

Associated Provider Handbook



Working together to support older
people to live well, their way.

1800 786 227
WWW.SUNCARE.ORG.AU

Acknowledgement of Country

Suncare acknowledges the Traditional Custodians of Country throughout Australia and recognises the continuing connection to lands, waters, and communities.

We pay our respect to Aboriginal and Torres Strait Islander cultures; and to Elders past and present.

At Suncare Community Services, reconciliation is a shared journey built on respect, partnership and learning. Guided by our Innovate Reconciliation Action Plan (RAP), endorsed by Reconciliation Australia, we continue to embed reconciliation into our culture, services and strategic direction.



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Important Links

[Associated Providers Knowledge Base](#)

[The Aged Care Act 2024](#)

[The Aged Care Rules 2025](#)

[The Strengthened Aged Care Quality Standards](#)

[Support at Home Manual](#)

Links to Resources

[Statement of Rights](#)

[Code of Conduct \(Department of Health\)](#)

[Code of Conduct \(Aged Care Commission\)](#)

[Registered Supporters](#)

Important Contact Numbers

In case of Emergency, please contact 000

Care Partner

Care Partner name, direct phone number and email address are provided on each purchase order email, sent by the Suncare Supplier Management Team.

Outside Office Hours Ph 1800 768 227

Supplier Management Team

suppliermanagement@suncare.org.au

Office Hours Ph 07 5475 5495

Outside Office Hours Ph 1800 786 227

Contracts Coordinator

contracts@suncare.org.au

Office Hours Ph 07 5475 5476

Outside Office Hours Ph 1800 786 227

Accounts Payable

ap@suncare.org.au

Office Hours Ph 07 5436 3989

Outside Office Hours Ph 1800 786 227



Welcome to Suncare

Thank you for partnering with Suncare Community Services. For more than 50 years, Suncare has supported older Queenslanders to live safely, independently, and with dignity in their own homes and communities.



Kimberley Attenborough
Chief Executive Officer

We're proud to be a community owned organisation, and we're proud to work alongside people like you who make that mission possible.

Every time you deliver care, whether it's personal support, clinical services, allied health, or home maintenance, you're not just providing a service. You're helping someone feel safe in their home, secure in their routine, and connected to their community.

That impact matters deeply, and we truly value the role you play. Because our customers are among the most vulnerable in our community, we all share the responsibility to deliver care that is safe, respectful and professional.

This handbook is designed to support you in doing just that. Inside you'll find key information, guidelines and resources to help you work confidently with Suncare and provide the best outcomes for the people we support.

Please take the time to familiarise yourself with what's inside. It's here to make your role easier and our partnership stronger. And if you're ever unsure or need support, our team is only a phone call or email away. Thanks again for being part of the Suncare community. Together, we're helping older people live the life they choose.

Who are we

At Suncare, we believe that growing older shouldn't mean giving up independence or the comfort of home. For more than 50 years, we've supported older Queenslanders to live well, their way, through practical, person first care.

What began as a local Meals on Wheels service on the Sunshine Coast has grown into a trusted, community led organisation supporting thousands of people each year. And while we've expanded our services, our mission remains the same: to walk alongside older people with care, dignity, and respect.

Today, we offer a range of in-home services including clinical care, allied health, wellness support, and transport designed to help people stay connected to their homes, communities, and sense of self. From November 2025, we'll deliver the new Support at Home program, alongside CHSP and Veterans' Home Care.

None of this is possible without you.

As a valued Associated Provider, you help bring our mission to life. This handbook is here to support

that partnership, so you have what you need to deliver safe, consistent, and meaningful care that reflects the values we share.

Please note: This document is provided for general guidance only, to help you understand your obligations when delivering services as an Associated Provider. In the event of any inconsistency between this document and the terms of your Supplier Agreement, the terms of the Supplier Agreement take precedence and constitute the legally enforceable obligations between you and Suncare.



Suncare's story

1970
Central Sunshine Coast Committee on the Ageing (CSCCA) formed; Meals on Wheels service begins.

1978
Maroochydore Community Hall officially opens.

1987
Maroochydore Day Respite Centre opens.

1991
Crisis Respite Care begins as a volunteer service.

2002
Services expand to Wide Bay and Caboolture.

2004
CSCCA changes its name to Suncare Community Services Inc.

2012
Boronia Cottage Respite Centre, Bribie Island, opens.

2015
Transition to Company Limited by Guarantee.

2020
Suncare celebrates 50 years of supporting people to live well at home.

2021
Launch of Aunt Betty's Memorial Walk, honouring community connection and legacy.

2024
Launch of Suncare's Reconciliation Action Plan, strengthening relationships with Aboriginal and Torres Strait Islander communities.

2025
Social Connections program expands to all regions, helping older people to build friendships, stay active and feel connected.

Where we operate

Locally based, community focused

From Rockhampton to Brisbane South, our team is on the ground in the places our customers call home. We're proud to support older Queenslanders across the coast with services that are local, reliable and personal.

ROCKHAMPTON

BUNDABERG

GYMPIE

NORTH LAKES

HERVEY BAY

SUNSHINE COAST

BRIBIE ISLAND RESPITE



Vision, purpose, values

Our Vision

We aim to be leaders in customer experience and an employer of choice, delivering care that combines excellence with genuine connection, where every interaction is personal, meaningful, and centred on the needs of our customers.

Our Purpose

We are here to empower our customers, our people, and our communities to live meaningful and dignified lives throughout their ageing journey.

Our Mission

Our mission brings together three interconnected commitments:

Our Customers: We provide inclusive, person centred care services in the home and community, supporting the physical, social, psychological, and spiritual needs of those we serve.

Our People: We foster a culture of genuine care, respect, and safety, creating the foundation for how we care for customers and community.

Our Community: We remain proud of our role as an independent organisation that leads the sector by improving community outcomes and advocating for healthy ageing and strong social connections.

Our Values

Genuine care and connection

We listen, understand and build meaningful relationships so that every person feels valued, supported and connected.

Customers at the heart

Every choice we make is guided by what best serves our customers, ensuring dignity, independence and quality of life.

Make it better, make it brighter

We embrace feedback and new ideas to improve the way we deliver care, creating positive and lasting impact.

Make it easy

We remove barriers and simplify the journey so people can find the right support at the right time with confidence.

Together, these commitments form the foundation of Suncare’s strategy and guide our work every day. They ensure that as the aged care sector evolves, we remain focused on what matters most, helping people live with dignity, independence, and a sense of belonging.

Belonging

At Suncare, we are dedicated to fostering an inclusive and diverse workplace where every individual feels truly valued, respected, and empowered. We believe that when each person is able to bring their authentic self to work, they not only thrive but contribute meaningfully to our collective mission, reaching their full potential and helping us achieve our shared goals.

“The Board of Suncare are committed to creating a diverse and inclusive workplace and is proud to be an equal opportunity employer. All employees are fairly treated and with respect, without regard to their race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability or age.”

Our vision for inclusion goes beyond diversity, it is

about building a culture where everyone feels a genuine sense of belonging. This means creating spaces where every person feels connected to our mission, and where their unique perspectives are celebrated and deeply valued.

Diversity is key to our success, sparking innovation and enabling us to provide the best possible care to those we serve.

Our approach is a shared journey, where we all play a part in creating an environment of belonging. We embrace this responsibility together, encouraging collaboration, openness to change, and active participation from every member of our team.

Together, we can build a culture where belonging is at the heart of all we do.





Your role as an Associated Provider

As an Associated Provider with Suncare, you play a vital role in helping older Australians feel safe, supported, and seen.

Whether you're delivering care, providing clinical or therapeutic services, or helping around the home, your work has real impact, and its deeply valued.

You might be:

- Delivering scheduled services with warmth and reliability
- Supporting wellbeing through clinical or therapeutic care
- Helping keep homes safe, functional, and comfortable
- Noticing changes or risks, and letting us know when something's not quite right

Every interaction matters. You're supporting someone to live with dignity and independence.

This guide is here to support you. We want you to feel confident and informed in your role, knowing we're here to work with you every step of the way to deliver safe, high quality care to Suncare customers.

Associated Provider Knowledge Base

To make it easier for you to access everything you need in one place, we've created a dedicated Associated Provider Knowledge Base.

This portal brings together all the key information you need about working with Suncare and delivering services on our behalf. It's your go-to place for tools, links, and resources—including how to submit feedback, report an incident, confirm services, or update key information. It's designed to support smooth, clear communication between your team and ours.

This is a new resource we've built to strengthen our partnership, and it currently includes the most important foundational information. As we add new features and updates, we'll keep you informed—so you'll always have access to the most current tools and support.

You can access the Knowledge Base here:

suncare.org.au/associated-providers-knowledgebase

Throughout this handbook, we'll refer you back to the Knowledge Base when there's something to complete or follow up online.



Aged Care Act 2024

From 1 November 2025, the new Aged Care Act 2024 will come into effect, building a stronger, fairer, and more transparent aged care system that puts older people at the centre of care.

This Act is a direct response to the recommendations of the Royal Commission into Aged Care Quality and Safety. It sets clear expectations for aged care providers, strengthens accountability, and gives older Australians and their families greater confidence in the quality and safety of care.

What's changing?

The Act introduces a number of reforms that affect how aged care is delivered and overseen, including:

-  **A rights-based approach** – Legally embedding the rights of older people across all aspects of care.
-  **Updated Quality Standards** – Shifting focus to outcomes that prioritise dignity, safety, and wellbeing.
-  **Stronger governance and accountability** – Including clinical governance and leadership oversight.
-  **Workforce capability** – Ensuring everyone involved in care is trained, skilled, and supported.
-  **Simplified access** – Introducing a single assessment system for entry into care.
-  **More transparent systems** – For complaints, feedback, incident reporting, and continuous improvement.
-  **Clearer obligations for providers who use Associated Providers** – Including reporting and conduct expectations.

What this means for Associated Providers

As an Associated Provider working with Suncare, you'll be expected to support compliance under the Act, and it is likely that you will already be doing many of these things. That means understanding your role in:

- Upholding the **Statement of Rights** in every service interaction.
- Ensuring staff meet workforce capability and training requirements.
- Maintaining accurate records and secure information practices.
- Supporting incident reporting, risk management, and improvement actions.
- Demonstrating alignment with the new **Quality Standards**.
- Meeting the expectations for **Associated Provider Oversight**, including registration in the Government Provider Management System (GPMS).



Need support?

We know these changes bring questions, and we're here to help. We recommend reviewing the available guidance, training, and resources to understand how these reforms may impact you and your team.

For more information, visit:

[Aged Care Act 2024](#)

[The Aged Care Rules](#)

Aged Care Quality Standards

The strengthened Aged Care Quality Standards set higher expectations for how care is delivered, with a greater focus on outcomes that matter most to older people – dignity, safety, respect, and quality of life.

These Standards are designed to make sure care is not just clinically sound, but consistently person-centred. They place stronger emphasis on areas like food and nutrition, clinical care, workforce capability, and leadership accountability, while requiring all providers to demonstrate active risk management, continuous improvement, and transparent governance.

At Suncare, we're committed to embedding these standards in everything we do. And we expect the same from our trusted Associated Providers.

What this means for you

As an Associated Provider, you play a key role in supporting Suncare's compliance with the Quality Standards.

This means:

- **Aligning your services** with the updated Standards.
- **Training your staff** to understand and apply the Standards, and keeping records of that training.
- **Demonstrating strong governance** including clear risk management, reporting and escalation practices.
- **Collaborating closely with Suncare** to uphold compliance and ensure service quality.
- **Maintaining clear systems** for feedback, complaints, and continuous improvement.
- **Providing evidence** of quality, safety, and consumer outcomes when required.
- **Reporting concerns or breaches immediately** to your Suncare contact.

These aren't just compliance tasks, they're essential steps to protect the people we support and ensure they receive the care they deserve.



Need more information?

To learn more about the strengthened Quality Standards and what they mean for you, visit the [Aged Care Quality and Safety Commission](#) website.

We're also here to support you, if you have questions or need clarification, just reach out to your usual contact or check the Provider Knowledge base for the latest updates and resources.

Support at Home

The Support at Home program is the Australian Government’s new approach to in-home aged care, commencing 1 November 2025.

This program replaces the current **Home Care Packages (HCP)** and **Short-Term Restorative Care (STRC)** programs and also incorporates **End of Life (EOL)** support and **Assistive Technology and Home Modifications (AT-HM)**. It’s part of a broader reform designed to simplify aged care and make it easier for older people to access the support they need, when they need it

What’s changing?

Support at Home introduces:

- ✓ A streamlined assessment process for easier access to care
- ✓ A nationally consistent list of services
- ✓ Clearer expectations for quality, documentation, and accountability.

The aim is to reduce red tape, make funding and services easier to understand, and ensure safe, personalised care for every older Australian.



What this means for providers

Associated Providers and their teams will play an essential role in making this transition a success. As we shift into this new model, Suncare will work closely with you to:

- Help align your services with Support at Home requirements.
- Provide updates and resources as new program details are released.
- Strengthen collaboration to ensure quality, safety, and compliance.
- Support a smooth handover from HCP and STRC to the new structure.

We’re here to make sure you feel confident in what’s changing, and supported every step of the way.

Want to know more?

The Australian Government continues to release updates, resources, and training materials to help providers and workers prepare. You can find more information on the [Department of Health, Disability and Ageing](#) website.

We’ll also keep sharing key updates through the **Associated Provider Knowledge Base** and direct communications.

Statement of Rights

From November 1 2025, the new Aged Care Act 2024 introduces the Statement of Rights, a strengthened set of protections for older people receiving aged care.

This replaces and builds on the previous Charter of Aged Care Rights, placing older Australians firmly at the centre of care. The Statement outlines what people can expect when receiving aged care services, and it’s essential that everyone delivering care, including Associated Providers and their teams, understands and upholds these rights in practice.

What older people have the right to

The Statement of Rights includes the right to:

- Independence, autonomy, and freedom of choice.
- Fair and equal access to services.
- Safe, high-quality, and respectful care.
- Privacy and control over personal information.
- Clear, person-centred communication, and the ability to raise concerns without fear.
- Connection to advocates, family, and social supports.

These rights reflect what truly matters to the people we care for and they’re at the heart of safe, quality, person-first aged care.

What this means for you

As an Associated Provider you must:

- Deliver services in line with the Statement of Rights
- Support your workers to understand these rights and embed them in everyday practice
- Train and inform staff, and keep a record of completed training
- Have systems in place to monitor how these rights are upheld
- Report any concerns or breaches immediately to Suncare

These aren’t just legal requirements, they’re a shared commitment to dignity and respect in every interaction.

Resources for you and your team

To help you and your staff understand the Statement of Rights, we recommend:

- Viewing or printing the [Statement of Rights](#) poster and Fact sheet (available in 22 languages and Easy Read format).
- ▶ Watching the [official video](#) explainer which explores how rights are embedded in the Quality Standards, supported decision-making, and complaints handling under the new Act.
- ▶ Watching the [worker-focused video](#) that highlights the role frontline teams play in upholding these rights.

You can access the full Statement of Rights and supporting materials on the [Department of Health and Aged Care](#) website.

Aged Care Code of Conduct

The Aged Care Code of Conduct sets out how aged care workers, including staff, contractors, and volunteers, must behave when supporting older people. It reinforces the responsibilities we all share to treat customers with dignity and respect, act with integrity, and deliver safe, high-quality care.

The Code applies to everyone working in aged care: providers, governing persons, employees, and Associated Providers. It helps create a consistent standard of ethical, professional behaviour across the sector, building trust with older people, their families, and the community.

What the Code requires

Under the Code, you and your staff must:

- **Respect each person's rights** including freedom of choice, self-determination, and privacy.
- **Treat all individuals with dignity**, respect, and inclusiveness.
- **Deliver care with skill, safety, and competence.**
- **Act with honesty, transparency, and integrity.**
- **Speak up** raise and act on concerns that may affect safety or quality.
- **Prevent and respond to all forms of abuse, neglect, violence, or misconduct**, including sexual misconduct.

These expectations aren't just legal requirements, they reflect the kind of care older people deserve, and the values that guide everything we do at Suncare.

What this means for you

As an Associated Provider, you are expected to:

- Ensure all staff and contractors are trained in the Code and understand their responsibilities.
- Embed the Code into your policies, training, and everyday practice.
- Promote a workplace culture that prioritises safety, dignity, and the rights of older people.
- Maintain clear systems for recognising, recording, and reporting suspected or actual breaches.
- Notify Suncare immediately of any breaches or concerns and support any investigations.
- Lead by example, upholding respectful, transparent, and accountable behaviour in every interaction.

Resources and support

The Code is supported by training materials and resources developed by the Aged Care Quality and Safety Commission. We encourage you and your team to review these together and revisit them regularly.

You can find more information on the [Aged Care Quality and Safety Commission](#) website.

If you have questions or need support to implement the Code in your service delivery, reach out to your Suncare contact, we're here to help.

You can find further information, including resources and guidance materials, on the [department website](#).





Workforce requirements

Worker screening

At Suncare, protecting the safety, dignity, and wellbeing of older people is our highest priority. That’s why all workers, whether employed directly or engaged through an Associated Provider, must meet clear screening requirements before delivering aged care services. These checks help ensure that every person working in our sector is safe, suitable, and able to be trusted in a position of responsibility.

Screening options

Before working with Suncare customers, workers must hold one of the following:

A valid National Police Certificate

- Issued by the AFP, ACIC, or a State/Territory police service.
- Must be no more than 3 years old.
- Must show no precluding offences (e.g. murder, sexual assault, or any offence resulting in imprisonment).

A valid NDIS Worker Screening Clearance

- Must be current and verifiable.

Additional requirements: Overseas residence

If a worker has been a citizen or permanent resident of another country (after turning 16), they must also provide a statutory declaration confirming they have never been:

- Convicted of murder or sexual assault
- Convicted and imprisoned for any other form of assault

This declaration must accompany their police check or NDIS clearance and be kept on file as part of your compliance records.

Banning orders: What you must check

In addition to police or NDIS clearance, all Associated Providers must ensure that no worker is subject to a banning order issued by the Aged Care Quality and Safety Commissioner.

Banning orders may be issued if a person:

- Poses a risk to safety or wellbeing
- Has breached the Code of Conduct
- Has committed an indictable offence involving fraud or dishonesty
- Is insolvent under administration
- Is otherwise considered unsuitable to work in aged care

Even if a review is underway, the banning order remains in effect until formally overturned.



Your responsibilities as a provider

To meet your obligations, you must:

- Verify worker screening before engagement and regularly check validity.
- Keep records of police checks, NDIS clearances, and any required statutory declarations.
- Check the Aged Care Register of Banning Orders and the NDIS compliance register before employing any worker.
- Ensure all staff notify you immediately if they become subject to a banning order.
- Report any concerns about screening, suitability, or conduct to Suncare without delay.

These steps help safeguard customers, support regulatory compliance, and uphold public confidence in aged care services.

Need more information?

For guidance on worker screening and banning orders:

Visit the **Aged Care Quality and Safety Commission** website.

Check the **Aged Care Register of Banning Orders**.

Use the **NDIS Worker Screening Check** database.

Training

At Suncare, we’re committed to ensuring that all aged care services are delivered safely, respectfully, and in line with the Aged Care Act 2024. That includes making sure the people delivering those services are trained, capable, and confident in what they do.

As an Associated Provider, it’s your responsibility to ensure that everyone in your organisation who delivers services on behalf of Suncare is appropriately trained, and that learning is ongoing, reliable and high quality.

Core training areas

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.

SERVICE CATEGORY	SERVICE CATEGORY LABELS	SERVICE TYPES	MANDATORY TRAINING	RECOMMENDED TRAINING (Good Practice)
Categories 1-3 (Lower Risk)	Home and community services. Assistive technology and home. Advisory and support services.	Domestic assistance; home maintenance and repairs; meals; transport. Equipment and products; home adjustments. Hoarding and squalor assistance; social support and community engagement.	<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 (refer to CHSP manual).	<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.
Categories 4 and 5 (Higher Risk)	Personal and care support in the home or community. Nursing and transition care.	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 Nursing care; assistance with transition care	<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.

Other training may be required from time to time in line with changes to the Aged Care Act, Department of Health guidance, or Suncare policy.

Supported 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.



Training, qualifications and record keeping

As an Associated Provider, you are responsible for making sure every worker who delivers services on behalf of Suncare is qualified, competent, and appropriately trained for their role.

This includes:

- Initial and ongoing training: Ensure staff complete all required training relevant to their role and continue to refresh their knowledge over time.
- Valid qualifications: Maintain up-to-date records of all mandatory qualifications, certifications, and worker screening checks.
- Accurate record keeping: Keep clear, current records of staff training and qualifications.
- Access on request: Provide records to Suncare promptly if requested, to support audit, assurance, or compliance processes.
- Timely renewals: Regularly review and renew certifications where applicable, such as First Aid or CPR.

This isn't just about meeting regulatory obligations, it's part of our shared commitment to safe, high-quality, person-centred care.

Minimum qualification by role

ROLE	MINIMUM QUALIFICATION OR REQUIREMENT
Domestic Assistants	Relevant experience or Certificate II in Community Services (or equivalent)
Personal Care Workers	Certificate III in Individual Support (Ageing, Home and Community) (or equivalent) Current First Aid and CPR
Enrolled / Registered Nurse	Current AHPRA registration Current First Aid and CPR
Drivers	Valid driver's licence (appropriate to vehicle class) Safe driving record
Allied Health Professionals e.g. Physiotherapists, OTs, Podiatrists	Relevant tertiary qualification Current registration with AHPRA or appropriate professional body
Chefs / Food Service Staff	Certificate III in Commercial Cookery (or equivalent) Current Food Safety Supervisor certification (or local equivalent)

What you must keep on record

Your organisation must maintain current and accurate records of:

- Staff qualifications
- Police checks and worker screening
- First Aid and CPR certificates (where required)
- Professional registrations (e.g. AHPRA)
- Relevant training completion

You may be asked to provide these records to Suncare at any time as part of our quality assurance processes.

Privacy and information sharing

At Suncare, protecting the privacy and dignity of the people we support is non-negotiable. As an Associated Provider, you share in this responsibility.

We're all bound by the privacy obligations set out under the **Aged Care Act 2024**, the **Privacy Act 1988 (Cth)**, and other relevant legislation. That includes strict rules around how information is accessed, used, and stored.

When you can share or access information

You may only access or share a customer's personal information when:

- It's needed to deliver approved aged care services
- The customer (or their representative) has given consent
- You are legally required to do so for example, to protect someone's health or safety

Always store information securely and never hold onto it longer than needed. If you're unsure whether something should be shared, please contact your Suncare Care Partner or our Contracts Team.

Suncare's Privacy Statement

Data security and breach reporting

All privacy and data security breaches must be reported immediately to Suncare.

This includes any incident that affects personal information related to:

- Commonwealth Home Support Programme (CHSP)
- Support at Home (SaH)
- Veterans' Home Care (VHC)
- Palliative or End-of-Life Care

If a breach is likely to cause serious harm, it must also be reported to the **Office of the Australian Information Commissioner (OAIC)** and to affected individuals without delay, in line with the **Notifiable Data Breaches (NDB)** scheme.

Your reporting responsibilities

You must escalate all data security incidents promptly and include enough detail to help us:

- Assess the breach
- Determine its impact
- Meet any legal and regulatory reporting requirements

This may include reporting to:

- **Aged Care Quality and Safety Commission (ACQSC)**
- **Australian Cyber Security Centre (ACSC)**
- Your state or territory's privacy regulator (if applicable)

What this means for you

Your organisation must have systems and practices in place that align with the terms of your Service Agreement, including:

- Secure storage and transmission of customer data.
- Strict user access controls and staff authentication processes
- Immediate notification of any security or privacy breach.
- Ongoing training for staff on data protection obligations.
- Compliance with all relevant privacy laws and reporting requirements.
- Secure deletion of data once it's no longer needed to deliver services.

If you're ever unsure, reach out, we're here to help ensure everyone is protected.

Our commitment to information security

Suncare is certified to the **ISO 27001:2022** standard for information security management. This certification means we follow robust processes to manage risk, protect sensitive data, and ensure safe supplier relationships throughout our supply chain.

We expect all our Associated Providers to meet this same high standard.

Service delivery



Approved services and engagement

Government funding doesn't always cover every service a customer may want or need. Some supports may fall outside their approved funding, depending on their program and care plan.

Before offering additional services or discussing expanded care options with a customer, please check with their **Care Partner** to confirm:

- Whether the service is **eligible for funding**.
- If there is **enough funding available**.
- Whether it aligns with their **approved care plan**.

This helps avoid confusion, ensures transparency, and supports a consistent care experience for the customer.

You can view the full list of nationally approved services via the **Department of Health, Ageing and Disability** website.

Scheduling services

What to expect when a service is approved

Once a service has been approved by Suncare, you'll receive a Purchase Order (PO) that includes all the essential details to help you deliver the service with confidence. The PO will outline:

- **Customer name and contact details** – so you know who you're supporting and how to reach them.
- **Service type, frequency, and duration** – outlining what's approved, how often, and how long.
- **PO number** – required for invoicing and tracking.
- **Customer Coordinator contact details** – your first point of contact for any questions, updates or changes.

Cancellations and changes

If **you** need to cancel:

- Please give as much notice as possible. If you're able, offer to reschedule to minimise disruption. Clear, respectful communication helps maintain trust and continuity of care.

If a **customer** wants to change or cancel a service:

- You must notify Suncare in **writing**. Do not make any changes to a service without receiving written approval from Suncare.

Suncare may also cancel or suspend a service:

- We'll give you at least **12 hours' notice during weekdays**, where possible. However, services may be cancelled immediately in certain cases, including:
 - Public holidays (unless otherwise advised).
 - Emergencies or safety concerns.
 - Customer requests (e.g. going on leave or ceasing services).

These processes ensure care is managed safely, consistently, and with transparency for both customers and providers.

Confirming appointments

It's your responsibility to contact the customer to confirm each appointment. A quick call or message builds trust and ensures they're prepared to receive the service.

If anything changes, such as running late, a missed appointment, or a customer cancellation, please let Suncare know as soon as possible so we can update care plans and avoid any confusion.

Delivering the service: Best Practice Tips

- Be on time and professional it helps customers feel safe and respected.
- Clearly introduce yourself and explain why you're there.
- If the customer seems unsure or has questions, reassure them and offer to follow up with their Care Partner.

Confirming service delivery

Under the **Aged Care Act 2024**, all service providers, including Associated Providers, are required to confirm when services have been delivered.

This is a vital part of ensuring:

- Older people receive the care they are entitled to.
- Records are transparent and accurate.
- We meet our legal and reporting obligations.
- Funding is used appropriately and fairly.

Confirming service delivery also helps protect both the provider and the customer by ensuring there's a clear record of what took place.

What you need to do

- After each service, confirm that it has been completed as agreed.
- Use our online platform to log the service quickly and easily.
- Include all required information when submitting your confirmation.

This process helps maintain the integrity of the aged care system and supports consistent, accountable service delivery.

Support evidence

Please provide service delivery confirmation to care partners or alternatively use our webform. Support evidence helps us verify that services have been provided as agreed, and supports accurate reporting under the Support at Home program. Accepted forms of support evidence include:

- **Digital check-in/out records:** Time-stamped logs from a verified app or Customer Relationship Management (CRM) system.
- **Signed service confirmation:** A completed and signed form from the customer confirming the service took place.
- **Clinical or case notes:** For personal care, nursing, or allied health services, please include relevant case notes.
- **Photos of completed work:** For home maintenance, gardening, or home modifications (where appropriate), clear before-and-after photos may be required.

If your system doesn't allow you to create service confirmations, don't worry, we've created a simple Service Confirmation Form that you can access through our [Knowledge Base](#).

Submit your service confirmation

Please use the following link to confirm your service delivery:

[Associated Providers Knowledge Base](#)

Working with Care Partners

Care Partners play a key role in delivering safe, high-quality, person-centred care to Suncare customers.

They work closely with each customer to develop and implement care plans, monitor services, maintain accurate records, and ensure everything meets regulatory, quality, and safety standards. They're also your first point of contact for care coordination, changes, concerns, and feedback.

At the heart of their role is a shared goal: to uphold each customer's dignity, preferences, and rights, while supporting their health, wellbeing, and independence.



How to work well with a customer's Care Partner

To support a strong, effective partnership, we ask that you:

- **Keep communication open:** reach out early if there are concerns, questions, or changes that could affect care delivery.
- **Notify us of any changes in the customer's condition:** even small shifts in mood, behaviour, or physical ability may signal something important.
- **Provide updates when needed:** especially if you've made service adjustments, supported a new goal, or completed a major visit or assessment.
- **Escalate concerns promptly:** whether it's a safety risk, an unplanned absence, or anything that might impact the customer's wellbeing, please let us know.

Clear, respectful communication with the Care Partner helps ensure services stay aligned with the care plan and ultimately leads to better outcomes for the people we support.

Customer progress notes

Progress notes are essential for ensuring safe, coordinated care and maintaining compliance with regulatory requirements.

Whenever you provide a service to a Suncare customer, you must submit clear, accurate, and timely progress notes that help us:

- Maintain continuity of care.
- Monitor wellbeing and emerging risks.
- Uphold our responsibilities under the Aged Care Act 2024
- Meet clinical governance and reporting obligations.

What to include in progress notes

Your notes should include the following details:

- **Service delivery details:** date, time, duration, and type of service delivered.
- **Care observations:** any changes in the customer's health, behaviour, or general wellbeing.
- **Interventions and actions taken:** details of support provided, including how needs were addressed.
- **Customer outcomes and responses:** how the customer responded to the service or intervention.
- **Incidents or concerns:** any issues, adverse events, or near misses—including follow-up actions taken.
- **Communication:** relevant discussions with the customer, their family, or other care team members.
- **Care plan compliance:** confirmation that services were delivered in line with the approved care plan.

Timely, well-documented progress notes support safe, high-quality care and help identify issues early.



Clinical reporting standards

If you provide clinical services, or make recommendations for equipment, therapy, or further support, you must follow Suncare’s clinical documentation guidelines.

Required reporting format

- SOTAP documentation style:
- **Subjective:** What the customer reported.
 - **Objective:** What you observed or assessed.
 - **Treatment:** What was provided.
 - **Assessment:** Interpretation or clinical judgement.
 - **Plan:** Next steps or recommendations.

- SMARTA goal setting framework:
- All goals must be: Specific, Measurable, Achievable, Relevant, Time-bound, and Agreed (with the customer or representative).

Submission timeframe

- Clinical reports must be submitted within **3 business days** of service delivery.
- Submit to the customer’s **allocated Care Partner**.

Recommendations

- Equipment or service recommendations must be:
- Clearly justified.
 - Linked to assessed needs.
 - Aligned with the customer’s documented goals and care plan.

Clinical reporting standards

Suncare requires the use of evidence-based, standardised outcome measures where relevant. These tools help us ensure consistency in clinical reporting and support customer-focused care planning.

ITEM	OUTCOME MEASURE	DESCRIPTION / NOTES
Cognition	MoCA – Montreal Cognitive Assessment	Screening tool for mild cognitive impairment
Falls risk	FROP-COM – Falls Risk for Older People	Comprehensive risk assessment for falls
Mobility and balance	TUG – Timed Up and Go Test	Functional mobility and falls risk
Functional Capacity	Barthel Index / FIM	Measures ADLs and independence
Pain	Numerical Rating Scale (NRS) / VAS	Standardised self-report pain scale
Mood / Wellbeing	GDS – Geriatric Depression Scale	Screening tool for depression in older adults
Nutrition	MNA – Mini Nutritional Assessment	Nutrition screening and assessment

Additional outcome measures may be required depending on the clinical discipline and presenting needs of the consumer.

Changing needs

You’re often the person our customers see most regularly, which means you’re in a unique position to notice the little things others might miss.

We encourage you to share any observations, updates, or concerns about a customer’s wellbeing. Whether it’s a small change in mood or a bigger shift in their ability to manage daily tasks, your observations are incredibly valuable. Letting us know about these changes helps us respond early, adjust care where needed, and support our customers to live well, their way.



What to look out for

If something doesn’t feel right, trust your instincts. Please let us know if you notice:

- A change in the customer’s health, mood, behaviour, or safety.
- That they’re missing scheduled services or having trouble with everyday tasks.
- That something in their care plan isn’t working or needs adjustment.
- Signs of loneliness, distress, or confusion.
- Anything else that just feels “off”.

You’re not expected to fix the issue, just share what you’ve seen or heard. We’ll take care of the rest.

How to share information about changing needs

Please share your observations in one of the following ways:

- First, speak directly with the customer’s Care Partner.
- If the Care Partner is unavailable, email: suppliermanagement@suncare.org.au

Include the following details:

- The customer’s name.
- A brief description of what you observed.
- The date and time of the interaction (if relevant).

If your concern is urgent or relates to safety, please contact the Customer’s Care Partner immediately by phone.



Safety, risk and incident escalation

At Suncare, we believe that safety is everyone’s responsibility. Whether it’s a near-miss, a potential hazard, or an incident that results in harm, we take every report seriously.

If something happens while you’re delivering services, please let us know. Your report helps us respond quickly, keep customers safe, support providers, and improve how we work together.

How to share information about incidents

If an incident involves a customer, such as a fall, injury, or anything that puts their wellbeing at risk, please:

- **Notify the Care Partner straight away.**
- **Provide clear details:** what happened, when and where, and who was involved.
- **Let us know what actions were taken,** such as first aid, contacting a family member, or alerting emergency services.
- **Log an incident form via the Associated Providers Knowledge Base.**

Some incidents may need to be reported under the Serious Incident Response Scheme (SIRS). If that applies, we’ll guide you through the process.



Emergency and high-risk weather events

When disaster strikes, like floods, bushfires, storms, or extreme heat—safety comes first.

If you’re caught in an emergency or see something risky while delivering services, call 000 or your local emergency services straight away. At Suncare, we’re committed to keeping our customers safe and supported during high-risk weather events. We have a detailed Emergency Management Plan in place and will provide your organisation with clear written instructions when needed.

What we need from you as a provider

- Follow any directions we send through during the event.
- Make sure your staff are aware of the emergency procedures and any temporary changes to services.
- Let us know about any urgent risks or issues as soon as possible.
- Stay in touch with your team so customers continue to feel safe, informed, and supported.

By working together, we can help older Queenslanders stay safe, connected, and cared for, even in challenging conditions.



Workplace Health and Safety (WHS) Incidents

Your safety matters too. If something happens while you're delivering services, like a workplace injury, a hazard on site, or a piece of equipment breaking down, we want to know about it.



Reporting an incident

Please follow these steps:

- **Follow your organisation's WHS procedures first.** Every organisation has its own process, so start there.
- **Let Suncare know within 24 hours.** Once your internal steps are complete, report the incident via our website using the incident form on our [website](#). We track these reports to help keep everyone safe and prevent future risks.
- **If it's an emergency, call 000 straight away.** Don't wait, your safety comes first.

Reach out to Supplier Management team if you need to report WHS incidents, have any issues or concerns

✉ suppliermanagement@suncare.org.au

📞 07 5475 5495

Serious Incident Report Scheme (SIRS)

At Suncare, we rely on our Associated Providers to play an active role in keeping customers safe and supported. Your observations, actions, and timely reporting are critical.

The Serious Incident Response Scheme (SIRS) is a national framework designed to help protect older people receiving aged care. It ensures serious incidents, like abuse, neglect or harm, are identified, reported, and responded to quickly and appropriately.

What qualifies as a SIRS reportable incident?

The following incidents must be reported when they occur in the delivery of aged care services:

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

How to report a potential SIRS incident

You can:

- Speak directly with the Customer's Care Partner

When reporting, please include:

- The customer's name
- A brief summary of what you observed
- The date and time (if applicable)

If it's urgent or safety-related, contact the Customer Care Partner immediately.

Tips for effective reporting

- Be factual and objective, stick to what you saw, heard, or did.
- Include names, dates, and times wherever possible.
- Not sure if it qualifies? Report it anyway, it's always better to flag something than miss something important.





Feedback, complaints and whistleblower protections

Complaints and feedback

We’re committed to listening and learning. Whether it’s a compliment, a concern, or a complaint, feedback helps us grow and improve how we support older people.

Under the **Aged Care Act 2024** and **Aged Care Rules 2025**, Suncare must have strong processes in place for managing feedback and complaints, and we need your help to meet these standards.

Your responsibilities as an Associated Provider

If something doesn’t feel right, trust your instincts.

- **Create a safe space:** Make it easy for customers and workers to speak up, without fear of blame or negative consequences.
- **Report feedback promptly:** Share any complaints or feedback about Suncare services (or services delivered on our behalf) through the agreed reporting channels and within the required timeframes.
- **Help us respond:** Cooperate with Suncare in resolving complaints. This might include providing information, taking part in investigations, or supporting open disclosure conversations.
- **Support access and inclusion:** Accept feedback verbally or in writing, including anonymously. If someone needs help to raise a concern (like an interpreter, advocate, or accessible format), please let us know.
- **No fees or penalties:** Never charge someone for providing feedback or making a complaint and never treat them unfairly for doing so.

Training and awareness

Associated Providers must ensure that all aged care workers, managers, and decision-makers:

- **Complete training:** Participate in relevant training on managing feedback and complaints, including any training provided by Suncare.
- **Know what’s expected:** Understand and follow Suncare’s approach to feedback, including privacy, respect, and advocacy awareness.
- **Support customer rights:** Be able to explain how a customer can make a complaint, either to Suncare or to an external body, and reassure them that it’s safe to do so.



Ways to provide feedback

Associated Providers can contact Suncare directly via:

- Talking to their Care Partner**
- Calling us on 1800 786 227**
- Email info@suncare.org.au**
- Submit feedback via the customer feedback form on the [Associated Provider Knowledge Base](#)**

Other support options

Associated Providers also have the right to seek help or raise a concern externally at any time. They can contact:

- Aged Care Quality and Safety Commission** – 1800 951 822
- Older Persons Advocacy Network (OPAN)** – 1800 700 600
- Department of Health and Aged Care**
- Office of the Australian Information Commissioner (OAIC)** – 1300 363 992 (privacy complaints)
- Consumer protection agencies** (via www.accc.gov.au)
- Police** – for urgent or serious matters

Whistleblower protection

The Aged Care Act 2024 also requires Suncare to have a Whistleblower protection policy and process that protects individuals who make a disclosure about potential breaches of aged care law.



As Associated Providers are engaged to deliver aged care services on Suncare’s behalf, **a protected disclosure may be made directly to you or your staff.**

If this happens, the disclosure must be referred to Suncare’s Integrity Officer immediately.

✉ integrity@suncare.org.au

You and your personnel **can also make a protected disclosure** if you reasonably believe a breach or wrongdoing has occurred.

All Associated Providers will be provided with a copy of **Suncare’s Whistleblower Protection Policy**, which outlines how disclosures are managed, who can receive them, and the supports available to those who speak up.

As an Associated Provider, you and your personnel play an important role in supporting whistleblower protections when delivering services on Suncare’s behalf.

This section explains Suncare’s requirements for Associated Providers to support the identification, receipt, and escalation of whistleblower disclosures made under the Aged Care Act 2024 about Suncare services or services delivered on Suncare’s behalf.

Important: This section relates only to aged care whistleblower protections.

For information about making disclosures under the Corporations Act 2001 and related laws, please refer to **Suncare’s Whistleblower Protection Policy**, which outlines these frameworks and where to seek further advice or support.



Your responsibilities

Knowing What a Protected Disclosure Is:

- A protected disclosure under the Aged Care Act 2024 is a report made by someone who reasonably believes that an individual or organisation may have breached aged care laws.
- Because you and your personnel are engaged to deliver aged care services on Suncare’s behalf, a protected disclosure may be made directly to you or your staff, and it must be treated in accordance with these protections.

Knowing Where Individuals Can Report Concerns:

- Associated Providers must understand, and ensure their staff understand, where individuals can raise or report concerns.
- For protections under the Aged Care Act, individuals can make a protected disclosure or raise a concern with:
 - the Aged Care Quality and Safety Commission (1800 951 822)
 - the Department of Health and Aged Care
 - a Suncare staff member, manager, or responsible person (such as our CEO or a Director)
 - a police officer
 - an independent aged care advocate (such as OPAN on 1800 700 600)
- Reports can be made in person, by phone, or in writing, and individuals may choose to remain anonymous.

Receiving a Disclosure:

- If someone raises a concern that could be a protected disclosure:
 - Listen respectfully.
 - Do not investigate or discuss it with others.
 - Maintain confidentiality and ensure the person feels safe and supported.
 - Notify Suncare’s Integrity Officer immediately through the agreed reporting process.
- Suncare will manage whistleblower disclosures in accordance with our Whistleblower Protection Policy.

Confidentiality and Anonymity:

- Take all reasonable steps to protect the identity of the person who made the disclosure.
- Do not share their name or details unless authorised or required by law.
- Breaching confidentiality may result in civil penalties under the Aged Care Act 2024.



No Victimisation:

- Never engage in or tolerate behaviour that disadvantages, intimidates, or penalises anyone because they are believed to have made, or may make, a protected disclosure. These protections apply equally to any disclosures received by your staff.

Assisting with Suncare’s Response:

- Cooperate with Suncare if further information, clarification, or participation in an investigation is required. Suncare will manage the process.

Training and Awareness:

- Ensure that your aged care workers and those in management or decision-making roles are familiar with Suncare’s Whistleblower Protection Policy, know how to identify and escalate disclosures, and participate in any relevant training provided by Suncare.

What happens next?

At Suncare, all whistleblower reports are taken seriously, treated fairly, and managed with care.

- Reports are assessed and, where required, investigated promptly, confidentially, and fairly.
- The individual who made the disclosure will be kept informed of progress and outcomes where possible.
- If misconduct is confirmed, appropriate action will be taken (which may include disciplinary or legal measures).
- Individuals can choose to withdraw their disclosure at any time. However, if their disclosure raises serious concerns about safety, rights, or compliance with aged care law, Suncare (or the Commission) may still need to look into it.



What if they just want to make a complaint?

Not every concern has to be a whistleblower disclosure. Individuals can choose to have their concern treated as a complaint instead. If they do:

- It will be managed under Suncare’s complaints and feedback policy.
- Statutory whistleblower protections will not apply, but they will still have the right to procedural fairness, confidentiality, and freedom from disadvantage.

Suncare will ascertain the individual’s preference when responding and determine the most appropriate process.

Disputes and concerns

We know that even with the best intentions, things don’t always go to plan.

Whether it’s a miscommunication, a billing issue, or something that just doesn’t feel right, we want to hear about it. We see our providers as Associated Providers, and that means creating space for honest conversations when something’s not working.

What happens next?

Start by speaking with the person closest to the issue, usually the Care Partner or the Supplier Management Team. Most concerns can be resolved quickly with a conversation.

If the issue isn’t resolved or you feel it needs a more formal review, you can escalate it to our Contracts Team. We’ll listen, investigate, and work with you to find a fair and respectful resolution.

What you can expect from us

- We’ll take your concern seriously.
- We’ll respond promptly and professionally.
- We’ll keep you informed throughout the process.
- We’ll aim to resolve the issue in a way that supports both you and the customer.

We’re committed to building strong, respectful partnerships, and that includes navigating challenges together.



Getting support

People who make a disclosure, and others involved in the process (such as witnesses or supporters), can access independent help if needed. Support options include:

- **Older Persons Advocacy Network (OPAN):** 1800 700 600
- **Lifeline:** 13 11 14
- **Beyond Blue:** 1300 22 4636

Suncare encourages and supports the raising of disclosures about potential wrongdoing.

If you or someone else believes that a breach of aged care laws or other wrongdoing may have occurred, you are encouraged to report it.

Suncare will take all reports seriously, ensure they are managed appropriately, and endeavour to protect anyone who speaks up in good faith from reprisal or disadvantage, in line with our legal obligations and our Whistleblower Protection Policy.



Insurances

To help ensure the safety and protection of our customers, staff, and community, all Associated Providers must maintain appropriate insurance coverage as a condition of working with Suncare.

Required Insurances

- We require current documentation for the following, where relevant to your services:
- **Professional Indemnity Insurance**, minimum \$10 million.
 - **Public Liability Insurance**, minimum \$20 million.
 - **Medical Liability Insurance**, minimum \$20 million (if providing clinical services).
 - **Workers' Compensation Insurance** as required by law.
- Please ensure these policies are kept up to date and renewed as required. Suncare may request evidence of insurance at any time.

Recommended Insurances

Cyber Insurance is strongly recommended, especially for providers who handle customer data or health information digitally.

Additional requirements for transport providers

If your organisation delivers transport services on behalf of Suncare, you must also maintain appropriate fleet and/or vehicle insurance that covers the operation of all vehicles used to transport customers.

Important reminders

- Please ensure your workforce does not carry out any activity that could void your insurance coverage.
- Let us know straight away if your insurance is cancelled, lapses, or changes in any way.
- You must also notify us immediately if a claim is made that could affect your ability to safely or effectively deliver services.



Purchase orders, invoices and payment

Purchase orders

Once services are confirmed, Suncare will issue a Purchase Order (PO) outlining all key service details. This PO is your formal authorisation to book and deliver the requested care or support.

Your Purchase Order will include:

- **PO Number:** must be referenced on your invoice.
- **Agreed Service Price.**
- **Customer Information:** name, address, contact details, care plan reference.
- **Service Specifications:** type of care, frequency, specific tasks.
- **Service Duration:** please match time delivered (e.g. 1.5 hours = quantity of 1.5).
- **Scheduling Details:** preferred days/times, any restrictions.
- **Special Requirements:** such as dietary needs, mobility supports, cultural preferences.

Please review all details carefully. If anything is unclear or needs to be changed, contact us before proceeding with the service.



Invoicing, pricing and payment

Invoicing

To help ensure timely payment, please submit invoices within **14 days of service delivery**. Delays in submission may result in late processing or non-payment, particularly under the Support at Home program where funding timeframes are strict.

All invoices must include:

- Valid **PO Number**.
- Your business name and **ABN** (must match the PO).
- **Invoice date**: only after the service has been delivered.
- **Description of each service provided**, service type and service in the Support at Home Service List or the function and item classification in the Assistive Technology and Home Modifications list).
- **Date of service delivery**.
- Quantity, unit of measure (e.g. hours), unit price, and total (all must align with the PO).
- A separate line item for **each service delivered**.
- If applicable, list **equipment** provided to the customer separately.

For AT-HM items, if any of the following related charges apply please list on separate lines:

- Delivery
- Set up of assistive technology equipment
- Training and education on the safe use of assistive technology equipment and/or home modifications

Submit invoices to: ap@suncare.org.au

Pricing

Pricing is agreed during onboarding and forms part of your provider agreement with Suncare.

As part of our commitment to fairness and transparency in aged care, Suncare follows pricing guidelines that ensure services remain equitable for all customers. We'll work with you to agree on a supply price that reflects this balance while recognising the value of your service delivery.

Payment

Our standard **payment terms are 30 days** from the date we receive your invoice, provided it meets all requirements and has been verified through our reconciliation process.

Once approved, payments will be deposited to your nominated account. You'll receive an e-remittance at the email address provided during onboarding.



Record keeping and audits

Records and information sharing



The Aged Care Act 2024 requires accurate records to be created and kept for all government-funded aged care services.

These records help show that services are being delivered safely, respectfully, and in line with the law.

As an Associated Provider, you're responsible for keeping records that support Suncare's obligations, and yours. Incomplete or missing records can place both parties at risk of non-compliance and may impact your ongoing engagement with Suncare.

Unless otherwise required by law or contract, most records must be kept for **seven (7) years** from the date they're created or received.

Your responsibilities

As an Associated Provider, you must:

- **Keep Complete Records:** Record all services delivered on Suncare's behalf. Your records should clearly state what was done, who delivered it, and when.
- **Meet Retention Requirements:** Keep records for at least 7 years (unless a longer period is required by law or your agreement).
- **Use Approved Systems:** Use Suncare's approved systems or templates if provided.
- **Protect Privacy and Security:** Store information securely, within Australia, and handle it in line with privacy laws and Suncare's privacy obligations.
- **Provide Access When Requested:** Make records available to Suncare or authorised bodies when requested, within agreed timeframes.
- **Support Reviews and Audits:** Co-operate with audits, reviews or any verification checks as needed.
- **Notify Suncare of Any Issues:** Let us know immediately if records are missing, incomplete, or unable to be provided.

Minimum records you must keep

While requirements vary depending on the services you deliver, here are some of the key records you must retain:

- Service delivery logs and attendance records.
- Invoices, expenditure and pricing records.
- Care notes, progress notes, clinical reports (if applicable).
- Incident reports, complaints or feedback (including escalation to Suncare).
- Worker screening and police check evidence.
- Training records.
- Insurance certificates and policy documents.
- Records of misconduct investigations or outcomes.
- Documentation for assistive technology or home modifications (e.g. quotes, prescriptions, proof of delivery).
- Relevant correspondence or reports shared with Suncare, the customer, regulators, or others involved in care delivery.

Note: This list isn't exhaustive. It's your responsibility to ensure all records needed for compliance with the Aged Care Act 2024, the Quality Standards, and your provider agreement with Suncare are maintained.



Verification, reviews and audits

Under the Aged Care Act 2024, Suncare is responsible for making sure that all services delivered under our registration, including those delivered by Associated Providers, meet legal, safety, and quality standards.

To support this, Suncare may carry out verification, review, or audit activities from time to time. These are part of our commitment to quality care and continuous improvement, not a disciplinary process.

These activities help us:

- Confirm services delivered on our behalf meet expected standards.
- Report accurately to regulators and funding bodies.
- Identify opportunities to improve safety, systems and customer experience.
- Demonstrate compliance with the Aged Care Quality Standards and Aged Care Rules 2025.

What you can expect

If your organisation is selected for a verification, review or audit, Suncare will:

- Provide notice (where practical) and aim to minimise disruption.
- Clearly explain the purpose and scope of the activity.
- Identify the information or records required.
- Share relevant findings or improvement opportunities.
- Conduct the process respectfully, fairly and professionally.

All information gathered will be handled in accordance with our privacy and confidentiality obligations. Results will only be used for assurance, improvement, or compliance purposes.

If an audit identifies a serious concern or breach, Suncare may be required to share information with the Aged Care Quality and Safety Commission or another authorised agency.

Your responsibilities

As an Associated Provider, you are expected to:

- **Cooperate Promptly:** Provide reasonable access to premises, records, staff and systems as requested. Support Suncare's representatives, auditors, or regulators during the process.
- **Ensure Accuracy:** Share accurate, complete, and up-to-date information. Notify us if you spot any errors or delays.
- **Facilitate Access:** Ensure the right people are available to answer questions or demonstrate processes. Your systems should be able to produce reports or data in accessible formats.
- **Respond to Findings:** Engage constructively in any corrective actions or improvements. Implement agreed changes within set timeframes and confirm once complete.
- **Maintain Professional Conduct:** Interact respectfully, honestly, and transparently throughout the process, and expect the same from us.

Verification and audit activities are essential to building **trust, transparency, and quality assurance** across the aged care sector.

Your cooperation helps ensure that together, we continue delivering safe, accountable, and high-quality care to the people who rely on us.

Contact our friendly team

1800 786 227

info@suncare.org.au

www.suncare.org.au



Suncare Community Hubs

BUNDABERG

81 Barolin Street, Bundaberg South, QLD 4670

GYMPIE

1/2-4 Horseshoe Bend, Gympie, QLD 4570

SUNSHINE COAST

2-8 George Street, Maroochydore, QLD 4558

HERVEY BAY

200 Boat Harbour Drive, Pialba, QLD 4655

NORTH LAKES

38 Torres Crescent, North Lakes, QLD 4509

ROCKHAMPTON

80 Denham Street, Rockhampton City, QLD 4701



Suncare
COMMUNITY SERVICES

Working together to
support older people to
live well, their way.