



Aged Care Quality and Safety Commission

Proportionate risk-based regulatory response to COVID-19

Lower-level

intervention

We will always act in the best interests of people who receive aged care services by:

- A. focusing our additional effort where it is needed most to ensure that aged care consumers are safe, by concentrating on services where we identify elevated risk to safe, quality care; and
- B. being flexible in considering adjustments to our routine regulatory activities and program so as to avoid putting untimely demands on providers; and
- C. supporting providers and fulfilling our duty of care to Commission staff.

Site visits based on assessed risk and circumstances of the provider to monitor compliance and assess readiness to respond, with consideration of enforcement regulatory action for any non-compliance

Risk-based contact for services identified as having elevated risk of non-compliance with infection prevention, control and management obligations, including under the Aged Care Quality Standards

- Monitor impacted services and provide information and advice in collaboration with health authorities
- Self-assessment tool online (to support providers to take action)
- Include risk screening question for regular program of assessment contacts (to review level of risk)
- Collaborate with health authorities to provide/link to information and guidance

