



Regulatory Compliance Governance

AGED CARE POLICY

Policy Version 3.0

Category: Administrative *(Required by Legislation)*

Adopted: June 2025



Regulatory Compliance Governance Aged Care Policy

Purpose

Winton Shire Council (Council) is accountable for the delivery of safe and quality care and services. Council is responsible for ensuring that management and staff are aware of and comply with all the regulatory requirements for aged care.

Scope

This Policy applies to:

- All Community Care Services team members,
- Their volunteers,
- Students on placement,
- Contractors and consultants, whether or not they are employees,
- Any other brokered service providers and
- Winton Shire Council Councillors,

Policy Statement

Winton Shire Council is responsible for complying with all relevant legislation, regulations, professional standards and guidelines and has developed effective systems to promote legislative and regulatory compliance.

We educate staff about legislative and regulatory requirements at orientation and throughout their time working for us. If new regulatory requirements are introduced, we hold special sessions to inform staff.

Our organisation provides mandatory education for aspects of our care and services, for example:

- notifiable incidents, such as reportable elder abuse and unexplained absence of consumers
- fire safety
- infection control, including hand washing
- manual handling and work health and safety

We inform consumers about any changes that could affect their care and services.

We have a system for identifying relevant legislation, regulations and guidelines, and for monitoring compliance with Accreditation Standards.

We subscribe to various organisations for current and updated legislation and other regulatory information, for example:

- Aged Care Quality and Safety Commission
- legal, property and corporate compliance organisations
- state work health and safety authority
- industry peak bodies
- best practice organisations e.g. for infection control.



Through the roles and responsibilities further defined below, Council demonstrates that consumers can be confident the organisation is well run, and they can partner with us to improve the delivery of care and services while complying with all regulations.

Operational Need

To deliver on the consumer outcome of “consumers being confident the organisation is well run, and that they can partner in improving the delivery and care of services” in accordance with the Aged Care Quality Standards.

Roles and Responsibilities

Winton Shire Council

Winton Shire Council is responsible for providing leadership and fostering a culture that treats all individuals with dignity and respect and keeps them free from abuse, encourages the reporting of known or suspected instances of abuse and responds appropriately. Council will identify appropriate systems and processes to monitor, review and continuously improve this policy.

Winton Shire Council is responsible for:

- Making consumer outcomes fundamental to planning for regulatory systems and processes
- Using a system for monitoring compliance e.g. completing criminal record checks, and completing consumer agreements
- Providing information to stakeholders about changes in regulatory requirements via meetings, emails, newsletter, memos and notice boards as relevant
- Informing management and ensure our organisation complies with Aged Care Quality Standards and Aged Care Quality and Safety Commission Rules 2018

Management

Management is responsible for ensuring the workforce (whether employed or contracted) follow this policy and take all appropriate action to prevent and respond to abuse.

Management is also responsible for monitoring, implementation and compliance with this policy including ensuring completion of education and training, providing feedback and performance review where required.

Management are responsible for:

- Ensuring all policies, processes and practices reflect current regulatory requirements and consumers and/or their representative/s and staff are made aware of them
- Keeping staff up to date with current legislation that might affect their practice
- Monitoring compliance with regulatory requirements
- Complying with all aspects of Aged Care Quality and Safety Commission Rules 2018, including dealing with complaints and informing each consumer and/or representatives about a site audit
- Ensuring the organisation complies with Accountability Principles (2014) such as providing:
 - information about “unexplained absence of care recipients” to the Secretary
 - information about “start and cessation of service” to residential and home care
 - all required financial information to the Secretary



- Obtaining police certificates and statutory declarations for new staff and volunteers
- Maintaining a police certificate register for staff, contractors and volunteers coming into unsupervised contact with consumers. This register alerts management when individuals require a new police certificate. Any staff, contractors or volunteers without a current (less than 3 years old) police certificate are not allowed to have unsupervised contact with consumers
- Fulfilling all requirements to comply in case of “an alleged or suspected reportable assault”

All staff including volunteers and contractors

All staff, contractors, students, and volunteers are responsible for understanding and following this policy and completing education and training as directed.

Staff are responsible for:

- Complying with all regulatory requirements during time working for us as instructed by management
- Knowing the regulatory requirements affecting their role and as outlined in our governance documents
- Keep their police check and other required registration e.g. drivers licence if required current and notify us if there are changes or updates to this

Communication

This document will be published on the Winton Shire Council website and will be made available to all employees involved in the delivery of Community Care services provided by Winton Shire Council.

Related Council Documentation

Aged care records including:

- Consumer files
- Incident reports
- Incident register
- Consumer feedback
- Worker training records and
- Risk register.

Legislation, Recognised Authorities and Other Sources

- Aged Care Act 1997
- Food Safety Standards Australia
- Standard 8 (3)(c) Organisation wide governance

Review of Policy

This policy will be reviewed every two years or when legislation or standards change and remains in force until amended or repealed by resolution of Council.



Record of Amendments and Adoptions

Date	Revision No	Reason for amendment	Date adopted by Council
December 2021	Version 1.0	Initial policy	16 December 2021
October 2023	Version 2.0	Updated quality standards	
June 2025	Version 3.0	SDAP update	

