



CPSA Aged Care <agedcare@cpsa.org.au>

RE: Information request - Assessment contacts

[REDACTED]

To: "agedcare@cpsa.org.au" <agedcare@cpsa.org.au>

Dear Ms Crowe

Thank you for your request.

You will find information about assessment contacts in general available on our website under the following links:

http://www.aacqa.gov.au/for-providers/residential-aged-care/copy_of_processes/assessment-contacts/assessment-contacts

http://www.aacqa.gov.au/for-providers/residential-aged-care/copy_of_processes/assessment-contacts/assessment-contact-assessments-and-reports

The scope of any assessment contact is decided on a case management basis by decision-makers in the Quality Agency. This includes deciding the number of expected outcomes to be assessed. Assessors are provided with this information when they are assigned to undertake an assessment contact.

Assessment contacts for residential aged care homes may include the following:

- Review of a home's continuous improvement plan and processes
- Review of case specific expected outcomes – this could be based on information from previous visits
- Assessment using an assessment module (these are process related assessments) – refer to the following link for a resource document that includes our assessment modules <http://www.aacqa.gov.au/for-providers/residential-aged-care/resources/other-resources/Assessmentmodules.pdf>
- Other case specific information as directed by a decision-maker
- Or a combination or all of the above.

The number of expected outcomes to be assessed is determined through case management. Generally, unannounced assessment contacts will include at least one of the assessment modules. Which assessment module is included in the scope of the visit is also decided through case management.

Guidelines for assessors in undertaking assessment contacts are included in the Assessor handbook: <http://www.aacqa.gov.au/for-providers/residential-aged-care/resources/other->

[resources/Assessorhandbook.pdf](#)

Assessors do have the capacity to contact the Quality Agency while they are on-site to consult about changing the scope of the assessment contact should there be information that requires them to focus on other expected outcomes or change from assessing against a module to more specific expected outcomes. This is always discussed with management of the home prior to the scope of the visit being changed. Guidelines for this process are included in the Assessor handbook.

I hope you find this information useful. If you require any further information, please do not hesitate to contact me.

Yours sincerely

[Redacted signature]

Australian Aged Care Quality Agency
Level 9, 111 Phillip Street Parramatta NSW 2150
PO Box 773, Parramatta, NSW 2124

[Redacted contact information]



Australian Government
Australian Aged Care Quality Agency

Australian Aged Care Quality Agency acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present.

From: Charmaine Crowe [<mailto:agedcare@cpsa.org.au>]
Sent: Thursday, 30 July 2015 2:06 PM
To: NATNational
Subject: Information request

Dear Aged Care Quality Agency

I'm seeking documents relating to the policy and/or guidelines for assessors when conducting an unannounced assessment contact. I'm specifically seeking information on how assessors choose standards against which to assess a home, and how many standards are selected.

Do you already publish this information or do I need to lodge a request under the *Freedom of Information Act*?

Kind regards

Charmaine Crowe

Senior Advisor, Research & Advocacy

**Address:** Level 9, 28 Foveaux Street, Surry Hills NSW 2010**Phone:** 02 9281 3588 **Country callers:** 1800 451 488**Fax:** 02 9281 9716 **Web:** www.cpsa.org.au**Twitter:** @CPSANSW **Facebook:** www.facebook.com/cpsa.org.au**All donations of \$2 and above to CPSA are tax deductible.****DONATE to CPSA via the [website](http://www.cpsa.org.au). DONATE to CPSA via [Paypal](https://www.paypal.com).**

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