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Patient Matters

CHAPTER 16 – AGED CARE FACILITIES (NURSING HOMES)

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REPORTING FOR RESIDENTIAL AGED CARE SERVICES

(PD2022_054)

PD2022_054 rescinds PD2019_049

POLICY STATEMENT

NSW Health is the Approved Provider of aged care services funded by the Australian Government, including State Government Residential Aged Care Facilities, residential Transitional Aged Care Program services, and Multi-Purpose Services. Local Health Districts operate these aged care services, and the Australian Government has legal, regulatory and funding responsibility for them.

To help protect aged care residents, the Aged Care Act 1997 (Commonwealth) and the National Disability Insurance Scheme Act 2013 (Commonwealth) have compulsory reporting provisions through the Serious Incident Response Scheme (SIRS) and the National Disability Insurance Scheme (NDIS).

These Commonwealth incident management and reporting requirements are in addition to those required under the NSW Health Policy Directive Incident Management ([PD2020_047](#)).

SUMMARY OF POLICY REQUIREMENTS

NSW Health operated aged care services must report incidents in each system, when the reporting criteria are met for the Serious Incident Response Scheme (SIRS), the National Disability Insurance Scheme (NDIS) and NSW Health's Incident Management System. Serious Incident Response Scheme reportable incidents are:

- Unreasonable use of force
- Unlawful sexual contact or inappropriate sexual conduct
- Neglect
- Psychological or emotional abuse
- Unexpected death
- Stealing or financial coercion by a staff member
- Inappropriate use of restrictive practices
- Unexplained absence from care

Priority 1 Serious Incident Response Scheme reportable incident (Aged Care) must be reported to the Aged Care Quality and Safety Commission within 24 hours.

Priority 2 Serious Incident Response Scheme reportable incident (Aged Care) must be reported to the Aged Care Quality and Safety Commission within 30 days of becoming aware of the incident.

These incidents must be reported in the My Aged Care Service and Support Portal.

National Disability Insurance Scheme reportable incidents are:

- Death
- Serious injury
- Abuse or neglect
- Unlawful sexual or physical contact with, or assault of, a person with disability

- Sexual misconduct, committed against, or in the presence of, a person with disability, including grooming of the person with disability for sexual activity.
- Use of restrictive practice not in accordance with authorisation/ behaviour support plan

All National Disability Insurance Scheme reportable incidents are to be reported in the National Disability Insurance Scheme Quality and Safeguards Commission Portal within 24 hours except for:

- use of restrictive practice not in accordance with a required state or territory authorisation and/or
- not in accordance with a behaviour support plan which must be reported within 5 business days.

Reportable incidents must be reported to NSW Police within 24 hours when there are reasonable grounds of facts or circumstances that could be of a criminal nature.

To download a copy of the Reporting for Residential Aged Care Services policy and procedures go to https://www1.health.nsw.gov.au/pds/Pages/doc.aspx?dn=PD2022_054

WELLNESS AND REABLEMENT IN AGED CARE (GL2021_002)

GUIDELINE SUMMARY

This Guideline outlines what wellness and reablement is, the contractual requirements, and roles and responsibilities of NSW Health organisations for implementing a wellness and reablement approach.

Wellness and reablement ensures older people in NSW live as active, purposeful, healthy, and independent lives as they can and, where possible, remain living in their own homes.

NSW Health is contracted by the Commonwealth Department of Health to provide a range of assessment and support services for older people wishing to live independently at home. NSW Health is contractually obliged to provide these services with a consistent wellness and reablement approach.

KEY PRINCIPLES

Wellness and reablement practice with older people within NSW Health is based on the following set of principles:

- supporting older people living at home to live as independently as possible for as long as possible.
- treating each older person as a unique individual with their own strengths, abilities, life experiences, preferences, choices, and needs.
- assessing an older person in a holistic, strength-based way, promoting wellness, considering dignity of risk and encouraging active participation in the development of appropriate support plans.
- ensuring an older person's aspirations and needs are best met when assessment, support planning, and service provision is a partnership between the older person, their informal support network, the assessor and service providers.

NSW Health is in a unique position to maximise use of wellness and reablement programs in and across the aged services it delivers. NSW Health embraces the wellness and reablement approach and ensures that assessments by Regional Assessment Services (RAS) and Aged Care Assessment Services (ACAT) and service provision from the Transitional Aged Care Program (TACP) and the Commonwealth Home Support Programme (CHSP) funded services are aligned.

Contracted Aged Care Services are provided throughout NSW Health (Local Health Districts and Specialty Health Networks). ACAT and RAS assess eligibility for aged care services, while the Transitional Aged Care Program and Commonwealth Home Support Programme provide care and support in the community. All aged care services provided by NSW Health are required to ensure wellness and reablement practices are implemented as a core part of the aged care services we deliver.

To view guideline GL2021_002 Wellness and Reablement in Aged Care go to https://www1.health.nsw.gov.au/pds/Pages/doc.aspx?dn=GL2021_002