
QAIT Session 8 – Regulatory Compliance

Delivered in all states in: April 2007

Focus of the session:

This session focused on the universal expected outcomes 1.2, 2.2, 3.2 and 4.2 Regulatory compliance. It focused on how to adequately assess the expected outcomes, the impact on residential aged care homes, and the relationship with other outcomes.

Summary of content:

- Regulatory compliance is a universal outcome and is linked to the principle of each Standard.
- Quality assessors assess compliance against the expected outcome, but are not in a position to assess compliance against other legislative frameworks.
- A system is a set of inter-related factors that create the environment, services and results for residents. A process is the step that creates the results or products.
- The home must have a system in place to identify, implement and evaluate relevant legislation.
- How does the home identify relevant legislation, regulations, professional standards and guidelines? They may use legislative update services, industry associations, government information etc.
- Does the home implement revised legislative requirements by reviewing policies and procedures, educating staff or informing residents in a timely manner.
- How does the home evaluate its compliance? Is evaluation part of the Continuous improvement system or education system. Evaluation should also include how the home maintains knowledge of regulatory requirements, not just learns about new requirements.
- Third party reports can be used as part of the evidence base to rate the expected outcome.
- Identifying non compliance includes identifying the deficiency in the process.
- Is the gap lack of identification of the relevant legislation
- Not communicating changes to staff
- Not monitoring a system that ensures compliance
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- If a home is not adequately evaluating and monitoring compliance, this may indicate a failure to actively pursue continuous improvement.