

ASSOCIATED PROVIDER HANDBOOK

Associated Provider Handbook

Developed for Associated Providers who deliver home care services on behalf of Northern Health. This handbook outlines your responsibilities and the requirements you must meet under your agreement to ensure compliance with the new *Aged Care Act 2024* and related legislation, the Transition Care Program, Residential Care Program and the Support at Home program.

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Introduction

We are pleased to welcome you as an Associated Provider working in partnership with Northern Health. Together, we share the responsibility of delivering safe, high-quality and culturally responsive aged care services to older people in our community.

From 1 November 2025, under the *Aged Care Act 2024*, all organisations and individuals who deliver services on behalf of a registered provider are formally recognised as Associated Providers.

This handbook **complements your agreement with us**. It does not replace the agreement but provides practical guidance on how we expect services to be delivered in line with legislation, standards and our internal policies. It explains how we will work together to:

- Meet the requirements of the *Aged Care Act 2024* and the programs under which we deliver aged care services
- Uphold the Statement of Rights (**Annexure A**) and the Aged Care Code of Conduct (**Annexure B**)
- Deliver services that align with the strengthened Aged Care Quality Standards (for services in categories 4 and 5 – see **Annexure C**)
- Ensure safe, high-quality care through effective systems for reporting, invoicing and record-keeping.

Please read this handbook carefully and keep it for future reference. It is designed to support you in understanding your role and responsibilities, ensuring our partnership delivers the best outcomes for older people. Please share this with your staff.

About Us

Northern Health is the major provider of acute, maternity, sub-acute and home-based services in Melbourne's rapidly growing outer North. We are committed to caring for our community and we deliver home based services for older people to keep them well in their home (including Residential care).

The Northern Health catchment includes three of the state's six growth areas: Hume, Whittlesea and Mitchell.

Northern Health cares for a diverse community, born in more than 185 countries, who speak over 106 different languages and follow over 90 different religions or beliefs.

Our values are integral to the culture of high-quality care, teamwork and collaboration at Northern Health.

Safe: We provide safe, trusted care for our patients. We are inclusive and culturally safe, celebrating the diversity of our staff and community.

Kind: We treat everyone with kindness, respect and empathy. We provide patient-centred and compassionate care.

Together: We work together with our staff, patients, consumers and health system partners.

Your Role as an Associated Provider

As an Associated Provider, you are engaged by Northern Health (as a Registered Provider of Aged Care services) to deliver aged care services on our behalf.

Your role is to:

- Uphold your responsibilities under the agreement we have entered.
- Deliver services safely, respectfully and in line with client care plans.
- Ensure your workforce (or yourself, if you are a sole trader) meets all credentials, training and suitability requirements.
- Follow the rules set out in this handbook, the *Aged Care Act 2024*, your agreement with us, and comply with all other applicable laws.
- Maintain all required insurances at the levels specified in your agreement.
- Report incidents, complaints, feedback and Whistleblower disclosures within the required timeframes.
- Keep accurate records and participate in audits when requested.

Northern Health is responsible for its Associated Providers under the *Aged Care Act 2024*, which means:

- You must work within the systems, processes and requirements we provide.
- You cannot delegate your responsibilities to others without our approval.
- We will provide you with guidance, training and support where needed, but you are expected to take all reasonable steps to comply with your obligations.

By working together in this way, we can ensure that every client receives quality care and support that respects their rights, upholds their safety and meets the standards required by law.

Key Legislative and Program Requirements

As an Associated Provider, you must be aware of and deliver services in line with the same **aged care laws, rules and standards** that apply to Northern Health. These include:

- *Aged Care Act 2024*
- Statement of Rights
- Aged Care Code of Conduct
- Strengthened Aged Care Quality Standards
- Aged Care Rules 2025

Additional aged care related requirements are outlined below:

- **Support at Home Program**

The Support at Home program replaced the Home Care Packages and Short-Term Restorative Care programs from 1 November 2025. It includes a nationally consistent service list and stronger requirements for reporting and evidence. Associated Providers must deliver only the services we request and ensure invoices match the prescribed service list in alignment with a client's quarterly budget.

- **Working with Supporters**

Depending on the services they provide, Associated Providers and their workforce may need to be aware of any supporter relationships. Under the new *Aged Care Act 2024*, a supporter is a family member or friend that can help an older person communicate their own decisions about aged care. This helps ensure the older person's rights are upheld and that family, carers, or advocates are respected and included (with the client's consent). Any concerns raised by supporters should be reported to the registered provider in line with feedback and complaints processes.

Other Laws and Obligations

In addition to aged care laws, as per your agreement with us, you must comply with:

- Work Health and Safety legislation
- Privacy and confidentiality legislation
- Anti-discrimination legislation
- Modern Slavery and Anti-Corruption Laws
- Transport and vehicle safety laws (where relevant)
- Data Protection and Notifiable Data Breach Requirements.

We will provide you with further guidance and updates where required, but it is your responsibility to stay informed and comply with all relevant laws.

Record Keeping and Information Sharing

Unless otherwise stated, we require that:

- All records (including documentation, registers, and evidence) are retained for 7 years (or longer if required by law).
- Records must be up-to date, complete, and accurate.
- Provide records promptly to Northern Health when requested.
- Cooperate fully with audits, reviews and investigations conducted by Northern Health or regulators.
- Store all records securely in Australia and protect them from unauthorised access.

Northern Health manages your details on the Rapid Global system to hold records of mandatory documentation to ensure our oversight. We are required to share details of each contract on the Government Provider Management System (GPMS). We request that you update us when any details change (organisation lead) as soon as you become aware so that Northern Health can meet its reporting obligations to the Aged Care Quality and Safety Commission.

Workforce Obligations

As an Associated Provider, you are responsible for ensuring that every person delivering services on behalf of Northern Health is suitable, qualified, skilled and capable of providing safe and high-quality care.

You must:

- Maintain workforce credentials:
 - National Police Check (no older than 3 years) or National Disability Insurance Scheme (NDIS) Worker Screening (no older than 5 years), until aged care worker screening commences in 2026.
 - Right-to-work evidence for all personnel (VEVO checks where required).
 - Current professional registration for registered roles (for example, Australian Health Practitioner Regulation Agency (AHPRA) for nurses and allied health).
 - Driver's licence, registration and insurance (if workforce transport clients).
 - Evidence of minimum qualifications (for example, certificate III in individual support for personal care roles).
 - Obtain an annual dietician review of any meals, snacks, or drinks delivered (for providers delivering applicable service types under s148-20 of the Aged Care Rules 2025).
- Assess suitability:
 - Obtain statutory declarations where personnel have been a citizen or permanent resident of another country after turning 16.
 - Review police check for offences that may preclude someone from working in aged care. [Refer to the updated worker screening guide from the Department of Health, Disability and Ageing.](#)
 - Regularly check the [aged care banning register](#) to ensure the worker is not 'banned' from services or working in the sector.
 - Confirm that the person possesses the necessary skills, experience and physical capacity to perform the role.
- Keep workforce records:
 - Maintain an up-to-date workforce register of credentials, checks and qualifications, and mandatory training, including details of name of supervisor/manager reviewing Police check/NDIS worker screening ID and date of review.
 - Provide this register to Northern Health at least annually and when requested.

You must not allow anyone to deliver services on behalf of Northern Health unless these requirements are met and up to date.

Workforce Training

Training is an essential part of making sure that everyone who delivers care and services on behalf of Northern Health meets the standards required under the *Aged Care Act 2024*, the Aged Care Rules 2025 and the strengthened Aged Care Quality Standards.

The training requirements for Northern Health's associated providers are set out in **Annexure D**. These requirements vary depending on whether services fall under Categories 1-3 or Categories 4 and 5 (refer to **Annexure C** for details on registration categories).

Supporting Training Access

Below are links to free or accessible training resources to help you and your workforce meet these requirements, including:

- [Equip Aged Care Learning Packages](#): Free, modular training designed for aged care workers, covering dementia, palliative care, infection control, communication, cultural safety and more.
- [ALIS \(Aged Care Learning Information Solution\)](#): Online training modules provided by the Aged Care Quality and Safety Commission, including Code of Conduct, SIRS, strengthened Aged Care Quality Standards and incident management.
- [Department of Health, Disability and Ageing Training Checklist](#): Aged care workers and volunteers can download this checklist of training opportunities to keep track of their learning on the new Aged Care Act.

Northern Health has also created an Associated Provider Annual Training module resource for training on our organisation-specific systems. This is available on the NH website under [Aged Care Services – Associated Providers](#) and we recommend that you share this information with your staff as it covers mandatory training Northern Health's:

- Complaints and feedback systems
- Incident identification and reporting
- Whistleblower disclosure and reporting

It is a requirement that your workers undertake this training at orientation, when things change or otherwise annually. In some cases, we will record training for ongoing access.

Ensure training and ongoing competency

You must:

- Ensure workers complete all mandatory training requirements
- Provide role-specific training and supervision as required
- Record and retain evidence of all training completed
- Monitor refresher requirements and ensure training is renewed before it expires (for example, annual update requirements, responding to medical emergencies (e.g. CPR or First Aid)) annually.

You must not allow anyone to deliver services on behalf of Northern Health unless these requirements are met and up to date.

Service Delivery Expectations

As an Associated Provider, you are expected to deliver services on behalf of Northern Health in a manner that aligns with our agreement and is safe, respectful and consistent with the rights and needs of each client.

You and your workers must:

- **Follow care and service plans:** Deliver services as outlined in the client's care or support plan/referral. Do not make changes to the plan without approval from us. If the client requests changes, please notify us so we can adjust the care plan with the client and update the service request.

- **Provide evidence of service delivery:** Each service delivered must be supported by documented proof. See Invoice and Payments section for detailed requirements (pg. 13).
- **Communicate clearly with clients:**
 - Advise clients and Northern Health promptly if a worker is running late or unable to attend
 - Notify Northern Health within 2 hours if a client is absent or refuses a service
 - Notify Northern Health if a client wishes to make changes to their service
 - Ensure clients are informed respectfully about any changes to their services
- **Report concerns:** Any breaches of client rights, the Code of Conduct, or service delivery requirements must be reported immediately to Northern Health.

Services Delivered in Categories 4 and 5

If you deliver services in **Category 4 (Personal and care support in the home or community)** or **Category 5 (Nursing and transition care)** on behalf of Northern Health, there are additional requirements. These services are considered higher risk and must meet the strengthened Aged Care Quality Standards.

You must ensure that:

- **Workforce qualifications and registration:** Workers delivering clinical services hold the appropriate qualifications and, where relevant, current professional registration (for example, AHPRA).
- **Skills and competence:** Workers have the knowledge, skills and experience to safely perform the services assigned.
- **Scope of practice:** Clinical services are delivered only within the worker's professional scope of practice.

For documentation and record keeping:

- Clinical services delivered by a nurse or allied health professional must include a written handover to Northern Health and a completed clinical care note must be supplied for each service delivered. (Excludes Post Acute Care Nursing unless requested).
- Copies of any clinical assessments completed must be provided, along with recommendations for updates to the client's care or support plan.
- Any changes to care, or confirmation that no change is required, must be communicated clearly.

You are also required to notify us if your lead clinician changes and/or if there are changes made to your clinical governance framework.

Failure to meet these requirements may result in corrective action, suspension of services, or termination of your agreement with us.

Meal Services

Associated Providers that provide meals, snacks and drinks to our clients receiving funded aged care will also need to work with us to meet the meal requirements for in-home care. This includes requirements for an Accredited Dietitian Review (ADR) to be undertaken at least annually.

If you provide meal services under an Associated Provider arrangement, we will require:

- An assessment is undertaken by an Accredited Dietitian at least annually for all meals, snacks and drinks provided to older people (receiving funding for aged care services).
- Each time an assessment is completed, we receive a report that details the dietitian's review and actions taken by your organisation to improve meals in response to feedback.

Service Requests

As an Associated Provider, you must follow the processes outlined by Northern Health for:

- **New Service Requests:**
 - Requests will be sent to you via secure email.
 - The timeframe in which you must confirm acceptance of the service is one (1) business day. (For Transition Care – two (2) business hours)
 - The information you receive will include client name, service type, duration, location, and frequency.
- **Changes to Existing Services:**
 - Changes, such as adjustments to time, location, or service type will be communicated to you via phone or email.
 - Please notify the relevant program if you are unable to deliver the change as requested.
 - The timeframe for acknowledging and confirming the change is 1 business day. (For Transition Care – two (2) business hours)
- **Cancellations of Service Requests:**
 - Cancellations will be advised via phone call or email from Northern Health.
 - Once notified, please cancel all relevant scheduled services as advised.
 - Please acknowledge receipt of cancellation within 12 hours. Late cancellation charges may be applied for cancellations with less than 24 hours' notice.
- **Communication Expectations**
 - Contact the relevant Northern Health program for service-related matters.
 - Communication should occur via email for routine updates, and via phone call with a follow-up email for urgent issues (e.g. notification of incidents including SIRS).

Feedback, Complaints and Whistleblower Protections

Anyone, including older individuals receiving care, has the right to provide feedback, raise concerns and report issues without fear of reprisal. As an Associated Provider, you and your workforce must actively support this right.

You must:

- **Follow our key policies:** Read our policies on feedback, complaints and whistleblower protections, in alignment with your agreement and ensure that you and your aged care workers are following our guidelines. These are on our webpage under [Aged Care Associated Providers](#).

- **Communicate with your workforce:** Remind your aged care workers every month that feedback, complaints and Whistleblower disclosures are welcome. An example of this is including this reminder on a program agenda as a standing item.
- **Promote a culture of openness:** Encourage clients, their families and others involved in their care to provide feedback or raise complaints. Ensure everyone feels safe and supported to speak up and make it clear that feedback is welcome from anyone, not just clients and families.
- **Respond promptly and respectfully:** Take all complaints and feedback seriously and acknowledge concerns. Advise the client that all feedback and complaints will be reported through to us (the registered provider). Offer the assistance of an [Aged Care Advocate](#).
- **Report to Northern Health:** All complaints, feedback and concerns (including verbal input from clients or families) must be reported to the program immediately (generally within two (2) hours) – see contract.
- **Whistleblower protections:** The *Aged Care Act 2024* provides protections for whistleblowers, people who raise concerns about misconduct, unsafe practices, or risks to the safety and quality of aged care. As an Associated Provider, you and your workforce must:
 - Report concerns about misconduct, abuse, neglect, unsafe practices, or breaches of care to Northern Health.
 - Ensure the identity of anyone who makes a disclosure is protected and kept confidential.
 - Protect anyone who raises a concern from retaliation, dismissal, or adverse consequences.
 - Treat whistleblower reports seriously, confidentially and in good faith.
 - Ensure the workforce understands how to raise concerns through the correct reporting channels provided by Northern Health

Northern Health is committed to creating a safe environment where people can speak up. Protections apply even if a concern turns out to be unfounded, provided it was raised honestly and reasonably. Any disclosures can be made directly to whistleblowers@nh.org.au

As part of your orientation with us, you will have received training on complaints, feedback and whistleblowing. As an Associated Provider, you must ensure your workforce also gets this training and understands their role and responsibilities. All workforce members are expected to respond appropriately to feedback and complaints and to report concerns and whistleblower disclosures in line with the requirements set by Northern Health. We recommend you provide **Annexures E-G** to your staff for reference.

Incidents and SIRS (Serious Incident Response Scheme)

Reporting incidents is a critical requirement under the *Aged Care Act 2024* and Associated Providers must have clear processes in place to identify, respond to and report all incidents, including near misses, in a timely manner.

You must:

- **Report immediately:** Notify Northern Health by phone two (2) hours of any incident, safety concern, or change in a client's health or wellbeing. During business hours,

please contact the funding program or Care Partner/Coordinator. Out of hours, please contact Northern Health's after-hours nursing coordinator on 0438 549 940.

- **Submit a written report:** Provide a written report via email within 24 hours, including
 - date and time of the incident
 - clients involved
 - workers and witnesses (and their details) involved
 - a description of the incident
 - details of harm that was or could have been caused
 - responsive actions taken

Under the new Act, there is a requirement to collect the details of all witnesses of an incident, which includes their names and contact details.

Note that Priority 1 incidents under the SIRS must be reported to the Commission by us, the registered provider, within 24 hours, therefore we may require a written report sooner for these types of incidents.

- **Escalate urgent matters:** If there is an immediate risk to a client's safety or wellbeing, ensure you contact emergency services (000) if required. You must also escalate directly to the relevant Program Manager without delay (see Contacts under Support and Resources).
- **Report all incident types:** This includes (but is not limited to):
 - Falls, injuries, or accidents
 - Missed services or unexplained missing clients
 - Changes in client behaviour or wellbeing
 - Unsafe environments or property damage
 - Allegations or suspicions of abuse, neglect, or exploitation
- **SIRS in Aged Care:** The SIRS is a compulsory reporting framework overseen by the Aged Care Quality and Safety Commission. It requires all incidents that cause, or could reasonably have caused, harm to a client to be reported and managed within strict timeframes. You must:
 - Notify Northern Health within two (2) hours of becoming aware of any incident. This includes all actual incidents, near misses, or concerns about abuse, neglect, or harm.
 - Provide the details requested so Northern Health can assess the incident, take immediate action and submit a report to the Commission within the required timeframe. Note that this could be required as early as 24 hours for Priority 1 incidents.
 - Cooperate fully with investigations and provide any additional records or information requested.

You and your workforce must be familiar with SIRS requirements. More information is available on the Aged Care Quality and Safety Commission's [website](#).

As part of your mandatory training, you will have been trained in how to identify, respond to and report incidents. You must ensure that all members of your workforce are trained and aware of these processes.

Associated Providers must also cooperate fully with any investigation undertaken by Northern Health or by a regulator and provide all records or information requested.

Failure to comply with incident reporting requirements may result in suspension or termination of your agreement with Northern Health.

Invoicing and Payment Requirements

To meet the requirements of the *Aged Care Act 2024*, the Aged Care Rules 2025 and the Support at Home program, Northern Health must invoice and claim against the **prescribed service list**. For this reason, all Associated Providers must submit invoices that align with the service types listed in **Annexure H of this handbook**.

You must:

- **Invoice at the service level:**
 - Each line must include the client's name, service type, date of service, hourly rate/unit rate, and quantity/duration of service delivered.
 - The rate charged must match the rate approved in your agreement with us.
- **Submit invoices on time:**
 - All invoices must be submitted within 14 days of service delivery.
 - Invoices submitted more than 60 days after service delivery or in an incorrect format will not be processed or paid.
- **Provide supporting evidence of service delivery (for Support at Home only):**

Every service claimed must be supported by proof of delivery held by you. Acceptable evidence includes:

 - Digital check-in and check-out logs (for example, via an app or Customer Relationship Management (CRM) system).
 - Signed service confirmation forms completed by the client.
 - Clinical or case notes (for personal care, nursing, or allied health services).
 - Photos of completed work (for home maintenance or modifications, where appropriate).
 - For Support at Home allied health and meal delivery services an invoice may be accepted in agreed circumstances.
- **Cooperate with verification:**

You may be asked to provide further details or records to confirm services claimed. Northern Health cannot process invoices that are incomplete, inaccurate, or unsupported by evidence.
- **Specific Invoicing Requirements for Support at Home:**

In addition to the above, all SaH invoices must:

 - Be emailed to SaHAccounts@nh.org.au
 - Include the word 'invoice' somewhere in the body or subject line of the email.
 - Be individually emailed in a PDF format only (direct accounts payable integrations are not accepted)
 - Clearly show the supplied NHSaH purchase order number within the invoice
 - Include a unique (per supplier) invoice number/reference for each invoice
 - Ensure that the service delivery date shown at the line item level of the invoice.
 - Charge in 15 minute time increments only for service delivery (i.e. 40 minute service delivery quantity is unclaimable).
 - Specify tax inclusive and tax exclusive totals in each line item for taxable items.

Insurance and Risk Management

All Associated Providers must maintain appropriate insurance and risk management arrangements before delivering services on behalf of Northern Health

You must:

- Hold and keep current the following minimum insurances:
 - Public liability insurance minimum cover of \$10 million.
 - Professional indemnity insurance minimum cover of \$10 million
 - Workers' compensation insurance as required by law.
 - Any other insurance relevant to the services you deliver (for example, motor vehicle insurance if transporting clients, professional indemnity for clinical care, or cyber insurance where relevant).
- Provide Northern Health with certificates of currency at the start of the agreement and whenever policies are renewed.
- Ensure your workforce does not engage in any activity that could void insurance coverage.
- Maintain a business continuity plan and risk management procedures that describe how you will continue services in the event of workforce shortages, emergencies, or other disruptions.
- Notify Northern Health immediately if your insurance coverage changes, lapses, or if there are any claims that may impact service delivery.

Failure to maintain appropriate insurance and risk arrangements may result in suspension of services or termination of your agreement with Northern Health.

Continuous Improvement and Monitoring

To ensure services are safe, high-quality and compliant with the *Aged Care Act 2024*, Northern Health will regularly monitor the performance of Associated Providers. This is part of our due diligence and quality assurance obligations.

You must:

- **Key Performance Indicator (KPI) Monitoring:** Monitoring of your performance against KPIs documented in your agreement will be undertaken periodically. Any areas of concern identified through KPI monitoring will be discussed with you and corrective actions may be required to ensure ongoing compliance and quality.
- **Participate in audits and reviews:** Cooperate with audits, spot checks and performance reviews carried out by Northern Health or regulators. Provide requested records, workforce registers and evidence of service delivery.
- **Attend review meetings:** Meet with Northern Health as required to discuss audit findings, service quality, incidents, or areas for improvement.
- **Act on corrective actions:** If gaps or non-compliance are identified, you must work with Northern Health to implement corrective actions within the agreed timeframes.
- **Support continuous improvement:** Encourage your workforce to identify areas for improvement in service delivery, safety and client experience. Share suggestions with Northern Health so they can be considered in ongoing service planning.
- **Monitor client experience:** Support feedback processes by encouraging clients to share their views and cooperating with surveys or direct feedback collection undertaken by Northern Health.

By working together in this way, we can continuously improve services and ensure that every client receives care that is safe, respectful and consistent with their rights.

Support and Resources

Northern Health is committed to supporting our Associated Providers so you can deliver services that are safe, high-quality and compliant with the *Aged Care Act 2024*.

We will provide you with:

- **Training and Education:** Links to free and accessible aged care training resources, refer to the training section as detailed in this document
- **Organisation-specific orientation:** Bespoke training on our systems and processes, including complaints, incident management, and whistleblower disclosures.
- **Dedicated contacts:** A direct point of contact at Northern Health for questions, reporting, or support.

Contacts

Post-Acute Care (PAC)	
	03 9495 3367 (Weekdays 8.00 - 4pm)
	TNH-PACReferrals@nh.org.au
Support at Home	
	03 9495 3219 (Weekdays 8.30 - 5pm)
	SupportatHome@nh.org.au
Transitional Services (TCP, GEM@Home, and GEM@Resi)	
	03 9495 3101 (Weekdays 8.30 - 5pm)
	BECC-TCPadmin@nh.org.au
After Hours Nursing Coordinator (TCP, PAC, GEM@Home, GEM@Resi)	
	0438 549 940

Together, we can ensure older people receive the safe, respectful and high-quality care they deserve.

Important Links

Details	Links
The Aged Care Act 2024	https://www.legislation.gov.au/C2024A00104/latest/text
The Aged Care Rules 2025	https://www.health.gov.au/resources/publications/final-draft-of-the-new-aged-care-rules?language=en
The strengthened Aged Care Quality Standards	https://www.health.gov.au/resources/publications/strengthened-aged-care-quality-standards-august-2025?language=en
Support at Home Manual V4	https://www.health.gov.au/resources/publications/support-at-home-program-manual-a-guide-for-registered-providers?language=en
Transition Care Program and Residential Care Program Manual	https://www.health.gov.au/resources/publications/commonwealth-home-support-program-chsp-2025-27-manual-from-1-november-2025?language=en

Links to Resources

Details	Links
Statement of Rights	https://www.health.gov.au/resources/publications/a-new-aged-care-act-for-the-rights-of-older-people
Code of Conduct	https://www.health.gov.au/resources/publications/guide-to-aged-care-law/chapter-1-introduction/aged-care-code-of-conduct https://www.agedcarequality.gov.au/for-providers/code-conduct
Registered Supporters	https://www.health.gov.au/resources/collections/registered-supporter-resources?language=en

Annexure A: Statement of Rights

Below is the full Statement of Rights from Section 23 of the new Act.

Independence, autonomy, empowerment and freedom of choice

1. An individual has a right to:
 - a) exercise choice and make decisions that affect the individual's life, including in relation to the following:
 - i) the funded aged care services the individual has been approved to access;
 - ii) how, when and by whom those services are delivered to the individual;
 - iii) the individual's financial affairs and personal possessions; and
 - b) be supported (if necessary) to make those decisions, and have those decisions respected; and
 - c) take personal risks, including in pursuit of the individual's quality of life, social participation and intimate and sexual relationships.

Equitable access

2. An individual has a right to equitable access to:
 - a) have the individual's need for funded aged care services assessed, or reassessed, in a manner which is:
 - i) culturally safe, culturally appropriate, trauma aware and healing informed; and
 - ii) accessible and suitable for individuals living with dementia or other cognitive impairment; and
 - b) palliative care and end of life care when required.

Quality and safe funded aged care services

3. An individual has a right to:
 - a) be treated with dignity and respect; and
 - b) safe, fair, equitable and non-discriminatory treatment; and
 - c) have the individual's identity, culture, spirituality and diversity valued and supported; and
 - d) funded aged care services being delivered to the individual:
 - i) in a way that is culturally safe, culturally appropriate, trauma aware and healing informed; and
 - ii) in an accessible manner; and
 - iii) by aged care workers of registered providers who have appropriate qualifications, skills and experience.
4. An individual has a right to:
 - a) be free from all forms of violence, degrading or inhumane treatment, exploitation, neglect, coercion, abuse or sexual misconduct; and
 - b) have quality and safe funded aged care services delivered consistently with the requirements imposed on registered providers under this Act.

Note: Division 1 of Part 4 of Chapter 3 deals with conditions on registered providers, including requirements in relation to the use of restrictive practices and management of incidents.

Respect for privacy and information

5. An individual has a right to have the individual's:
 - a) personal privacy respected; and
 - b) personal information protected.
6. An individual has a right to seek, and be provided with, records and information about the individual's rights under this section and the funded aged care services the individual accesses, including the costs of those services.

Person-centred communication and ability to raise issues without reprisal

7. An individual has a right to:
 - a) be informed, in a way the individual understands, about the funded aged care services the individual accesses; and
 - b) express opinions about the funded aged care services the individual accesses and be heard.
8. An individual has a right to communicate in the individual's preferred language or method of communication, with access to interpreters and communication aids as required.
9. An individual has a right to:
 - a) open communication and support from registered providers when issues arise in the delivery of funded aged care services; and
 - b) make complaints using an accessible mechanism, without fear of reprisal, about the delivery of funded aged care services to the individual; and
 - c) have the individual's complaints dealt with fairly and promptly.

Advocates, significant persons and social connections

10. An individual has a right to be supported by an advocate or other person of the individual's choice, including when exercising or seeking to understand the individual's rights in this section, voicing the individual's opinions, making decisions that affect the individual's life and making complaints or giving feedback.
11. An individual has a right to have the role of persons who are significant to the individual, including carers, visitors and volunteers, be acknowledged and respected.
12. An individual has a right to opportunities, and assistance, to stay connected (if the individual so chooses) with:
 - a) significant persons in the individual's life and pets, including through safe visitation by family members, friends, volunteers or other visitors where the individual lives and visits to family members or friends; and
 - b) the individual's community, including by participating in public life and leisure, cultural, spiritual and lifestyle activities; and
 - c) if the individual is an Aboriginal or Torres Strait Islander person—community, Country and Island Home.
13. An individual has a right to access, at any time the individual chooses, a person designated by the individual, or a person designated by an appropriate authority.

Annexure B: Code of Conduct

Applies to registered providers, responsible persons and aged care workers- this includes aged care workers of Associated Providers.

When delivering funded aged care services to individuals, I must:

- (a) act with respect for individuals' rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions; and
- (b) act in a way that treats individuals with dignity and respect, and values their diversity; and
- (c) act with respect for the privacy of individuals; and
- (d) deliver funded aged care services in a safe and competent manner, with care and skill; and
- (e) act with integrity, honesty and transparency; and
- (f) promptly take steps to raise and act on concerns about matters that may impact the quality and safety of funded aged care services; and
- (g) deliver funded aged care services free from:
 - (i) all forms of violence, discrimination, exploitation, neglect and abuse; and
 - (ii) sexual misconduct; and
- (h) take all reasonable steps to prevent and respond to:
 - (i) all forms of violence, discrimination, exploitation, neglect and abuse; and
 - (ii) sexual misconduct.

Annexure C: Service Categories

Category	Label	Service types (examples)
1	Home and community services	Domestic assistance; home maintenance and repairs; gardening; meals; and transport
2	Assistive technology and home modifications	Equipment and products; home adjustments
3	Advisory and support services	Hoarding and squalor assistance; social support and community engagement
4	Personal and care support in the home or community	Allied health and therapy; personal care; nutrition; therapeutic services for independent living; home or community general respite; community cottage respite; care management; and restorative care management
5	Nursing and transition care	Nursing care; and transition care
6	Residential care	Residential accommodation; residential everyday living; residential clinical care; and residential non-clinical care

Annexure D: Associated Provider Aged Care Staff Training Matrix

			Associated Providers				
			Categories 1-3 (Lower Risk)		Categories 4-6 (Higher Risk)		
Course/Topic	Recommended Platform	Frequency	Home Maintenance & Repairs; Gardening; and Trades Staff	Domestic Assistance and Transport Staff	Personal Care; Social Support; Community Engagement; and Respite Care Staff	Allied Health and Therapeutic Services Staff	Nursing Staff
Northern Health Associated Provider Annual Training Module. Inclusive of: - Strengthened Quality Standards - Code of Conduct - Incident Management - Complaints and Feedback - Whistleblower Disclosures	NH website (Survey Monkey)	Annually	✓	✓	✓	✓	✓
Aged Care Code of Conduct	Alis	Induction & refresh	✓	✓	✓	✓	✓
The New Aged Care Act	Alis	Induction & refresh	✓	✓	✓	✓	✓
Responding to medical emergencies (e.g. CPR, First-Aid Training)		Induction & 3 yearly	○	○	✓	✓	✓
Infection Prevention Control and Hand Hygiene	Alis	Annually		○	✓	✓	✓
Introduction to Aged Care Quality Standards	Alis	Induction & refresh		○	✓	✓	✓
Strengthened Quality Standard 1: The individual	Alis	Induction & refresh		○	✓	✓	✓
Strengthened Quality Standard 2: The organisation	Alis	Induction & refresh		○	✓	✓	✓
Strengthened Quality Standard 3: The care and services	Alis	Induction & refresh		○	✓	✓	✓

Strengthened Quality Standard 4: The environment	Alis	Induction & refresh		O	✓	✓	✓
Strengthened Quality Standard 5: Clinical care	Alis	Induction & refresh		O	✓	✓	✓
Everyone has a story - delivering culturally inclusive care	Alis	Every 2 years		O	✓	✓	✓
Trauma aware and healing informed care	Alis	Every 2 years		O	✓	✓	✓
Introduction to the Serious Incident Response Scheme (SIRS)	Alis	Induction & refresh		O	✓	✓	✓
Caring for people living with dementia	Equip	Induction & refresh		O	✓	✓	✓
Additional Topics - Best Practice							
Work Health and Safety			O	O	O	O	O
Risk Identification and Reporting			O	O	O	O	O
Working with supporters				O	O	O	O
Identifying and responding to elder abuse				O	O	O	O
Dignity of Risk				O	O	O	O
Palliative Care	Equip			O	O	O	O
Food safety (if assisting with meals/meal preparation)				O	O		

Annexure E: Northern Health Feedback and Complaints

Northern Health Aged Care Feedback and Complaints

We need your help to improve how we care for you and ensure you have a positive experience. Tell us what we did well; and what we could have done better. Your feedback can be a compliment, complaint or suggestion.

How can you share your feedback or complaint?

 Tell Us in Person

 Scan QR code:

 Call: Patient Experience Office
03 8405 2457



If you need help reporting your feedback, you can contact:



Interpreters:

- TIS National on 131 450
- Aboriginal Interpreter Service (AIS) on 1800 334 944.



Advocates:

- Older Persons Advocacy Network (OPAN) on 1800 700 600

There is no charge for using these services.

1



What happens to your complaint?

We will try to solve it right away

- The staff member you speak with will try to understand your concerns and find a solution with you right away.
- If they can't help, they'll ask their manager for support.

2



We will look into it if needed

- If your concern isn't resolved, it will be sent to our Patient Experience Office.
- Let us know if you want to be involved in resolving your complaint.
- Patient Experience Office will review your feedback, look into your complaint, and talk to the staff involved.
- For serious matters, we have a team who review the situation to understand what happened and how we can prevent it from happening again.

3



We will let you know what we did

- Our Patient Experience Office will contact you with a response.
- This may include an apology for your experience, answers to your questions, and details on what we're doing to address your complaint.

4



If you are not satisfied

You can contact the Aged Care Quality and Safety Commission.

- By Phone: 1800 951 822.
- Online at www.agedcarequality.gov.au/

You will not be treated unfairly for making a complaint to the Commissioner. We respect your right to have your voice heard.

Annexure F: Northern Health Whistleblower Disclosures

Northern Health Aged Care Whistleblower Disclosures

A Whistleblower Disclosure is a report you make if you think there has been a possible breach of the Aged Care Act. The new Aged Care Act protects you - the "whistleblower" - to make sure you can report concerning information without fear that you or your loved one will be punished or treated unfairly. Reports can be made by residents, participants, family/friends and NH staff.

See below for what happens when a report is made at Northern Health.

Tell us about your concern

1



We will protect your identity. Only people who need to know about the report will be involved. You will not be treated unfairly for making a report to us.

- Call:** Reception on (03) 8405 8000
Ask for Chief People Officer
- Email:**
whistleblowers@nh.org.au

Scan QR code:



If you need help reporting your concern

Interpreters:



- TIS National on 131 450
- Aboriginal Interpreter Service (AIS) on 1800 334 944.

Advocates:

- Older Persons Advocacy Network (OPAN) on 1800 700 600

There is no charge for using these services.

2



We will look into your concern

A Whistleblower Protection Officer will review your report.

They will contact you:

- They will let you know they have received your report.
- They might ask for more information.
- They will tell you if your report will be investigated.
- They will tell you how the investigation will work and how long it might take.

3



We will let you know what we did

- The Whistleblower Protection Officer will tell you the outcome of how your report has been fixed, some information may need to be kept confidential.
- If the problem is a crime, we will report it to the police.

4



If you are still concerned

You can escalate your report to the Aged Care Quality and Safety Commission.

- Online at www.agedcarequality.gov.au/
- By Phone: 1800 951 822.

Annexure G: Northern Health Incident Management

Northern Health Aged Care Incident Management

You and your family have the right to know how we manage incidents at Northern Health. Our system is set up to find out what went wrong with our procedures or systems, not who was at fault. An incident is anything that causes or could cause harm. This poster will explain how we handle aged care incidents at Northern Health.

How can you raise an incident?

If you see something, say something. You or a supporter can report your concern to any aged care worker, any time. You will not get in trouble for reporting a mistake, an accident or a safety concern.

If you need help reporting your concern, you can contact:



Interpreters:



- TIS National on 131 450.
- Aboriginal Interpreter Service (AIS) 1800 334 944.



Advocates:

- Older Persons Advocacy Network (OPAN) on 1800 700 600.

There is no charge for using these services.

What happens after an incident?

1



We will provide immediate care

- We will make sure you are safe and get the immediate help you need
 - A senior staff member will talk to you or your support person to:
 - Explain what happened
 - Apologise for what went wrong
 - Keep you informed on the investigation
- This is also known as *open disclosure*.

2



We will record the incident

- The incident will be recorded in our private safety system so we can see if there are any trends.
- We assign a severity level to the incident - from level 1 to level 4
- Level 1 and 2 are very serious and will undergo an in-depth investigation.

Extra protection for Serious Incidents:

- Our staff will report all allegations of sexual assault or assault to the police.
- We report all serious incidents to the Aged Care Quality and Safety Commission.

3



We will review the incident and make improvements

- We will figure out what went wrong and suggest ways to prevent it from happening again.
- We encourage you and your advocates to take part in this process. Your experience can help us fix our system.
- We use these recommendations to make changes to the way we do things.
- We check on the changes within 6 months to see if they have worked. If it doesn't, we will continue to make improvements.

Annexure H: Service List – Support at Home only

Service group	Service type	Services (the level services are to be invoiced at)
Home or community setting		
Home support	Allied health and therapy	Allied health assistance Podiatry Social work Speech pathology Dietician or nutrition Aboriginal or Torres Strait Islander Health Practitioner /worker assistance Physiotherapy Psychology Exercise physiology Occupational therapy Counselling or psychotherapy Music therapy
	Assistance with transition care (hospital transition only)	Transition care management Transition care therapy services Assistance to access medical practitioner Transition care medication management Transition care, emergency or after-hours assistance Continence management Waste disposal
	Care management	Home support care management
	Community cottage respite	Cottage respite
	Domestic assistance	General house cleaning Laundry services Shopping assistance
	Hoarding and squalor assistance	Hoarding and squalor support
	Home maintenance and repairs	Gardening Assistance with home maintenance and repairs Expenses for home maintenance and repairs
	Home or community general respite	Flexible respite Community and centre-based respite
	Meals	Meal delivery Meal preparation
	Nursing care	Registered nurse clinical care Enrolled nurse clinical care Nursing care consumables
	Nutrition	Nutrition supports
	Personal care	Assistance with self-care and activities of daily living Assistance with self-administration of medications Continence management (non-clinical)
Service group	Service type	Services

	Restorative care management	Home support restorative care management
	Social support and community engagement	Group social support Individual social support Accompanied activities Cultural support Digital education and support Assistance to maintain personal affairs Expenses to maintain personal affairs
	Therapeutic services for independent living	Acupuncture Chiropractic Diversional therapy Remedial massage Art therapy Osteopathy
	Transport	Direct transport (driver and car provided) Indirect transport (taxi or rideshare service vouchers)
Assistive technology	Equipment and products	Managing bodily function items Self-care items Mobility items Domestic life items Communication and information management items Assistive technology prescription and clinical support
Home modification	Home adjustments	Home modification items Home modifications, prescriptions and clinical support