



Associated Provider Handbook

For the provision of Support Services
under the
Support At Home program

*Ensuring older people receive the safe, respectful and high-quality care they deserve
and are supported to maintain a healthy lifestyle, with positive well-being and independence.*

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Welcome and Introduction

We are pleased to welcome you as an associated provider working in partnership with Ballarat Community Health (BCH). Together, we share the responsibility of delivering safe, high-quality and culturally responsive aged care services to older people in our community.










From 1 November 2025, under the Aged Care Act 2024, all organisations and individuals who deliver services on behalf of a registered provider are formally recognised as associated providers.

This handbook **complements your Service Agreement with us**. It does not replace the Service Agreement but provides practical guidance on how we expect services to be delivered in line with legislation, standards and our internal policies. It explains how we will work together to:

- Meet the requirements of the Aged Care Act 2024 and the home care programs under which we deliver services
- Uphold the Statement of Rights and the Aged Care Code of Conduct
- Deliver services that align with the strengthened Aged Care Quality Standards (for services in categories 4 and 5)
- Ensure safe, high-quality care through effective systems for reporting, invoicing and record-keeping.

Please read this handbook carefully and keep it for future reference. It is designed to support you in understanding your role and responsibilities, ensuring our partnership delivers the best outcomes for older people.

BCH Key Contact Information

Service Requests	Invoice/ Billing Enquiries
 Contact our BCH Care Partner as listed on the Service Request. Alternative contact if unavailable (03) 5338 0528  hadmin@bchc.org.au	 (03) 5338 0528  hadmin@bchc.org.au
Incident Reporting	General contacts
 (03) 5338 9130  Incident Submission Form <i>After hours contact details (for existing Associate Provider and Participant only):</i>  (03) 5338 9190 5.30 p.m. – 9 p.m. Mon-Fri 10 a.m. – 4 p.m. Sat-Sun + Public Holidays	 (03) 5338 4500  BCH Make an Enquiry Registered Address: 12 Lilburne Street Lucas, Vic 3350 Postal Address: PO Box 1156, Bakery Hill, VIC 3354 ABN 98 227 492 950 ACN 136 362 993

About Us

Ballarat Community Health (BCH) is a recognised, local, not-for-profit provider. We have six service locations across Ballarat and provide outreach services and clinics at a range of locations throughout the Central Highlands and in the home as a registered Support at Home provider.

We prioritise wellbeing with a community-first approach and are committed to delivering accessible, affordable, and quality care with an emphasis on health promotion and illness prevention.

Our strategic purpose

Creating healthy communities through the provision of accessible, affordable and quality health and wellbeing services.

Our Values

Respect, Integrity, Courage, Responsibility, Resilience, Optimism

Commitment to our community

- Address health inequity and inequality
- Improve the health and wellbeing of the community
- Have impact and be sustainable

For further information please refer to [BCH Strategic Plan – 2024/2029](#)

Your Role as an Associated Provider

As an associated provider, you are engaged by Ballarat Community Health to deliver aged care services on our behalf.

Your role is to:

- Uphold your responsibilities under the agreement we have entered.
- Deliver services safely, respectfully and in line with Participant care plans.
- Ensure your workforce (or yourself, if you are a sole trader) meets all credentials, training and suitability requirements.
- Follow the rules set out in this handbook, the Aged Care Act 2024 and your agreement with us.
- Comply with all other applicable laws.
- Maintain all required insurances at the levels specified in your agreement.
- Report incidents, complaints, feedback and whistleblower disclosures within the required timeframes.
- Keep accurate records and participate in audits when requested.

Ballarat Community Health is responsible under the Aged Care Act 2024, which means:

- You must work within the systems, processes and requirements we provide.
- You cannot delegate your responsibilities to others without our approval.
- We will provide you with guidance, training and support where needed, but you are expected to take all reasonable steps to comply with your obligations.

By working together in this way, we can ensure that every Participant receives quality care and support that respects their rights, upholds their safety and meets the standards required by law.

Key Legislative and Program Requirements

As an associated provider, you must deliver services in line with the same laws, rules and standards that apply to Ballarat Community Health. The aged care related ones are outlined below.

Aged Care Act 2024

The new Aged Care Act sets out the rights of older people and the responsibilities of registered providers. Associated providers must comply with the Act and the Aged Care Rules when delivering services on our behalf.

Statement of Rights

Every older person has the right to dignity, respect, choice, cultural safety, privacy and to speak up without fear of retribution. You and your workforce must be aware of and uphold these rights at all times.

Aged Care Code of Conduct

The Code of Conduct sets the behaviour standards for everyone working in aged care. This includes acting with honesty, respect, integrity and in a safe manner.

Support at Home Program

The Support at Home program includes a nationally consistent service list and stronger requirements for reporting and evidence. Associated providers must deliver only the services we request and ensure invoices match the prescribed service list.

Strengthened Aged Care Quality Standards

The new, strengthened Aged Care Quality Standards set out what safe, high-quality care looks like. If you deliver Category 4 or 5 services (*refer to **Annexure A** for details on registration categories*), you must also ensure your care aligns with these Standards (see section on additional requirements).

Working with Supporters

Depending on the services they provide, associated providers and their workforce may need to be aware of any supporter relationships. This helps ensure the older person's rights are upheld and that family, carers, or advocates are respected and included (with the Participant's consent). Any concerns raised by supporters should be reported to the registered provider in line with feedback and complaints processes.

Other Laws and Obligations

In addition to aged care laws, as per your agreement with us, you must comply with:

- Work Health and Safety legislation
- Privacy and confidentiality legislation
- Anti-discrimination legislation
- Modern Slavery and Anti-Corruption Laws
- Transport and vehicle safety laws (where relevant)
- Data Protection and Notifiable Data Breach Requirements.

We will provide you with further guidance and updates where required, but it is your responsibility to stay informed and comply with all relevant laws.

Workforce Obligations

As an associated provider, you are responsible for ensuring that every person delivering services on behalf of Ballarat Community Health is suitable, qualified, skilled and capable of providing safe and high-quality care.

You must:

- Maintain workforce credentials:
 - National Police Check (no older than 3 years) or National Disability Insurance Scheme (NDIS) Worker Screening (no older than 5 years), until aged care worker screening commences in 2026.
 - Right-to-work evidence for all personnel (VEVO checks where required).
 - Current professional registration for registered roles (for example, Australian Health Practitioner Regulation Agency (AHPRA) for nurses and allied health).
 - Driver's licence, registration and insurance, if workforce transport Participants.
 - Evidence of minimum qualifications (for example, certificate III in individual support for personal care roles).
- Assess suitability:
 - Obtain statutory declarations where personnel have lived overseas after turning 16.
 - Check police check for precluding offences that may prevent someone from working in aged care. [Refer to the updated worker screening guide from the Department of Health, Disability and Ageing.](#)
 - Check the [aged care banning register](#) to ensure the worker is not 'banned' from services or working in the sector.
 - Confirm that the person possesses the necessary skills, experience and physical capacity to perform the role.
- Keep workforce records:
 - Maintain an up-to-date workforce register of credentials, checks and qualifications.
 - Name of supervisor/manager reviewing Police certificate/NDIS worker screening ID and date of review.
 - Provide this register to Ballarat Community Health at least annually and when requested.
 - Retain registers and evidence for at least 7 years (or longer if required by law).

You must not allow anyone to deliver services on behalf of Ballarat Community Health unless these requirements are met and up to date.

Workforce Training

Training is an essential part of making sure that everyone who delivers care and services on behalf of Ballarat Community Health meets the standards required under the Aged Care Act 2024, the Aged Care Rules 2025 and the strengthened Aged Care Quality Standards.

As an associated provider, you must ensure that all the workforce delivering services for us:

- Complete all mandatory training before starting work
- Maintain training through regular refreshers complaints, feedback and whistleblowers must be completed annually. First Aid and CPR are to be maintained within expires/requires renewal period. All other mandatory training should be repeated on a no greater than three-year cycle).
- Undertake recommended training where relevant to their role and the services being delivered
- Keep clear records of training completed and provide this information to Ballarat Community Health on request.

The mandatory and recommended training requirements are set out in the table below. These requirements vary depending on whether services fall under Categories 1-3 or Categories 4 and 5 (refer to **Annexure A** for details on registration categories).

Service Category	Mandatory training:	Recommended training (good practice):
Services delivered in Categories 1-3 (Lower Risk)	<ul style="list-style-type: none"> • Aged Care Code of Conduct • Statement of Rights • Privacy and confidentiality • Whistleblower protections • Complaints and feedback, • Incident management and reporting- including Serious Incident Response Scheme (SIRS) • Infection Control • Work Health and Safety • Food safety (if assisting with meals/meal preparation) • Responding to medical emergencies. 	<ul style="list-style-type: none"> • Caring for people living with dementia • Culturally safe, trauma-aware and healing-informed care • Delivery of person-centred, rights-based care • Working with supporters • Working with older people (respect, dignity, age-related needs) • Identifying and responding to elder abuse • Professional Boundaries • Dignity of Risk • Risk identification and reporting.
Services delivered in Categories 4 and 5 (Higher Risk)	<p>As above, plus:</p> <ul style="list-style-type: none"> • Strengthened Aged Care Quality Standards. <p>Competency-based training on:</p> <ul style="list-style-type: none"> • Delivery of person-centred, rights-based care • Culturally safe, trauma-aware and healing-informed care • Caring for people living with dementia. 	<ul style="list-style-type: none"> • Working with supporters • Working with older people (respect, dignity, age-related needs) • Dignity of Risk • Identifying and responding to elder abuse • Professional boundaries • Risk identification and reporting • Palliative care.

Supporting Training Access

Below are links to free or accessible training resources to help you and your workforce meet these requirements, including:

- [Equip Aged Care Learning Packages](#): Free, modular training designed for aged care workers, covering dementia, palliative care, infection control, communication, cultural safety and more.
- [ALIS \(Aged Care Learning Information Solution\)](#): Online training modules provided by the Aged Care Quality and Safety Commission, including Code of Conduct, SIRS, strengthened Aged Care Quality Standards and incident management.
- [Department of Health, Disability and Ageing Fact Sheets](#): Concise summaries on the Aged Care Act 2024, Statement of Rights and other reforms that can be shared with associated providers as training prompts.

Where required, Ballarat Community Health will also provide quick reference guides on our organisation-specific systems, such as:

- Complaints and feedback systems
- Incident identification and reporting
- Whistleblower disclosure and reporting.

This guide will be supplied at orientation and whenever changes occur. It is a requirement that your workers are supplied with this reference guide and appropriate training on feedback, whistleblower disclosure and reporting and incident management at orientation, when things change and again at least annually.

Ensure training and ongoing competency.

You must:

- Ensure workers complete all mandatory training requirements
- Provide role-specific training and supervision as required
- Record and retain evidence of all training completed
- Monitor refresher requirements and ensure training is renewed before it expires (for example, annual update requirements, CPR every 12 months, First Aid every 3 years).

Record Keeping

You must:

- Maintain an up-to-date workforce training register that records training completed by each workforce member, including the date and any relevant certificates
- Retain evidence of training for at least 7 years (or longer if required by law)
- Provide training records to Ballarat Community Health when requested, including during audits or reviews.

You must not allow anyone to deliver services on behalf of Ballarat Community Health unless these requirements are met and up to date.

Service Delivery Expectations

As an associated provider, you are expected to deliver services on behalf of Ballarat Community Health in a manner that aligns with our agreement and is safe, respectful and consistent with the rights and needs of each Participant.

You and your workers must:

- **Follow care and service plans:** Deliver services as outlined in the Participant's care or support plan/referral. Do not make changes to the plan without approval from Ballarat Community Health. If the Participant requests changes, please notify us so we can adjust the care plan with the Participant and update the service request.
- **Uphold the Statement of Rights:** Ensure that every Participant is treated with dignity, respect and compassion, has choice and control in their care and can speak up without fear. The workforce must always understand the Statement of Rights and act accordingly.
- **Comply with the Aged Care Code of Conduct:** All workers must act in accordance with the Aged Care Code of Conduct, which requires them to exhibit safe, respectful and honest behaviour. Any suspected breach of the Code must be reported immediately to Ballarat Community Health.
- **Provide evidence of service delivery:** Each service delivered must be supported by documented proof, such as:
 - Digital check-in/check-out logs
 - Signed service confirmation by the Participant
 - Case notes or clinical notes (where required)
 - Photos of completed work (for home maintenance or modifications only, where appropriate).
- **Communicate clearly with Participants:**
 - Advise Participants promptly if a worker is running late or unable to attend
 - Notify Ballarat Community Health within 2 hours if a Participant is absent or refuses a service
 - Notify Ballarat Community Health if a Participant wishes to make changes to their service
 - Ensure Participants are informed respectfully about any changes to their services.
- **Maintain professional boundaries:** Workers must conduct themselves professionally at all times and avoid any personal, financial, or other conflicts of interest with Participants.
- **Report concerns:** Any breaches of Participant rights, the Code of Conduct, or service delivery requirements must be reported immediately to Ballarat Community Health.

Smoking, Alcohol, or other drugs

Smoking or vaping is not permitted within the Participant's premises or when the staff member is in the company of the Participant.

Staff must not be under the influence of alcohol or illicit or unauthorised drugs within the Participant's premises.

Associated providers will ensure that staff identified as being under the influence of alcohol or illicit or unauthorised drugs while providing services to the Participant will no longer continue to deliver the services for BCH.

Services Delivered in Categories 4 and 5

If you deliver services in **Category 4 (Personal Care)** or **Category 5 (Clinical and Therapeutic Care)** on behalf of Ballarat Community Health, there are additional requirements. These services are considered higher risk and must meet the strengthened Aged Care Quality Standards.

You must ensure that:

- **Quality Standards:** Services uphold the strengthened Aged Care Quality Standards, with a focus on dignity, safety, clinical care and wellbeing.
- **Workforce qualifications and registration:** Workers delivering clinical services hold the appropriate qualifications and, where relevant, current professional registration (for example, AHPRA).
- **Skills and competence:** Workers have the knowledge, skills and experience to safely perform the services assigned.
- **Scope of practice:** Clinical services are delivered only within the worker's professional scope of practice.

For documentation and record keeping:

- Clinical services delivered by a nurse or allied health professional must include a written handover to Ballarat Community Health and a completed clinical care note must be supplied for each service delivered.
- Copies of any clinical assessments completed must be provided, along with recommendations for updates to the Participant's care or support plan.
- Any changes to care, or confirmation that no change is required, must be communicated clearly.

You are also required to notify us if your lead clinician changes and/or if there are changes made to your clinical governance framework.

Failure to meet these requirements may result in corrective action, suspension of services, or termination of your agreement with Ballarat Community Health.

Medications Management

Only planned medication assistance and/or prompting is to be provided by the Support Worker's. Ad-hoc provision of assistance is not permitted. This includes all forms of prescribed and over the counter medications.

Support Workers must have completed registered competency-based medication training before assisting the Participant with medication.

Training for the Support Worker Personal Care Worker, specific to the needs of each individual Participant, must be provided by a Registered Nurse or appropriately qualified health professional.

The Support Worker may be required to monitor supplies of the Participant's medication and must inform BCH when the Participant may require a repeat prescription or medication review by their General Practitioner. The Support Worker may be required to collect the Participant's prescription medication from the Participant's pharmacy.

Incidents relating to medications including near misses must be reported to BCH to allow for analysis and review and to implement risk mitigation strategies. Refer to the section below.

Meal Services

Associated providers that provide meals, snacks and drinks to our Participants receiving funded aged care will also need to work with us to meet the meal requirements for in-home care. This includes requirements for an Accredited Dietitian Review (ADR) to be undertaken at least annually.

We are likely to be one of the many registered providers that you provide meal services to under an associated provider arrangement, and we will likely all have the exact requirements, including that:

- An assessment is undertaken by an Accredited Dietitian at least annually for all meals, snacks and drinks provided to older people (receiving funding for aged care services).
- Each time an assessment is completed, we receive a report that details the dietitian's review and actions taken by your organisation to improve meals in response to feedback.

Feedback, Complaints and Whistleblower Protections

Ballarat Community Health is committed to creating a safe environment where people can speak up. Protections apply even if a concern turns out to be unfounded, provided it was raised honestly and reasonably.

Ballarat Community Health does not tolerate victimisation or threats of victimisation.

We will take all reasonable steps to ensure that whoever makes a complaint or raises a concern, is not negatively impacted or victimised as a result of the making of the complaint or, raising the concern. This includes no threats and no reprisals.

Anyone, including older individuals receiving care, has the right to provide feedback, raise concerns and report issues without fear of reprisal. As an associated provider, you and your workforce must actively support this right.

You must:

- **Follow our processes:** Read our requirements on feedback, complaints and whistleblower protections as outlined in this handbook and your Service Agreement and ensure that you and your aged care workers are following our Quick Reference Guide (refer copy appended and also available as a separate document on our website).
- **Communicate with your workforce:** Remind your aged care workers that feedback, complaints and whistleblower disclosures are welcome every month.
- **Promote a culture of openness:** Encourage Participants, their families and others involved in their care to provide feedback or raise complaints. Ensure everyone feels safe and supported to speak up and make it clear that feedback is welcome from anyone, not just Participants and families.
- **Respond promptly and respectfully:** Take all complaints and feedback seriously and acknowledge concerns. Advise the Participant that all feedback and complaints will be reported through to Ballarat Community Health (the registered provider). Offer the assistance of an [Aged Care Advocate](#).

- **Report to Ballarat Community Health:** All complaints, feedback and concerns (including verbal input from Participants or families) must be reported to Ballarat Community Health within the required timeframes.

Whistleblower protections:

The Aged Care Act 2024 provides protections for whistleblowers, people who raise concerns about misconduct, unsafe practices, or risks to the safety and quality of aged care. Under the Aged Care Act, whistleblowers are protected from: any civil, criminal or administrative liability (including disciplinary action) for making a disclosure; any contractual or other kind of remedy being enforced or exercised against the whistleblower on the basis of the disclosure, including termination on the basis that disclosure constitutes breach of the contract.

- As an associated provider, you and your workforce must:
 - Report concerns about misconduct, abuse, neglect, unsafe practices, or breaches of care to Ballarat Community Health.
 - Ensure the identity of anyone who makes a disclosure is protected and kept confidential.
 - Protect anyone who raises a concern from retaliation, dismissal, or adverse consequences.
 - Treat whistleblower reports seriously, confidentially and in good faith.
 - Ensure the workforce understands how to raise concerns through the correct reporting channels provided by Ballarat Community Health.
 - Your workforce can also raise a concern with us and can do so anonymously or via our whistleblower hotline. Refer to our quick reference guide appended.

All disclosures will be treated seriously and, where appropriate, will be investigated in accordance with our procedures.

In carrying out our investigation, we will attempt to locate evidence to support any claims or allegations made in a whistleblowing disclosure.

Record keeping

You must:

- Keep accurate and complete records of feedback, complaints and disclosures.
- Retain records for at least **7 years**, or longer if required by law.
- Store all records securely in Australia and protect them from unauthorised access.
- Provide records promptly to Ballarat Community Health when requested.
- Cooperate fully with audits, reviews and investigations conducted by Ballarat Community Health or regulators.

As part of your orientation with us, you will have received a Quick Reference Guide to our complaints, feedback and whistleblowing processes (refer copy appended and also available as a separate document on our website). As an associated provider, you must ensure your workforce also gets this training and understands their role and responsibilities. All workforce members are expected to respond appropriately to feedback and complaints and to report concerns and whistleblower disclosures in line with the requirements set by Ballarat Community Health.

Insurance and Risk Management

To deliver services on behalf of Ballarat Community Health you must maintain appropriate insurance and risk management arrangements as outlined further in your Services Agreement. Failure to maintain appropriate insurance and risk arrangements may result in suspension of services or termination of your Services Agreement with Ballarat Community Health.

In summary, you are to maintain currency of insurance to the minimum insured value agreed with your Services Agreement for Public liability insurance, Professional indemnity and Cyber insurance, workers' compensation, as required by law and for any other insurance relevant to the services you deliver (for example, motor vehicle insurance if transporting Participants, medical malpractice for clinical care). Copies of all certificates of currency must be provided upon agreement and whenever policies are renewed and BCH notified immediately if your insurance coverage changes, lapses, or if there are any claims that may impact service delivery. You are to ensure that your workforce does not engage in any activity that could void insurance coverage.

You will also maintain a business continuity plan and risk management procedures that describe how you will continue services in the event of workforce shortages, emergencies, or other disruptions.

Occupational health and safety (OH&S) risks

Ensuring a safe workplace is essential for the wellbeing of all staff. Addressing OHS risks is a shared responsibility. The following highlights key OHS risks that are likely to be found when providing services to a participant. Understanding these risks and implementing preventative measures can help create a safer work environment.

Hazard Type	Risks	Preventative Measures
Hazardous Manual Tasks Activities that require a person to lift, lower, push, pull, carry or otherwise move, hold or restrain an object	Musculoskeletal injuries (e.g. strains and sprains) Chronic pain or discomfort	Use mechanical aids e.g. hoists, trolleys. Training on equipment and proper lifting techniques
Occupational Violence and Aggression Any incident where a worker is abused, threatened or assaulted in the workplace	Physical injuries Psychological effects (e.g. stress, anxiety)	Implement zero-tolerance policies for violence. Provide training on conflict resolution and de-escalation techniques. Encourage a supportive reporting culture for incidents.
Slips, Trips and Falls When a person slips, trips or falls while on the job.	Injuries ranging from minor bruises to severe fractures. Long-term disability in severe cases.	Ensure walkways are clear with good visibility. Regularly inspect flooring and surfaces and report hazards.

<p>Occupational Exposures Exposure to harmful substances or conditions that may lead to adverse health effects.</p>	<p>Respiratory issues (e.g. from dust or fumes) Skin conditions (e.g. from chemicals). Long-term illnesses (e.g. carcinogenic exposure) Transmittable diseases</p>	<p>Use personal protective equipment (PPE) as needed and when informed to do so Implement proper ventilation and hygiene practices.</p> <p>Ensure risk assessments for hazardous substances are available.</p> <p>Refer to section below, Infection prevention and control</p>
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Infection prevention and control

Associated providers must comply with the [Australian Guidelines for the Prevention and Control of Infection in Healthcare \(2019\)](#) to minimise the risk of cross contamination, where relevant to their role and services being provided.

This may include:

- Use of appropriate hand hygiene
- The provision and appropriate use of Personal Protective Equipment (PPE).
- Sharps management
- Aseptic Technique (ANTT)
- Environmental cleaning and waste management
- Staff immunisation and exclusion periods for staff with infectious illnesses including but not limited to:
 - Gastroenteritis
 - Respiratory illness including Flu or flu like symptoms.

Associated providers must ensure all staff delivering services receive infection control training as appropriate to their role as outlined above under Workforce Training.

Incidents and SIRS

Reporting incidents is a critical requirement under the Aged Care Act 2024 and your agreement with Ballarat Community Health.

Associated providers must have clear processes in place to identify, respond to and report all incidents, including near misses, in a timely manner. You and your workforce must be familiar with SIRS requirements. SIRS is a compulsory reporting framework overseen by the Aged Care Quality and Safety Commission. It requires all incidents that cause, or could reasonably have caused, harm to a Participant must be reported and managed within strict timeframes. More information is available on the Aged Care Quality and Safety Commission's [website](#).

You must:

- **Report all incident types:** This includes (but is not limited to):
 - All actual incidents, near misses, or concerns about abuse, neglect, or harm.
 - Falls, injuries, or accidents
 - Missed services or unexplained missing Participants
 - Changes in Participant behaviour or wellbeing
 - Unsafe environments or property damage
 - Allegations or suspicions of abuse, neglect, or exploitation.
- **Escalate urgent matters:** If there is an immediate risk to a Participant's safety or wellbeing, you must escalate directly to the BCH Care Partner or Manager without delay.
- **Notify** BCH by phone of any incidents, safety concern, or change in a Participant's health or wellbeing within 2 hours or by 10 am the following day if the incident occurred outside of BCHs span of extended hours (refer to Support and Resources below).
- **Submit a written report** via our [Incident Submission Form](#) no later than the following day and in sufficient time to support SIRS mandatory 24 hr reporting timelines to be met: This report must include a description of the incident, responsive actions taken, details of harm that was or could have been caused, date and time of the incident, participants involved, workers involved, any witnesses, their contact details and actions taken.
- **Cooperate fully with investigations** and provide any additional information requested.

Record keeping

You must:

- Keep accurate and complete records of incidents.
- Retain records for at least **7 years**, or longer if required by law.
- Store all records securely in Australia and protect them from unauthorised access.
- Provide records promptly to Ballarat Community Health when requested.
- Cooperate fully with audits, reviews and investigations conducted by Ballarat Community Health or regulators.

As part of your orientation, you will have been trained in how to identify, respond to and report incidents. You must ensure that all members of your workforce are trained and aware of these processes.

Associated providers must also cooperate fully with any investigation undertaken by Ballarat Community Health or by a regulator and provide all records or information requested.

Failure to comply with incident reporting requirements may result in suspension or termination of your agreement with Ballarat Community Health.

Continuous Improvement and Monitoring

By working together in this way, we can continuously improve services and ensure that every Participant receives care that is safe, respectful and consistent with their rights.

To ensure services are safe, high-quality and compliant with the Aged Care Act 2024, Ballarat Community Health will regularly monitor the performance of associated providers. This is part of our due diligence and quality assurance obligations.

- **Key Performance Indicator (KPI) Monitoring:** Monitoring of your performance against KPIs documented in your Service Agreement will be undertaken periodically. Any areas of concern identified through KPI monitoring will be discussed with you and corrective actions may be required to ensure ongoing compliance and quality.

- **Monitor Participant experience:** Support feedback processes by encouraging Participants to share their views and cooperating with surveys or direct feedback collection undertaken by Ballarat Community Health.
- **Participate in audits and reviews:** Meet with Ballarat Community Health as required to discuss audit findings, service quality, incidents, or areas for improvement and cooperate with audits, spot checks and performance reviews carried out by Ballarat Community Health or regulators. Provide requested records, workforce registers and evidence of service delivery.
- **Act on corrective actions:** If gaps or non-compliance are identified, you must work with Ballarat Community Health to implement corrective actions within the agreed timeframes.
- **Support continuous improvement:** Encourage your workforce to identify areas for improvement in service delivery, safety and Participant experience. Share suggestions with Ballarat Community Health so they can be considered in ongoing service planning.

Invoicing and Payment Requirements

To meet the requirements of the Aged Care Act 2024, the Aged Care Rules 2025 and the Support at Home program, Ballarat Community Health must invoice and claim against the **prescribed service list**. For this reason, all associated providers must submit invoices that align with the service types listed in **Annexure B** of this handbook.

You must:

- **Invoice at the service level:**
 - Each line must include the Participant's name, service type (from Annexure B), date of service, duration and unit of service delivered.
 - The rate charged must match the rate card approved in your agreement with Ballarat Community Health.
- **Submit invoices on time:**
 - All invoices must be submitted within 14 days of service delivery.
 - Invoices submitted more than 14 days after service delivery or in an incorrect format will not be processed or paid.
- **Provide supporting evidence of service delivery:**
Every service claimed must be supported by proof of delivery. Acceptable evidence includes:
 - Digital check-in and check-out logs (for example, via an app or Customer Relationship Management (CRM) system).
 - Signed service confirmation forms completed by the Participant.
 - Clinical or case notes (for personal care, nursing, or allied health services).
 - Photos of completed work (for home maintenance or modifications, where appropriate).
- **Cooperate with verification:**
You may be asked to provide further details or records to confirm services claimed. Ballarat Community Health cannot process invoices that are incomplete, inaccurate, or unsupported by evidence.

Support and Resources

Ballarat Community Health is committed to supporting our associated providers so you can deliver services that are safe, high-quality and compliant with the Aged Care Act 2024.

We will provide you with:

- **Briefings and alerts:** we will send you links to key updates and where of benefit host virtually and recorded sessions to help you stay abreast of changes under the new Aged Care Act and Support at Home program relevant to your service delivery on behalf of Ballarat Community Health.
- **Organisation-specific orientation:** training briefings and reference guides on our systems and processes, including complaints, incident management, whistleblowing and reporting.
- **Dedicated contacts:** A direct point of contact at Ballarat Community Health for questions, reporting, or support. Key contacts are outlined below with further direct contact details and mobile numbers for our team supplied directly via email.

Important Links

Details	Links
The Aged Care Act 2024	https://www.legislation.gov.au/C2024A00104/latest/text
The Aged Care Rules 2025	https://www.health.gov.au/resources/publications/final-draft-of-the-new-aged-care-rules?language=en
The strengthened Aged Care Quality Standards	https://www.health.gov.au/resources/publications/strengthened-aged-care-quality-standards-august-2025?language=en
Support at Home Manual V4	https://www.health.gov.au/resources/publications/support-at-home-program-manual-a-guide-for-registered-providers?language=en
Commonwealth Home Support Program Manual	https://www.health.gov.au/resources/publications/commonwealth-home-support-program-chsp-2025-27-manual-from-1-november-2025?language=en

Links to Resources

Details	Links
Statement of Rights	https://www.health.gov.au/resources/publications/a-new-aged-care-act-for-the-rights-of-older-people
Code of Conduct	https://www.health.gov.au/resources/publications/guide-to-aged-care-law/chapter-1-introduction/aged-care-code-of-conduct https://www.agedcarequality.gov.au/for-providers/code-conduct
Registered Supporters	https://www.health.gov.au/resources/collections/registered-supporter-resources?language=en
Free or accessible training resources	Equip Aged Care Learning Packages : Free, modular training designed for aged care workers, covering

	<p>dementia, palliative care, infection control, communication, cultural safety and more.</p> <p><u>ALIS (Aged Care Learning Information Solution)</u>: Online training modules provided by the Aged Care Quality and Safety Commission, including Code of Conduct, SIRS, strengthened Aged Care Quality Standards and incident management.</p> <p><u>Department of Health, Disability and Ageing Fact Sheets</u>: Concise summaries on the Aged Care Act 2024, Statement of Rights and other reforms that can be shared with associated providers as training prompts.</p>
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Thank you for partnering with us to support our Participants to receive the safe, respectful and high-quality care they deserve and maintain positive well-being and independence.

Annexure A: Service Categories and List

Category	Label	Service types (examples)
1	Home and community services	Domestic assistance; home maintenance and repairs; meals; transport
2	Assistive technology and home modifications	Equipment and products; home adjustments
3	Advisory and support services	Hoarding and squalor assistance; social support and community engagement
4	Personal and care support in the home or community	Allied health and therapy; personal care; nutrition; therapeutic services for independent living; home or community general respite; community cottage respite; care management; restorative care management
5	Nursing and transition care	Nursing care; assistance with transition care
6	Residential care	Residential accommodation; residential everyday living; residential clinical care; residential non-clinical care

For the latest Service Listing please refer to [Support at Home service list | Australian Government Department of Health, Disability and Ageing](#) and BCH Service Requests for participants.

Annexure B: Statement of Rights

Below is the full Statement of Rights from section 23 of the new Act.

Independence, autonomy, empowerment and freedom of choice

- (1) An individual has a right to:
 - (a) exercise choice and make decisions that affect the individual's life, including in relation to the following:
 - (i) the funded aged care services the individual has been approved to access;
 - (ii) how, when and by whom those services are delivered to the individual;
 - (iii) the individual's financial affairs and personal possessions; and
 - (b) be supported (if necessary) to make those decisions, and have those decisions respected; and
 - (c) take personal risks, including in pursuit of the individual's quality of life, social participation and intimate and sexual relationships.

Equitable access

- (2) An individual has a right to equitable access to:
 - (a) have the individual's need for funded aged care services assessed, or reassessed, in a manner which is:
 - (i) culturally safe, culturally appropriate, trauma-aware and healing-informed; and
 - (ii) accessible and suitable for individuals living with dementia or other cognitive impairment; and
 - (b) palliative care and end-of-life care when required.

Quality and safe funded aged care services

- (3) An individual has a right to:
 - (a) be treated with dignity and respect; and
 - (b) safe, fair, equitable and non-discriminatory treatment; and
 - (c) have the individual's identity, culture, spirituality and diversity valued and supported; and
 - (d) funded aged care services being delivered to the individual:
 - (i) in a way that is culturally safe, culturally appropriate, trauma-aware and healing-informed; and
 - (ii) in an accessible manner; and
 - (iii) by aged care workers of registered providers who have appropriate qualifications, skills and experience.
- (4) An individual has a right to:

(a) be free from all forms of violence, degrading or inhumane treatment, exploitation, neglect, coercion, abuse or sexual misconduct; and

(b) have quality and safe funded aged care services delivered consistently with the requirements imposed on registered providers under this Act.

Note: Division 1 of Part 4 of Chapter 3 deals with conditions on registered providers, including requirements in relation to the use of restrictive practices and management of incidents.

Respect for privacy and information

(5) An individual has a right to have the individual's:

(a) personal privacy respected; and

(b) personal information protected.

(6) An individual has a right to seek, and be provided with, records and information about the individual's rights under this section and the funded aged care services the individual accesses, including the costs of those services.

Person-centred communication and ability to raise issues without reprisal

(7) An individual has a right to:

(a) be informed, in a way the individual understands, about the funded aged care services the individual accesses; and

(b) express opinions about the funded aged care services the individual accesses and be heard.

(8) An individual has a right to communicate in the individual's preferred language or method of communication, with access to interpreters and communication aids as required.

(9) An individual has a right to:

(a) open communication and support from registered providers when issues arise in the delivery of funded aged care services; and

(b) make complaints using an accessible mechanism, without fear of reprisal, about the delivery of funded aged care services to the individual; and

(c) have the individual's complaints dealt with fairly and promptly.

Advocates, significant persons and social connections

(10) An individual has a right to be supported by an advocate or other person of the individual's choice, including when exercising or seeking to understand the individual's rights in this section, voicing the individual's opinions, making decisions that affect the individual's life and making complaints or giving feedback.

(11) An individual has a right to have the role of persons who are significant to the individual, including carers, visitors and volunteers, be acknowledged and respected.

(12) An individual has a right to opportunities, and assistance, to stay connected (if the individual so chooses) with:

(a) significant persons in the individual's life and pets, including through safe visitation by family members, friends, volunteers or other visitors where the individual lives and visits to family members or friends; and

(b) the individual's community, including by participating in public life and leisure, cultural, spiritual and lifestyle activities; and

(c) if the individual is an Aboriginal or Torres Strait Islander person—community, Country and Island Home.

(13) An individual has a right to access, at any time the individual chooses, a person designated by the individual, or a person designated by an appropriate authority.

Annexure C: Code of Conduct

Applies to registered providers, responsible persons and aged care workers- this includes aged care workers of associated providers.

When delivering funded aged care services to individuals, I must:

(a) act with respect for individuals' rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions; and

(b) act in a way that treats individuals with dignity and respect, and values their diversity; and

(c) act with respect for the privacy of individuals; and

(d) deliver funded aged care services in a safe and competent manner, with care and skill; and

(e) act with integrity, honesty and transparency; and

(f) promptly take steps to raise and act on concerns about matters that may impact the quality and safety of funded aged care services; and

(g) deliver funded aged care services free from:

(i) all forms of violence, discrimination, exploitation, neglect and abuse; and

(ii) sexual misconduct; and

(h) take all reasonable steps to prevent and respond to:

(i) all forms of violence, discrimination, exploitation, neglect and abuse; and

(ii) sexual misconduct.

Annexure D: BCH Quick Reference Guide: Associated Providers Aged Care Workers

**Reporting an incident, provide feedback or make a whistleblower disclosure
and what to do if a disclosure is made to you**

Definitions

Incident - an event involving a participant that caused, or had the potential to cause, harm

Feedback - complaint or concern related to participant care or service

Whistleblower disclosure - breach of the Aged Care Act by an individual employee or by BCH

Reporting an Incident

- Follow your employer's incident reporting process and notify BCH as soon as it is safe to do so using our [Incident Submission Form](#) available at www.bchc.org.au

Raising a Complaint or a Concern

- Speak to your employer and ask them to contact us
- Contact the participant's BCH Care Partner directly or complete our online [Feedback Form](#) available at www.bchc.org.au

Making a Whistleblower Disclosure

You can make a whistleblower disclosure several ways by contacting:

Internal

- Contacting a member of our Support at Home Team
- Asking to speak to a member of our Executive or Governing Body as 'Responsible Persons'. Names and details of positions can be found on our website [About Us - Ballarat Community Health](#).
- BCH Whistleblower hotline (Stopleveline) – call 1300 30 45 50 or visit <https://bchc.stoplevelinereport.com/> for further contact and supporting information including email, post and National Relay Service details.

External

- Aged Care Quality and Safety Commission - 1800 951 822
- Department of Health, Disability & Ageing - agedcarewb@health.gov.au
- Police Officer

What to do if a Whistleblower disclosure is made to you

If a participant raises an issue with you and identifies it as a whistleblower disclosure or states that Ballarat Community Health (individual or the organisation) has breached the Aged Care Act or makes an assertion that would indicate that Ballarat Community Health has, or potentially has, breached the Aged Care Act please do the following:

- ensure you have the name of the participant, or if it is their family or friend, their name and phone number
- advise the person making the disclosure that you will be reporting the disclosure to Ballarat Community Health Whistleblower confidential hotline where upon it will be assigned to the delegated Contact Officer who will contact them about the next steps
- report the disclosure via BCH's Whistleblower hotline (Stopleveline) on 1300 30 45 50 or emailing makeareport@stopleveline.com.au
- do not discuss the disclosure with any other person under any circumstances

For further information about whistleblower legislation, including how you are protected when making a disclosure, please refer to the BCH SAH Associated Providers Handbook.