

Person-centred care	Required Evidence
Governing body feedback	How does the governing body assure itself that care delivered across care planning and delivery is person-centred and inclusive (considering the background, diversity, culture, beliefs and life experiences of the older people receiving care)?
Dignity, respect, and privacy	Required Evidence
Governing body feedback	How does the governing body assure itself that older people receiving care and services are treated with kindness, dignity and respect?
	Is there a system for recognising, preventing, and responding to violence, abuse, racism, neglect, exploitation, and discrimination?
	How does the governing body know whether the provider's systems for recognising, preventing, and responding to violence, abuse, racism, neglect, exploitation, and discrimination are implemented and effective?
Choice, independence and quality of life	Required Evidence
Governing body feedback	How does the governing body assure itself that the provider's processes for informed consent are designed in alignment with legislative requirements, implemented and effective?
Agreements, fees, pricing, invoicing and statements	Required Evidence
Governing body feedback	How does the governing body monitor the services to ensure that fees and invoices are accurate, and no overcharging occurs? – Is the governing body aware of any recent incidents of overcharging and how these were addressed?
Corporate and clinical governance	Required Evidence
Governing body feedback	Describe how the governing body partners with older people to: – Set priorities and strategic direction for care and services
	– Set priorities and strategic direction for Clinical care (Clinical only)
	– Govern the organisation
	– Design, evaluate and improve care and services

	<p>Describe the key inputs and considerations into the organisation’s strategy and business planning? How are the following considered? – Prioritising the rights, safety and quality of life of older people</p> <p>– Ensuring that care and services are accessible, appropriate for people with specific needs, diverse backgrounds, Aboriginal and Torres Strait Islanders, those living with dementia</p> <p>– Legislative requirements, organisational risks</p> <p>– Workforce needs and feedback, wider organisational environment</p> <p>Describe how the governing body identifies and understands the diversity (cultural, language, experience, gender, sexuality) of older people receiving care and services? How is this information used to improve your services? Can you give a specific example, particularly for Aboriginal and Torres Strait Islander people?</p> <p>How does the governing body monitor clinical systems and performance to assure yourself that these are effective? What information/reporting is used to do this? (Clinical only)</p> <p>Do you know if the provider’s clinical practices are aligned to contemporary evidence-based practice? If yes, how? If not, why not? (Clinical only)</p>
Accountability and quality system	Required Evidence
Governing body feedback	<p>Describe how the governing body leads a positive culture of quality care and services and continuous improvement at the provider? – What strategies or initiatives have you put in place by the governing body to improve organisational culture related to safety, inclusion and quality?</p> <p>– How does the governing body support a positive culture underpinned by transparency, openness and a two-way sharing of information and feedback across the organisation?</p> <p>– How do you monitor the organisational culture?</p>

	Describe how the governing body monitors the performance of the quality management system and overall quality and safety of care and services? – How does the governing body assure itself that performance expectations are being met by the provider?
	– What reporting do you receive to understand this performance?
	– How is the governing body assured that the care and services delivered by the provider are consistently aligned with contemporary evidence-based practice?
	– How does the governing body monitor investment in priority areas for quality and safety of care? Can you provide specific examples?
	What recent actions or improvements have been implemented to improve quality and safety?
Risk Management System	Required evidence
Governing body feedback	Please describe the top five risks for the provider?
	– How does the governing body gain visibility of these risks?
	– How does the governing body support management to mitigate these risks?
	– Is the governing body comfortable that risks are being managed effectively?
	How does the governing body assure itself that the provider’s risk management system is operating effectively?
Incident Management System	Required Evidence
Governing body feedback	How does the governing body assure yourself that the provider’s incident management systems are implemented and effective?
	– Does the governing body monitor incident trends across the provider?
	What action does the governing body take if they see a change in the trend (i.e. increase or decrease)?
Feedback and Complaints Management System	Required Evidence
Governing body feedback	How does the governing body assure itself that the provider’s complaints and feedback systems are implemented and effective?

	<p>– Does the governing monitor complaint trends across the provider?</p> <p>What action does the governing body take if you see a change in the trend (i.e. increase or decrease)?</p>
Information Management System	Required Evidence
	N/A
Workforce and human resources management	Required Evidence
Governing body feedback	<p>What is the governing body’s role in the workforce strategy to ensure there are sufficient (and the right mix of) workers to deliver safe and quality care?</p> <p>How does the governing body assure itself that the provider’s workforce strategy, recruitment, training, supervision and workforce performance management systems are implemented and effective?</p> <p>How does the governing body monitor these systems?</p> <p>What strategies or initiatives have been recently implemented in this area?</p>
Emergency and disaster management	Required Evidence
	N/A
Assessment and planning	Required Evidence
Governing body feedback	<p>How does the governing body assure yourself that the provider has implemented effective systems and processes for assessment and planning?</p> <p>– How does the governing body monitor this?</p> <p>– How does the governing body know if these systems are aligned with contemporary evidence-based practice?</p> <p>What strategies or initiatives have been recently implemented to improve the effectiveness of these systems?</p>
Delivering comprehensive care and services	Required Evidence
Governing body feedback	<p>How does the governing body assure itself that the provider has implemented effective systems and processes for delivering comprehensive care and services, including managing cognitive impairment, restrictive practices, and activities for daily living?</p>

	<ul style="list-style-type: none"> - How does the governing body monitor this? - How does the governing body know if these systems are aligned with contemporary evidence-based practice? <p>What strategies or initiatives have been recently implemented to improve the effectiveness of these systems?</p>
Clinical safety	Required Evidence
Governing body feedback	How does the governing body assure itself that the provider has implemented effective systems and processes for managing clinical risks and safety?
	How does the governing body monitor this?
	How does the governing body know if these systems are aligned with contemporary evidence-based practice?
	What strategies or initiatives have been recently implemented to improve the effectiveness of these systems and processes?
Care coordination and transitions	Required Evidence
Governing body feedback	How does the governing body assure itself that the provider has implemented effective systems and processes for care coordination and transitions?
	- How does the governing body monitor this?
	- How does the governing body know if these systems are aligned with contemporary evidence-based practice?
	What strategies or initiatives have been recently implemented to improve the effectiveness of these systems?
Environment	Required Evidence
Governing body feedback	Category 5 (service environment only) and 6
	How does the governing body assure itself that the provider maintains safe, welcoming, and inclusive service environments?
	- How does the governing body monitor this?
	What strategies or initiatives have been recently implemented to improve the service environments?

Infection Prevention and Control	Required Evidence
Governing body feedback	How does the governing body assure itself that the provider has implemented effective systems and processes for antimicrobial stewardship, infection prevention and control and PPE? – How does the governing body monitor this?
	– How does the governing body know if these systems are aligned with contemporary evidence-based practice?
	What strategies or initiatives have been recently implemented to improve the effectiveness of these systems?
Medication management	Required Evidence
Governing body feedback	How does the governing body assure itself that the provider has implemented effective systems and processes for medication management?
	– How does the governing body monitor this?
	– How does the governing body know if these systems are aligned with contemporary evidence-based practice?
What strategies or initiatives have been recently implemented to improve the effectiveness of these systems?	
Food and nutrition	Required Evidence
Governing body feedback	How does the governing body assure itself that the provider has implemented effective systems and processes for medication management?
	– How does the governing body monitor this?
	– How does the governing body know if these systems are aligned with contemporary evidence-based practice?
What strategies or initiatives have been recently implemented to improve the effectiveness of these systems?	
Palliative and end of life care	Required Evidence
Governing body feedback	How does the governing body assure itself that the provider has implemented effective systems and processes for medication management?
	– How does the governing body monitor this?
	– How does the governing body know if these systems are aligned with contemporary evidence-based practice?
What strategies or initiatives have been recently implemented to improve the effectiveness of these systems?	