



Australian Government

Australian Aged Care Quality Agency

Information Sheet – Decision to re-accredit

1. Matters for improvement

If there are any matters in respect of which improvements must be made to improve the home's performance against the Accreditation Standards, they will be outlined in the reasons for decision.

2. Reconsideration

Under the Quality Agency Principles 2013 (Principles), you have the right to apply for reconsideration of the period of accreditation.

2.1 When to apply for reconsideration

If you wish to seek reconsideration of the period, you must apply in writing within 14 calendar days of being told about the decision.

You should apply using the application for reconsideration form including a statement of the grounds on which reconsideration is sought. The application is available from our [website](http://www.aacqa.gov.au) (www.aacqa.gov.au) or by calling the Assistant Director Regulatory Performance on 02 9633 1711.

2.2 Where to apply

Email: rfr@aacqa.gov.au

Mail: Director Regulatory Performance
Australian Aged Care Quality Agency
'Urgent – Request for reconsideration'
PO Box 773
Parramatta NSW 2124

Fax: 02 9633 2422

3. Review by the Administrative Appeals Tribunal

Under the Principles an application may be made to the Administrative Appeals Tribunal (AAT) for review of a reconsidered decision resulting in a decision to accredit the home. The AAT is a review authority that is independent of the Quality Agency.

More information about the Administrative Appeals Tribunal, how to apply for a review, timeframes and fees can be found at www.aat.gov.au.

4. Further information

Further information on reconsideration and review is available on our website, www.aacqa.gov.au. You can also contact the Assistant Director Regulatory Performance on 02 9633 1711.

5. Publication

All accreditation decisions and reports, review audit decisions and reports are placed on our website.

If the Department of Health imposes sanctions on a home, we will add a statement to the published information, with a hyperlink to the Department's sanction page. The hyperlink is removed once the sanctions are lifted.

6. Plan for continuous improvement (PCI)

Under the Principles, an approved provider for an accredited home must have a written plan for continuous improvement. The approved provider is required to have the plan available to the Quality Agency and assessment teams when requested.

6.1 Failure to meet the Accreditation Standards

Where we identify a failure by a home to meet the Accreditation Standards, we will inform you about:

- (a) the failure to meet the Accreditation Standards
- (b) the timetable to make improvements
- (c) direct you to revise your plan for continuous improvement to demonstrate how you will meet the Accreditation Standards.

If there is a failure to meet the Accreditation Standards as a result of the recent accreditation decision, expected outcomes found not being met are set out in the accreditation decision document.

The Principles require a revised plan for continuous improvement which must be sent to the Quality Agency within 14 days after receiving advice of failure to meet the Accreditation Standards.

If the home fails to meet the Accreditation Standards at the end of the timetable, we must inform the Secretary of the Department of Health.

Further information on a failure to meet the Accreditation Standards and timetables for improvement can be found on our website.

7. Assessment contacts

We must continue to carry out assessment contacts with the home during the reconsideration and review periods.

Assessment contacts to your home will:

- assess the home's performance against the Accreditation Standards and/or
- provide assistance with the process of continuous improvement at the home and/or
- identify if there is a need for a review audit and/or
- provide information or education about accreditation.

The Australian Government requires us to ensure that all homes will receive at least one unannounced assessment contact every year.

Within 14 days of each assessment contact you will be told if the arrangements for the next assessment contact have been varied. At any time, the Quality Agency can decide to vary the form, frequency or purpose of the assessment contacts.

Further information on assessment contacts can be found on our website.

8. Review audits

A review audit may be conducted if:

- during an assessment contact a timetable for improvement expires and the home has failed to meet the Accreditation Standards
- during an assessment contact, less than 41 expected outcomes are being met

- a failure to meet the Accreditation Standards is suspected
- there is a change to the home which the approved provider must inform the Department of Health, for example, change in provider or key personnel
- there is a transfer of allocated places
- there is a change to the premises of the home
- the Department directs us to undertake a review audit.

A review audit may result in the following decisions:

- to vary the home's accreditation
- to revoke the home's accreditation
- not to revoke the home's accreditation
- not to change the home's accreditation.

Further information on review audits can be found on our website, www.aacqa.gov.au.