <p>Performance Reporting and Stakeholder Information</p> <p>Performance information is published in various forms. Accessible versions of reports are available on the Department’s website. Stakeholders were given detailed information about our dealings with providers through:</p> <ul style="list-style-type: none"> • Information available on the My Aged Care website in relation to compliance action taken by the department against providers of aged care. All sanctions were published on My Aged Care. • Allocations of places were published on the department’s website at the time ACAR outcomes were announced. • The Report on the Operation of the Aged Care Act included information about provider compliance with responsibilities, the imposition of sanctions, ACFI reconsideration decisions and information regarding the Accommodation Payment Guarantee Scheme. • The Portfolio Budget Statement (PBS) showed the proposed allocation of resources to government outcomes for the upcoming financial year. • The department’s Annual Report demonstrated our actual performance against the proposed aged care regulatory objectives and targets as published in the PBS. <p>Assessment rating</p> <p>While the aggregate of evidence against these measures substantiate achieving KPI 5, the unanticipated delays in processing provider applications indicate that there is room for improvement. As such, balancing the weight of the other evidence with this result, and considering the operating context, the overall assessment for KPI 5 is ‘Substantially Met’; defined as “Strong performance against <i>most</i> of the measures under the KPI”.</p>
Self-assessed rating:	Substantially Met

KPI 6 - Regulators actively contribute to the continuous improvement of regulatory frameworks	
Measures/Metrics	Evidence (Performance in 2017-18)
<p><i>Measure 6.1: We establish cooperative and collaborative relationships with providers to promote trust and improve the efficiency and effectiveness of the regulatory framework.</i></p> <p><i>Measure 6.2: We implement continuous improvement strategies across key compliance activities with providers.</i></p>	<p>Most ACFI reviews were undertaken as site visits at residential aged care facilities and included an exit interview with the approved provider's ACFI representatives. These interviews were part of the collaborative relationship with providers to promote confidence in the consistency of the regulatory framework. Feedback was incorporated into new system development and continuous improvement of the program such as updates to the ACFI User Guide.</p> <p>Prudential Compliance</p> <p>The department established strong relationships in prudential compliance through the development and implementation of the prudential review program.</p> <p>Through the prudential review program the department was able to work transparently with providers to demonstrate why prudential regulation is an integral part of the compliance framework. This has been acknowledged by providers during the site visits.</p> <p>Aged Care Approvals Rounds</p> <p>As a regulator, we actively considered the lessons learned from past regulatory action and the ACAR, and used this information to improve our internal processes.</p> <p>Each ACAR had a preceding planning phase involving consultation and the identification of opportunities to streamline processes.</p> <p>The department contributed to a number of reviews and inquiries on aged care regulation during this self-assessment period as outlined below.</p> <p>Completed</p> <ul style="list-style-type: none"> • Review of National Aged Care Quality Regulatory Process (Ms Carnell AO & Professor Paterson ONZM) • Aged Care Legislated Review (Mr Tune AO PSM) • House of Representatives Inquiry into the Quality of Care in Residential Aged Care Facilities in Australia • Senate Inquiry into the financial and tax practices of for-profit aged care providers. <p>Ongoing</p> <ul style="list-style-type: none"> • Senate Inquiry - effectiveness of the Aged Care Quality Assessment and accreditation framework for protecting residents from abuse and poor practices, and ensuring proper clinical and medical care standards are maintained and practised.
Self-assessed rating:	Met

Concluding remarks

This report evidences the department's consistent performance against the key performance indicators and measures of the RPF for 2017-18.

Lessons have been learned and applied through this self-assessment process to continue to support better quality of care for older Australians.

The department delivered improvements resulting from these lessons learned as identified in our 2016-17 self-assessment including:

- regular ongoing engagement with providers to understand their operating environment and co-design solutions that seek to increase the effectiveness of aged care programs
- provision of information for providers to support a clear understanding of their obligations. This information is regularly updated and distributed through a wide range of targeted media
- continued focus on ongoing improvements to aged care through the application of proportionate risk based responses to non-compliance, reviewing, testing and refining our approaches to compliance and enforcement activities to make efficient use of resources and minimise unnecessary burden on aged care providers
- collaboration with other agencies in a complementary and co-operative way to resolve issues promptly
- minimising unnecessary burden on service providers by requesting only that information required to achieve regulatory outcomes
- communication/provision of information about our decision making to those affected
- continuous improvements to our processes through participation in regular reviews both internal and independent.

The reforms to regulatory processes will continue to be a feature of aged care regulation in future reporting periods.

The Aged Care Quality and Safety Commission commenced operation on 1 January 2019 and the Government has indicated its intention to move the aged care compliance functions of the department to it on 1 January 2020. The Government is also continuing to implement the *More Choices for a Longer Life* package which foreshadows further areas of regulatory reform.

On 16 September 2018, the Government announced the Royal Commission into Aged Care Quality and Safety which will be reported on in future self-assessment report periods.