



Australian Government

Australian Aged Care Quality Agency

Information sheet – quality review process overview

1. Notification of the Quality review	This notice is sent at least 28 days before the planned quality review date and includes information to inform care recipients of the quality review and the names of the quality surveyors.
2. Proposed site visit schedule	The team leader of the assessment team will contact the provider to discuss the proposed site visit schedule. This schedule outlines the quality review process on the day of the visit and planned interviews. When finalised, the site visit schedule will be sent to the provider no later than seven days before the quality review.
3. Conducting the quality review	The assessment team will assess the quality of care and services provided through the service against the Home Care Standards (Standards). This process includes interviews with care recipients, representatives, management and staff; gathering of information about the provider's systems and processes and observation of any activities.
4. Interim quality review report	An interim quality review report will be prepared by the assessment team and sent to the provider within seven days of the completion of the quality review.
5. Response to Interim quality review report	The provider may submit a response to the Interim quality review report within 14 days of sending of the report.
6. Final quality review report.	The Quality Agency considers the Interim quality review report, any response by the provider and any other relevant information to prepare a Final quality review report. This includes assessment of performance against the Standards. The provider is sent the Final quality review report no later than 20 days after the provider was sent the Interim quality review report.

If the service meets all 18 expected outcomes of the Home Care Standards, the quality review process is complete.

If however, the service does not meet any of the 18 expected outcomes, the following process applies.

7. Revised Plan for continuous improvement (PCI)	If a service is found not to meet one or more expected outcomes, the provider is required to submit a revised PCI within 14 days of the Final quality review report.
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When the Quality Agency is satisfied that the service meets all 18 expected outcomes, the quality review process is determined complete.

If however the PCI cannot demonstrate the service meets all 18 expected outcomes the service will be placed on a Timetable for improvement.

<p>8. Notification of PCI decision and, if applicable, Timetable for improvement (TFI)</p>	<p>Within 14 days after receiving the PCI, a Timetable for improvement is notified to the provider.</p>
<p>9. End of TFI</p>	<p>The provider must submit a written report within one business day of the expiry of the TFI, describing the improvements that have been made to the service to meet the Standards.</p>
<p>10. Notification of End-of-TFI decision</p>	<p>After review of the end-of-TFI report, a decision regarding the service's performance against the Standards is made. The provider is notified of the decision within 14 days of the expiry date of the TFI.</p>

If the end-of-TFI report demonstrates the service meets all 18 expected outcomes, the quality review is complete.

If however, it is decided the end-of-TFI report does not demonstrate the service meets all 18 expected outcomes, the Department of Health will be notified of the failure to meet the Home Care Standards and the reasons for the failure. Follow-up action may be taken such as arranging another quality review, assessment contact or imposing a further TFI.