



Compliance in Aged Care

Vital new regulations add
to burden on workers

This guide details the current landscape of
compliance in the aged care sector.

- ✓ The Aged Care Quality Standards
- ✓ A brief look into potential risks
- ✓ Insights into streamlining compliance management

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Meeting aged care regulations

Compliance in the aged care sector is governed by the regulations and standards of the Aged Care Quality and Safety Commission (ACQSC).

In this understaffed and overburdened sector, complying with regulations can add another layer of pressure to aged care workers. But ultimately, the ACQSC is driven by those same motivations that make aged care staff such remarkable and selfless people. The commission aims to protect and maintain the safety, health, wellbeing, and quality of life of people using aged care services.

Aged Care Quality and Safety Commission (ACQSC) functions:

- ✓ Approving subsidies for aged care providers under the Aged Care Act
- ✓ Regulating providers by accrediting aged care services, conducting quality reviews, and monitoring quality of care
- ✓ Imposing sanctions
- ✓ Handling complaints
- ✓ Undertaking consumer engagement
- ✓ Providing education

The consequences of non-compliance

Although mounting regulations are the last thing providers need in this environment, compliance is essential and there are direct repercussions for failing to meet obligations. The Aged Care Quality and Safety Commission (ACQSC) monitors providers through quality assessments, reviews, and consumer feedback, and they will take action if regulations are not met. Depending on the severity, the commission will issue one of the following:

- ✓ **Areas for improvement:**
some improvements are needed.
- ✓ **A non-compliance notice:**
significant improvements are needed.
- ✓ **A Sanction or Notice to Agree:**
the service is inadequate.

A sanction is the most serious, as it revokes the provider's approval for delivering aged care. After the ACQSC issues one of these actions, the provider is required to agree to a plan and a timeframe for addressing the issue.

Anyone in Australia can check if an aged care provider has been identified as non-compliant by using the government's non-compliance checker. Each aged care provider is listed with a Service Compliance Rating ranging from 1 (inadequate) to 4 (meets requirements).

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According to the most recent ACQSC report, compliance in residential providers has risen, with 81% meeting all their Quality Standards.

But for home services, only

37%

of providers met standards compared to 71% at the end of 2023.

In an industry as imperative as aged care, a failure rate of 37% is a serious concern for both clients and providers.

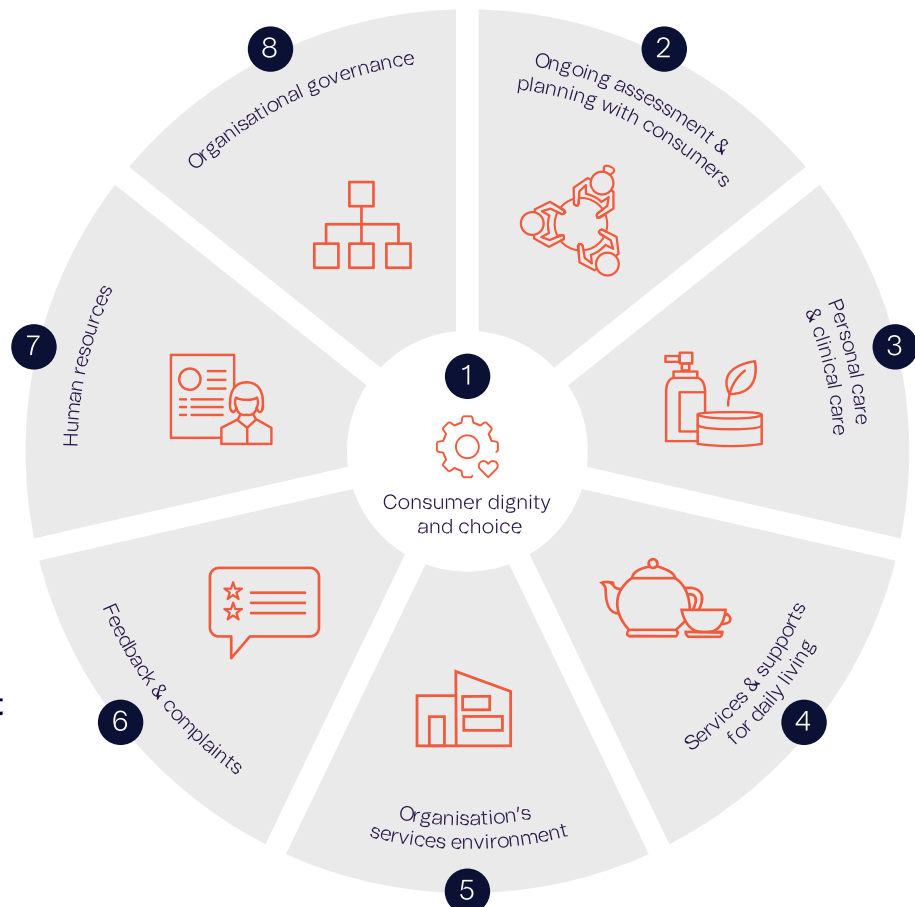


The Aged Care Quality Standards

For providers to avoid becoming part of these worrying statistics, they need to meet the Aged Care Quality and Safety Commission (ACQSC) requirements. Every government-funded aged care provider is assessed and monitored against the Quality Standards, with their results published publicly online.

From the eight Aged Care Quality Standards, Standard 7 (Human Resources) is the most closely tied to workforce compliance. The standard dictates that organisations must have, “A workforce that is sufficient, and is skilled and qualified to provide safe, respectful, and quality care and services”.

To meet this standard, an organisation needs to regularly assess, monitor, and review its workforce through an effective human resources system—which includes compliance management.



**Learn about the eight
Aged Care Quality
Standards**



The 2018 Aged Care Royal Commission

Context behind compliance requirements

Anyone who works in aged care knows of the long-ignored cracks in the system. And it's the people on the ground who deal with the repercussions of insufficient funding and lax regulations—they see the real-world impact on residents. In 2018, there was finally a formal inquiry into these issues, with the Royal Commission into Aged Care Quality and Safety.

Prompted by reports of abuse, neglect, and substandard care, the commission inquired into the quality of aged care services in Australia, resulting in [148 wide-ranging recommendations](#) for future improvements.

One of the most prominent recommendations was for providers to conduct appropriate screening of all personnel. Employee vetting should be the paramount concern in an industry that relies so heavily on the quality of care provided by each worker.

According to [PwC Australia](#), when aged care organisations fail to manage risk effectively, consequences can include:

- Death, permanent harm, injury, or loss to clients
- Harm or loss to employees, contractors, or visitors
- Loss of reputation
- Disruption to operations
- Financial loss to the business
- Fines, penalties, and enforcement action
- Threat or loss of licence to operate





Streamlining compliance management

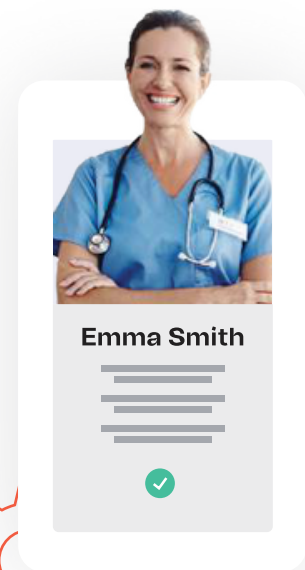
The swathe of compliance regulations that followed the Royal Commission can be overwhelming, but there is one highly impactful step organisations can easily tick off first—and that is meeting the Aged Care Quality Standard 7 (Human Resources).

A digital transformation will modernise your systems and streamline compliance management. Workforce compliance continues to become increasingly complex, as legislators add further regulations to improve the standard of quality, safety, and care. Spreadsheets and hard-copy administration just can't keep up.

Aged Care Quality and Safety Commission (ACQSC) functions:

- ✓ Spreadsheets have a higher risk of human error
- ✓ Standalone systems cannot integrate with each other
- ✓ Inability to automate time-consuming manual processes
- ✓ No centralised source of data
- ✓ Lack of transparency

An end-to-end digital platform manages your workforce with a suite of bespoke services, delivering simplified compliance at a glance.



Requesting documents from people] is a lot of back and forth—it seems to drag on and seems to be something I'll never get rid of. There isn't a very easy, streamlined way of recording the data.

HR BUSINESS PARTNER,
AGED CARE, NSW



The benefits of simplified compliance



Efficiency

Digital compliance management saves aged care workers from spending most of their time on lower-value admin tasks. The time-saving services can include:

- ✓ Automated alerts and renewals
- ✓ Automated document collection
- ✓ Employee self-service portals
- ✓ Fast onboarding and pre-boarding that shortens 'time to start'
- ✓ Portable credentials between jobs to reduce duplication
- ✓ Easy access to workers' compliance statuses



Data quality

Repetitive manual data entry opens the door for human error, while automated data collection reduces errors, improves the quality of data, and gives the leadership team greater confidence in the reliability of their data.



Scalability

Making the shift from a spreadsheet approach to a database strategy is the first step towards broader improvements. Kinatiko can easily scale from a single team to thousands of workers across different aged care facilities, seamlessly managing multiple sites and teams.

Experiences before digital transformation



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HR ADMIN, AGED CARE,
NSW

There is a human eye looking over all documentation before it is loaded into the system manually.

HR ADVISOR, AGED CARE,
NSW

There are weeks where compliance might be 80% of my week... I wish I never had to touch the compliance part, it's not all that fun.

SENIOR AGED CARE
SPECIALIST, VIC





Transparency

A digital platform takes data out of disconnected silos such as spreadsheets and emails, and brings them into a centralised, accessible system—preventing compliance breaches and creating an audit trail for investigating any incidents. This transparency is crucial for clear demonstration of compliance with the Aged Care Quality Standards.



Management

Rather than HR staff managing the completion of compliance tasks, automated notifications prompt staff to carry them out in a self-service portal. This reduces the burden on HR in terms of onboarding, inductions, and document collection.



Security

As cybercrime rapidly advances, industries like aged care—where spreadsheets and outdated digital systems are still the norm—face an ever-increasing risk of data security breaches. Sophisticated data protection tools can defend aged care organisations from cyber-attacks and protect residents' sensitive personal information from exposure. Kinatico's platform guarantees privacy and security, upholds an ISO 27001 certification, and meets Australian privacy legislation and General Data Protection Regulations (GDPR).



Analytics

Digital platforms can instantly generate custom reports for data-driven insights. These analytics then help staff identify trends, assess areas of risk, and pinpoint data anomalies. Analytics are essential for:

- ✓ Making better quality decisions
- ✓ Optimising care performance
- ✓ Driving continuous improvement
- ✓ Reducing risk
- ✓ Discovering new opportunities



Integration

A technology stack approach to HR management uses several systems to optimise and support recruitment, engagement, collaboration, and performance. Data moves seamlessly between the different components of the tech stack with Kinatico's 'Checks as a service API', which is ready built for integration with Human Resources Information System (HRIS) platforms.



End-to-end workforce management

Aged Care Compliance with Kinatico

Digital solutions give aged care workers greater capacity to channel energy into high-value tasks that meet compliance requirements and benefit residents.

Working in aged care means dedicating your life to the wellbeing of others, so the last thing aged care workers want is the suffering of vulnerable residents. The risk of abuse and neglect can be mitigated with a strict HR program, including ongoing workforce compliance management.

Valuable aged care checks include:

- ✓ National and International Police Checks
- ✓ AHPRA registration
- ✓ Work Rights Entitlement Checks (Visa)
- ✓ Driver's licence
- ✓ Reference checks
- ✓ Professional services

Finance-related checks like bankruptcy and credit checks are also recommended for mitigating the risk of staff defrauding or taking financial advantage of residents.

Important safety induction inclusions

Safety inductions should include instruction on the most common hazards for aged care workers, as identified by WorkSafe:

1. Lifting and assisting residents

2. Pushing and pulling equipment

3. Slips, trips, and falls

4. Work-related stress, bullying, and harassment

Through Kinatico, administrators have full visibility on whether workers and contractors have completed their safety and/or workplace bullying prevention inductions.





Kinatiko solutions provide comprehensive workforce compliance, helping aged care organisations to:



Lower costs

Achieve increased efficiency and reduced administrative workloads.



Reduce checks

Reliable systems remove redundant or repeated worker checks.



Speed up onboarding

Quick digital recruitment means onboarding new workers faster.



Send updates on time

The system automatically sends updates and collects certifications.



Easily manage certifications

Contractor workforce certifications are simple to record and enforce.



Meet standards

Digital records provide a clear audit trail to demonstrate compliance with Aged Care Quality Standards.





Kinatico is a leader in workforce compliance solutions, offering services that give aged care providers the capacity to meet increasingly strict regulations.

- ✓ Screen, monitor, manage, and report in real time
- ✓ Automatically track and verify credentials
- ✓ Protect company-wide secure documents
- ✓ Allow staff to provide details online

Let us lift the burden of overwhelming compliance tasks

Contact our sales team for a demo or visit our website.

**Kinatico.
Keeping your
workforce active.**



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kinatico.com



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