

Associated Providers

Life Without Barriers Handbook



Contents

Welcome and about us	3
About Life Without Barriers	3
Life Without Barriers Aged Care	3
Life Without Barriers' Values	3
Our commitment to diversity and inclusion	3
Supporting children and young people	4
Aged Care Act	5
What this means for Associated Providers	5
Statement of Rights	6
What this means for Associated Providers	6
Aged Care Code of Conduct	7
What this means for Associated Providers	7
Aged Care Quality Standards	8
What this means for Associated Providers	8
Support at Home	9
What this means for Associated Providers	9
Prescribed Service List	9
What This Means for Associated Providers	9
Other programs delivered by Life Without Barriers	10
QCSS (QLD Based Associated Providers only)	10
Human Services Quality Framework (HSQF)	10
Child Safe Standards	11
Life Without Barriers Policies and Procedures	12
Incidents and Serious Incident Reporting Scheme (SIRS)	12
What this means for Associated Providers	12
Incident Reporting Process	13
No Response Reporting	13
Protecting Older Australians from Abuse	13
Feedback and complaints	14
Our Apology Framework	14
Operational and governance requirements	15
Record keeping and audits	15
What this means for Associated Providers	15
Qualifications & Training	16
Allied Health Professionals - Qualifications	16

Police Checks/ Licences	17
Insurances.....	17
Workforce Health and Safety	18
What this means for Associated Providers	18
What this means for Associated Providers	18
Working with Children	19
Sub-Contracting	19
What this means for Associated Providers	19
Monitoring of Performance & Service Delivery	20
What this means for Associated Providers	20
Protection for whistle blowers.....	20
Communication	21
What this means for Associated Providers	21
Invoices and Payments	22
What does this mean for Associated Providers?	23
Payments	23
Governance Structure	24
3.1 Governance Framework.....	24
Ongoing support – contact details.....	25
Operating Hours (AEST):	25
Appendix	26
A: Child Safe Standards and Frameworks by Jurisdiction.....	26

Welcome and about us

Thank you for being a Life Without Barriers Associated Provider. We look forward to working with you to help our clients live their best life at home with tailored support to suit their unique needs.

Please read this handbook carefully and keep it as a reference to guide your daily practice.

About Life Without Barriers

Life Without Barriers is a nationwide, not-for-profit, purpose-led organisation. We provide support across disability, mental health, foster care, child youth and family, refugee and aged care services.

Our purpose is to partner with people to change lives for the better. It is reflected in our values, portrayed in our vision, intertwined within our culture and is at the forefront of everything we do.

Life Without Barriers Aged Care

Life Without Barriers Aged Care is dedicated to helping more older Australians live life their way and maintain their freedom and independence at home.

We understand that every person we support is unique and design our care to meet these unique needs. We put you at the centre of your care, with tailored, high-quality services to meet your individual needs, delivered by a caring and committed local team.

Life Without Barriers' Values

Life Without Barriers has a strong history which defines us and gives us focus and determination for the future. Our values of relationships, courage, imagination, responsiveness and respect are at the heart of everything we do.

“With imagination, respect, courage and responsiveness as our compass in all relationships, we never forget the value of trust placed in us to provide reliable supports that exceed expectations. Our values are our true compass and define how we work.”
– Claire Robbs, Chief Executive



Partnering with people to change lives for the better

Our commitment to diversity and inclusion

We are committed to delivering inclusive services and supporting our diverse workforce.

At Life Without Barriers, we:

- recognise that every individual has unique needs, preferences, goals, and life experiences.
- celebrate diversity, respect you and your home, and value your identity, interests, beliefs, and culture.

- believe that everyone receiving care has the right to feel safe, understood, and treated with dignity and respect.
- understand your personal and clinical needs matter, and we are committed to meeting them with compassion and professionalism.

Supporting Aboriginal and Torres Strait Islander peoples

We are committed to an ongoing journey towards Truth Telling, Self Determination and Reconciliation.

We recognise and value the contribution of Aboriginal and Torres Strait Islander employees, carers, people we support, partners and communities across Australia as we continue our Reconciliation journey together.

Life Without Barriers' commitments to Reconciliation are outlined in our Elevate Reconciliation Action Plan (RAP): www.lwb.org.au/social-policy/aboriginal-and-torres-strait-islander-peoples.

Supporting children and young people

Life Without Barriers is committed to ensuring that children and young people feel safe, valued and empowered. We are honest in our communication, include children and young people in decisions, and listen to their voices. We provide clear and accessible information, guidance and advocacy to support them at every stage of their journey.

As an Associated Provider with LWB you must comply with all child safety obligations under the Aged Care Act 2024 and Aged Care Rules 2025, and provide evidence of workforce screening, policies, and practices as reasonably required to support the registered provider's annual Child Safety Compliance Statement. Provided below are the LWB's commitment, policy and statement;

- Life Without Barriers' commitment to Child Safety and Wellbeing - [We Put Children First](#)
- Life Without Barriers' Child Protection Policy [Working Together to Keep Children Safe](#)
- Life Without Barriers' Accountability Statement - [Our Accountability Statement](#)

Key resources

- Appendix A are links to the relevant [Child Safe Standards and Frameworks by Jurisdiction](#).
- [Life Without Barriers – Child Safety and Well Being – Policy Guideline](#)

*It is important to note that for all **Associated Providers that provide QCSS funded services** will be required to have a blue card for all staff and if more than 3 employees will be required to provide a statutory declaration confirming all your employees have a current Blue Card. These will be required to be updated in line with the Associated Provider Agreement renewal.*

Supporting the LGBTQIA+ community

We are committed to inclusion for all members of the LGBTQIA+ community and ensuring Life Without Barriers remains an inclusive organisation for everyone. In 2023, Life Without Barriers achieved the Australian Workplace Equality Index (AWEI) Bronze Employer Award for the third time.

Aged Care Act

What's changing?

From **1 November 2025**, the **Aged Care Act 2024** and the **Aged Care Rules 2025** will apply to all aged care services.

These reforms simplify regulation and put **older people at the centre of care**. At **Life Without Barriers**, we've summarised the key changes for you in this handbook.

What this means for Associated Providers

You and your team must:

- **Know the law:** Understand the [Aged Care Act 2024](#) and [Aged Care Rules](#) and how they apply to your services.
- **Put people first:** Deliver person-centred, culturally safe, and high-quality care that respects rights, privacy, and choice.
- **Follow policies:** Use forms, systems and escalation pathways; report incidents and concerns promptly.
- **Keep good records:** Maintain clear documentation and evidence of the care you provide.
- **Be audit-ready:** Cooperate with reviews and provide information when requested.
- **Train your workforce:** Ensure all staff complete required training and **keep training records** up to date.
- **Speak up early:** Raise risks or compliance issues with your LWB contact as soon as they arise.

Key Resources

- [Aged Care Act 2024](#)
- Aged Care Act [Fact Sheet](#)
- Aged Care Rules – [Summary Changes](#)
- Practical resources and training are available on the [Aged Care Quality and Safety Commission](#) website (including training on the Act).
- [Regulatory Bulletin RB 2025-1 Associated providers | Aged Care Quality and Safety Commission](#)

Statement of Rights

The **Statement of Rights** is central to the **Aged Care Act 2024**, outlining what every older person can expect when receiving care.

All registered providers — and anyone delivering services on their behalf — must uphold these rights.

Older people have the right to:

- **Independence and choice** — to make their own decisions and live as they choose.
- **Culturally safe and inclusive care** — services that respect their background, culture, and beliefs.
- **Safe, high-quality care** — that meets professional and legal standards.
- **Privacy and confidentiality** — protection of personal information.
- **Respectful communication** — to be listened to and raise concerns without fear.
- **Support and connection** — access to advocates, loved ones, and social networks.

What this means for Associated Providers

- Ensure all staff are familiar with the Statement of Rights.
- Provide training and keep records of staff completion.
- Report any concerns or breaches immediately to Life Without Barriers.
- Ensure all workers meet the revised **Worker Screening Arrangements**.

Key resources

- [Aged Care Statement of Rights fact sheet](#)
- [Aged Care Worker Screening Guidelines](#)
- [Aged Care Worker Screening Guideline Material](#)
- [Information for aged care workers](#)
- [Information for aged care providers that are not registered NDIS providers](#)
- [Aged Care Act 2024 Statement of Rights – A4 explainer | Australian Government Department of Health, Disability and Ageing](#)

Aged Care Code of Conduct

The **Aged Care Code of Conduct** sets out how aged care workers and providers must behave.

It applies to all aged care providers, their employees, contractors, and anyone involved in delivering care.

The Code ensures that care is **safe, respectful, and compassionate**.

Everyone working in Aged Care must:

- Respect people's rights, dignity, and individuality.
- Provide safe, skilled, and competent care.
- Respect privacy and confidentiality.
- Act with honesty and integrity.
- Speak up about concerns or risks to safety.
- Prevent harm and respond effectively if harm occurs.

Note: Breaches of the Code may result in disciplinary action or exclusion from working in aged care.

What this means for Associated Providers

- Ensure all staff understand the Code of Conduct.
- Provide training and keep records of completion.
- Report any concerns or breaches immediately to Life Without Barriers.

Key Resources

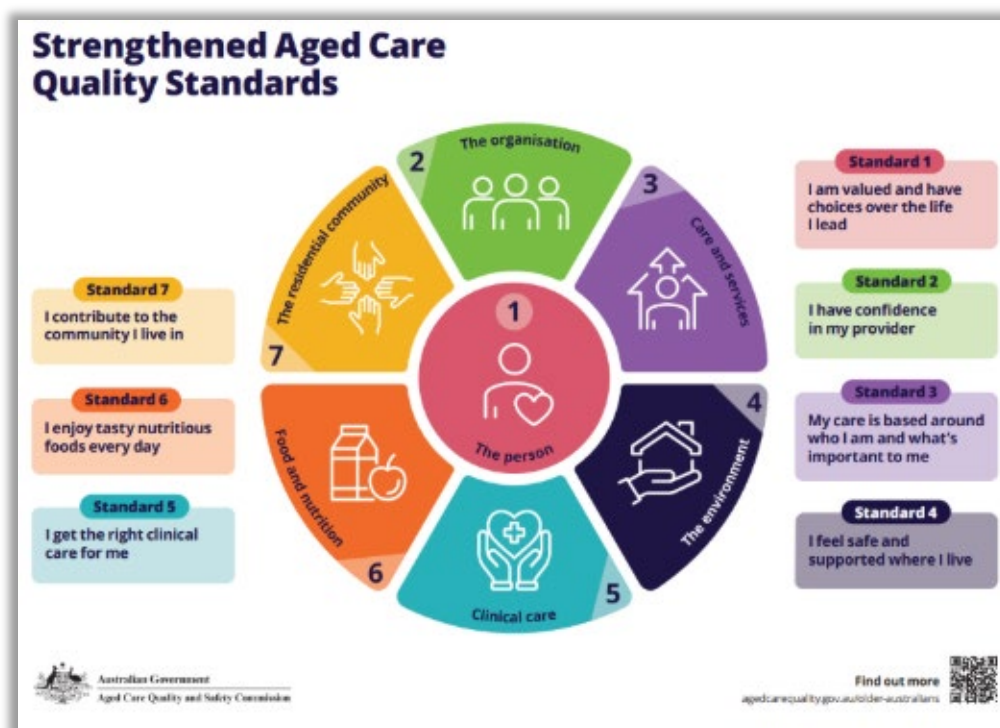
- [Training Resource](#) for the Aged Care Code of Conduct.
- Code of Conduct [Fact Sheet](#)
- Code of Conduct [Online Learning](#)
- LWB – [Code of Conduct](#)

Aged Care Quality Standards

From 1 November 2025, the Strengthened Aged Care Quality Standards set clear expectations for safe, high-quality, person-centred care.

The Standards cover:

- **The Person:** Dignity, rights, choice, and independence
- **The Organisation:** Governance, workforce, and continuous improvement
- **Care and Services:** Safe, reliable, person-centred delivery
- **The Environment:** Safe, clean, and accessible settings
- **Clinical Care:** Competent, evidence-based practice (where applicable)
- **Food and Nutrition:** Nutritious, enjoyable meals and support
- **Residential Community:** Safe, inclusive home environments



What this means for Associated Providers

- Align your services with the strengthened Standards.
- Ensure staff understand and apply them in practice.
- Maintain policies for incident reporting, escalation, and documentation.
- Keep clear records of care delivered and outcomes achieved.
- Be audit-ready and supply evidence when requested.
- Raise risks or concerns early with your LWB contact.
- Ensure person centre are and choices in the delivery of services

Key resources

- Quality Standards [Online Learning](#)
- Aged Care Quality Standards [Fact Sheet](#)
- Strengthened Quality Standards [Quick Reference Guide](#)

Support at Home

The Support at Home Program is the Australian Government's new model for in-home aged care, commencing 1 November 2025 replacing:

Home Care Packages (HCP) and Short-Term Restorative Care (STRC). From no earlier than 1 July 2027, the Commonwealth Home Support Program (CHSP) will also transition into Support at Home.

What's changing?

- A single, streamlined assessment process
- A national, consistent list of services
- Stronger accountability, clearer documentation, and quality requirements

What it aims to achieve

- Timely, tailored support for older Australians
- Reduced administration with one entry point
- Stronger client safeguards and oversight

What this means for Associated Providers

You and your team play an essential role in delivering care under this model.

Life Without Barriers will provide guidance, updates, and support throughout the transition.

Key Resources

Support at Home – [Frequently asked questions for Providers](#)
[Support at Home Program Manual](#)
Support at Home [resources](#)

Prescribed Service List

From 1 November 2025, all services delivered under Support at Home and the Commonwealth Home Support Programme (CHSP) must align with the prescribed list of approved aged care services. Only services on this list can be funded and claimed.

Associated Providers will be required to invoice only for the services and tasks in the work order to ensure services are within the scope of the services requested to be delivered.

What This Means for Associated Providers

- Only prescribed services can be billed and funded for Support at Home Services
- Invoices must clearly identify the prescribed service being delivered.

Key Resources

- Australian Government Aged Care Prescribed [Service List](#)
- Support at Home Program – [Services Fact Sheet](#)
- Consumer protections for Support at Home Prices – [Fact Sheet](#)

Other programs delivered by Life Without Barriers

You may also be delivering services under the following programs on behalf of Life Without Barriers:

- Commonwealth Home Support Program (CHSP)
- Queensland Community Support Scheme (QCSS)
- Veterans' Home Care (VHC)
- Transition Care Program (TACP)
- Be Connected (Townsville only)

QCSS (QLD Based Associated Providers only)

The Queensland Community Support Scheme (QCSS) is funded by the Queensland Government to provide targeted and time-limited support to people who have a long-term disability, chronic illness, mental health condition, or other circumstances that affect their ability to live independently and participate in their community. Support may also extend to carers of people in these situations.

QCSS is not available to individuals with complex needs, or those who can access assistance through other programs such as the National Disability Insurance Scheme (NDIS), My Aged Care, or other community supports.

Service Approach

QCSS follows a wellness and reablement approach, focusing on building each person's existing strengths, skills, and independence. Services are delivered using a "doing with" approach, supporting participants to work towards their individual goals and to develop the capacity to manage daily activities and community participation independently.

Types of Support

QCSS provides two main types of support:

1. **In-Home Support** – assistance with daily living tasks to promote independence.
2. **Community Connection Support** – help to develop and maintain community engagement and social connections.

Support is designed to be:

- Low intensity and time-limited
- Tailored to individual needs and circumstances
- No more than 5 hours per week (equivalent to 65 hours per quarter)
- Provided for an initial period of up to 6 months, depending on goals and progress

Human Services Quality Framework (HSQF)

All QCSS providers must also meet the broader quality and compliance requirements of the Human Services Quality Framework (HSQF), which underpins service delivery standards for all funded human service organisations in Queensland.

The HSQF is the Queensland Government's system for ensuring that funded community services are safe, effective, and continuously improving.

All Associated Providers engaged by Life Without Barriers are required to operate in a manner consistent with the HSQF. This means maintaining good governance, delivering person-centred and culturally safe supports, protecting client rights, and demonstrating continuous improvement in service quality.

Associated Providers must:

- Comply with all legislative, contractual, and safeguarding requirements relevant to the program.
- Ensure their organisation has appropriate policies, risk management, and quality systems in place.
- Provide services that are safe, inclusive, and respectful, upholding the rights and wellbeing of clients.
- Cooperate with Life Without Barriers in monitoring, audit, or review processes to demonstrate compliance with HSQF standards.

By meeting the HSQF, Associated Providers demonstrate a shared commitment to high-quality, accountable, and transparent service delivery across Queensland's human services sector.

Child Safe Standards

Although most QCSS clients are adults, Associated Providers may deliver Home and Community Assistance or other supports in homes where children are present. All Associated Providers working within the QCSS program must operate in alignment with Queensland's 10 Child Safe Standards and the Universal Principle of Cultural Safety.

Each organisation delivering QCSS services under a brokerage or subcontract arrangement must:

- Embed child safety and wellbeing into its governance, culture, and daily practice.
- Implement policies and procedures that meet or reflect the 10 Child Safe Standards, including:
 - A Child Safety and Wellbeing Policy that explains how children's safety is prioritised and protected.
 - A Code of Conduct setting clear behavioural expectations for all workers interacting with children or visiting homes where children may be present.
 - A Complaints and Feedback Policy that is child-focused, accessible, and culturally appropriate.
 - A Risk Management Strategy that identifies, assesses, and mitigates risks of harm to children in both physical and online environments.
- Ensure all staff working within the QCSS program complete induction and ongoing training in:
 - Child Safe Standards and reporting obligations.
 - Trauma-informed, culturally safe, and inclusive practice for children, families, and Aboriginal and Torres Strait Islander peoples.
- Cooperate fully with Life Without Barriers' audits, which require demonstration that workers are suitable, trained, and compliant with legislative screening and safeguarding requirements.
- Notify Life Without Barriers immediately of any suspected or confirmed incident, allegation, or risk involving a child or young person in connection with QCSS service delivery.

Associated Providers should refer to the Queensland Family and Child Commission Quick Reference Guide 2025 for practical actions and indicators under each Child Safe Standard.

What this means for Associated Providers

- Deliver services in accordance with **QCSS guidelines and timeframes**
- Maintain **accurate records** of service delivery and participant progress
- Support participants to achieve their **individual goals** and build independence
- Report performance and outcomes as outlined in their **Associated Provider Agreement**
- All staff must have a valid Blue Card to undertake these services

Key Resources

- [Queensland community support scheme practice manual](#)
- [QFCC Child Safe Standards Quick Reference Guide](#)
- [Human Services Quality Framework Version 10.0](#)
- [Child Safe Organisations Act 2024 - Queensland Legislation - Queensland Government](#)
- [Working with Children \(Risk Management and Screening\) Act 2000 - Queensland Legislation - Queensland Government](#)

Life Without Barriers Policies and Procedures

Incidents and Serious Incident Reporting Scheme (SIRS)

Reporting incidents is a critical responsibility under the Life Without Barriers Associated Provider Agreement and the Aged Care Act. Recent reforms have strengthened expectations for clear, timely, and transparent incident reporting.

Associated Providers must report incidents promptly, cooperate fully with investigations, and provide any requested information to Life Without Barriers or relevant authorities.

Examples of Reportable Incidents

- Client injury or fall
- Client not responding during a scheduled visit
- Changes in living or care arrangements
- Wellbeing concerns or health deterioration
- Property damage or unsafe environments
- Allegations or concerns of abuse, neglect, or exploitation

What this means for Associated Providers

- Develop and maintain clear incident reporting procedures.
- Raise risks or concerns early with your LWB contact as per LWB Incident Reporting.
- Participate in all SIRS reporting, investigation, and record-keeping processes.

Key Resources

Recording incidents in an incident management system – [Fact Sheet](#)

Effective Incident Management system [checklist](#)

SIRS provider [resources](#)

Incident Reporting Process

You must report an incident as soon as practically possible after it has occurred. Ensure everyone is safe and that the situation has stabilised before submitting your report. By reporting an incident, you are protecting the safety and wellbeing of our clients, your staff and yourself. This is a necessary and important part of your role as an Associated Provider.

How do I report an incident?

If you notice any incident, you will need to report this by via email at brokerage@lwb.org.au.

Life Without Barriers will add the details of the incident to our Incident Management System (iReport). Once all the relevant details have been captured, we can follow up with the client and/or their representative/s. We may need to contact you following your initial report if further information is required.

Information for you and your staff on LWB reporting requirements can be found in the [Incident Reporting Fact Sheet](#)

Key resources

- Recording incidents in an incident management system – [Fact Sheet](#)
- Effective Incident Management system - [Checklist](#)
- SIRS provider [resources](#)

No Response Reporting

Life Without Barriers (LWB) provides a range of Aged Care Home Care Services which play an important role in helping to keep older people who live alone in the community safe from harm. LWB staff, sub-contractors and volunteers are in regular contact with many clients that are at risk of experiencing an adverse event.

All Associated Provider staff are to be aware and follow the LWB guideline lines in relation to no response reporting.

Key resources

- [No Response Policy](#)
- [No Response Fact Sheet](#)

Protecting Older Australians from Abuse

Elder abuse is a single or repeated act, or lack of appropriate action, which causes harm or distress to an older person. Elder Abuse can include physical abuse, financial abuse, sexual abuse, neglect or emotional or psychological abuse.

How do I report suspected or witnessed Elder Abuse?

If you witness or suspect elder abuse, you will need to report this by via email at **brokerage@lwb.org.au within 2 hrs** of witnessing or becoming suspicious of elder abuse. Life Without Barriers will then follow up your concern. **Remember, if you suspect abuse, report it!**

Key resources

- A step-by-step guide is available for you and your staff in the [Protecting Older Australians from Abuse Fact Sheet](#).

Feedback and complaints

At **Life Without Barriers (LWB)**, we value open communication and continuous improvement. As an Associated Provider, you must share any feedback or complaints — whether from yourself or from the clients you support. This helps us improve the quality and safety of the services we deliver together.

How to provide feedback or lodge a complaint:

- **Phone:** 1800 879 012 or 1800 792 359
- **Email:** brokerage@lwb.org.au

All Associated Providers are required to cooperate with any investigation and provide information requested in relation to complaints or concerns about their staff or services.

How LWB manages feedback and complaints:

We take all feedback seriously — whether it's a compliment, suggestion, or complaint. LWB will listen, review, and respond in a fair and timely manner. As an Associated Provider, you are required to follow the **LWB Complaints and Feedback Management Policy** to ensure consistent and transparent handling of all matters.

Urgent or High-Risk Complaints

These matters will be reviewed in line with the Aged Care Act 2024, the Aged Care Quality Standards, and the LWB Incident and Feedback Management procedures.

Key Resources

- [LWB National Complaints Handling Policy](#)
- [LWB National Complaints Handling Charter](#)
- [National Complaints and Feedback Management and Resolution](#)

Our Apology Framework

As an Associated Provider you will need to follow the Life Without Barriers commitment to keeping people safe and learning from our mistakes. As part of our National Safeguarding Framework, we follow a clear Apology Framework and are committed to open disclosure — being honest and transparent when things go wrong.

When we say sorry:

We apologise if someone is harmed while receiving our services, even if it's not our fault.

Saying sorry:

- is always the right thing to do,
- shows we care and want to do better,
- helps rebuild trust and confidence,
- is the first step in learning and improving.

Operational and governance requirements

All aged care providers must meet government regulations and quality standards designed to protect the safety, health, and wellbeing of older people receiving care. As part of this, qualifications and background checks are required to ensure all Associated Providers remain compliant. The new Act and standards make it is our responsibility to make sure these checks are current, valid, and properly maintained.

Please note: Under upcoming Aged Care Act and Support at Home reforms, the government is working with states and territories to expand NDIS Worker Screening Checks into the aged care sector. This new screening process is expected to commence in mid-2026. Further updates will be provided once this is finalised.

Record keeping and audits

Associated Providers and their personnel must maintain accurate, complete, and up-to-date records in accordance with the Aged Care Act 2024 and Aged Care Rules.

These requirements support transparency, client safety, and compliance with legislation.

Record-Keeping Requirements

- Maintain verifiable records of all services delivered, including staff qualifications, police checks, insurances, and training.
- Retain all records for a **minimum of seven (7) years** as required by law.
- Store records securely within Australia and ensure they are accessible when required.

Audits, Investigations and Reviews

- Provide records or reports requested by Life Without Barriers, the Department of Health and Aged Care, or the Aged Care Quality and Safety Commission.
- Cooperate with scheduled and unscheduled audits.
- Respond promptly to requests for information or clarification.

Failure to maintain adequate records or respond to audit requests may result in suspension or termination of your service agreement.

Life Without Barriers values your continued commitment to **quality, safety, and transparency** in aged care delivery.

What this means for Associated Providers

As a partner to **Life Without Barriers**, you must:

- **Ensure policies and pathways are developed for** — incident reporting, escalation and documentation (if none in place utilise Life Without Barriers Policies/Pathways)
- **Keep clear records** to show the care provided and outcomes achieved.
- **Be audit-ready** — cooperate with reviews and supply evidence when requested.
- **Raise concerns early** — report any risks, breaches or quality issues to your LWB contact immediately.
- **Apply the right parts** — if you deliver clinical care or food services, make sure those specific Standards are fully met.

Qualifications & Training

Life Without Barriers (LWB) is responsible to advise and monitor their Associated Providers to adhere to the government compliance standards.

To do this Associated Providers and their staff must have the appropriate qualifications, skills, and experience to perform their roles safely and effectively. They must also maintain up-to-date registrations, certifications, training and background checks relevant to their area of service. This includes ensuring all required training, police checks, and professional licences remain current. These can include Certificate III for personal care, Building Licence for Home Modifications, Nursing Registrations, etc.

Note: Failure to meet or maintain these qualifications will result in suspension or termination of services under the Brokerage Agreement.

Key resources

- [Qualifications \(Other\) – Statutory Declaration](#)
- [Staff Training Checklist](#)

Allied Health Professionals - Qualifications

Additional to the above Qualifications, there are additional requirements for all Allied Health Professionals. All Allied Providers employees, volunteers, contractors, agents, subcontractors, and their personnel must comply with their responsibilities under the Australian Health Practitioner Regulation National Law Act. This includes ensuring that all health practitioners engaged are appropriately registered or hold current membership with their relevant professional body and are suitably trained, skilled, and qualified to practise in a competent and ethical manner.

Policies, procedures, and monitoring processes are in place to ensure that all personnel, where required, maintain current registration or membership with the appropriate professional body. This may include:

- Australian Health Practitioner Regulation Agency (AHPRA)
- Exercise & Sport Science Australia (ESSA)
- Dietitians Association of Australia (DAA)
- Speech Pathology Australia (SPA)
- Australian Association of Social Workers (AASW)

All registration or membership staff documents must be sighted, verified, and confirmed by the Associated Provider as current, and no staff may have restrictions or conditions placed on their registration or membership.

Key Resources

- [Allied Health Professionals - Statutory Declaration](#)

Police Checks/ Licences

Aged care workers require a police check (valid for three years) or an NDIS worker screening check to ensure they are suitable to work with older people.

Associated Providers that have a limited number of staff can provide their police check details directly to the brokerage support team. For those that have larger numbers of staff a statutory declaration can be provided with the Associated Provider to maintain all records for their staff in compliance with the [record keeping and audit requirements](#).

Key Resources

- [Statutory Declaration - Probity](#)

Insurances

With the Australian Aged Care Act 2024 coming into effect on 1 November 2025, aged care providers must review and, where necessary, update their insurance coverage for the 2024–2025 period. The new Act introduces a rights-based framework, greater provider accountability, and enhanced regulatory and quality standards, all of which expand provider responsibilities and potential liabilities.

Providers should ensure their Directors & Officers (D&O), Statutory Liability, and Professional Indemnity (Medical Malpractice) insurance policies adequately cover the broader obligations under the new law.

Given the Act's increased focus on resident rights, stricter compliance enforcement, and expanded powers of the Aged Care Quality and Safety Commission, providers must confirm their insurance limits and risk management processes are sufficient, current, and aligned with the new regulatory environment.

As part of these changes one or more of the following insurances will be required to be in place for Associated Providers based on the service type they are delivering on behalf of Life Without Barriers.

- Public Liability
- Workers Compensation
- Travel/Motor Vehicle Insurance
- Professional Indemnity (Medical Malpractice)
- Cyber
- Directors & Officers (D&O)
- Statutory Liability

**The insurances required to be provided will be outlined in your Associated Provider Agreement.*

Workforce Health and Safety

LWB is committed to maintaining a **safe and healthy work environment** through continuous risk management, staff consultation, and proactive safety practices. With the diverse range of services delivered by Associated Providers, identifying and managing **hazards, risks, and exposures** is critical to preventing injury and ensuring the wellbeing of all workers and clients. Together, we share responsibility for promoting a strong **safety culture** and upholding LWB's duty of care to every person receiving or delivering support.

What this means for Associated Providers

1. Ensure Safety:

Take all reasonable steps to maintain the safety of:

- Your personnel; and
- LWB employees, carers, clients, and visitors.

2. Comply with Legislation:

All work must be carried out in accordance with the applicable **Commonwealth, State, and Territory WHS legislation**.

3. Complete Safety Training:

Ensure all personnel delivering services under this agreement complete any **LWB safety induction** or **other safety training** as directed.

4. Provide WHS Documentation:

Submit the following documents to LWB for verification:

- Copies of **workers' compensation insurance certificates**;
- Copies of **relevant licences and/or qualifications**;
- Copies of **incident and emergency management procedures**.

5. Report Incidents:

Provide immediate written notification to LWB of any workplace incident, accident, or emergency involving LWB clients, staff, or others engaged in service delivery.

What this means for Associated Providers

- If your organisation already has WHS policies and procedures in place, copies must be provided to LWB at the commencement or renewal of your Associated Provider Agreement.
- If you do not currently have WHS policies, you will be required to LWB's Health & Safety requirements and undertake the WHS Training as provided below.
- All Associated Providers must sign an acknowledgement of receipt, and confirm that your personnel will comply with their WHS obligations.

Key resources

- [WHS Training Presentation](#)
- [Statutory Declaration – Health & Safety - Group](#)
- [Health and Safety Factsheet - Personal Safety and Security in the Workplace](#)
- [Health and Safety Factsheet - RCD's in community based services](#)

Working with Children

Any organisation or worker who may interact with a child or young person during QCSS service delivery, or who may reasonably be expected to have contact with children, must hold a current Blue Card.

- It is the Associated Provider's responsibility to:
 - Verify and maintain current Blue Card details for all relevant personnel.
 - Keep secure records of Blue Card numbers and expiry dates.
 - Suspend or cease engagement of any worker whose Blue Card is expired, suspended, or cancelled.
- Providers must also ensure that staff understand and adhere to child-safe conduct, mandatory reporting, and complaint-handling obligations.
- Organisations delivering services to children or in homes where children are present are expected to:
 - Uphold the Universal Principle of Cultural Safety, ensuring Aboriginal and Torres Strait Islander children feel welcome, safe, valued, and respected.
 - Prevent, identify, and respond promptly to any risk of harm, neglect, or abuse.
 - Participate in continuous improvement activities to ensure ongoing compliance with child safety and safeguarding requirements.

Sub-Contracting

Associated Providers who wish to subcontract any part of their services under a Brokerage Agreement must first obtain written consent from Life Without Barriers (LWB).

This ensures all subcontracting arrangements meet the required quality, safety, and compliance standards under the agreement and relevant aged care regulations.

Once written consent is granted, the Associated Provider remains fully responsible for the actions and performance of their subcontractors. This includes ensuring that all subcontractors comply with the Brokerage Agreement, relevant legislation, and service delivery standards. LWB will hold the Associated Provider accountable for any breaches, non-compliance, or service failures by their subcontractors.

What this means for Associated Providers

- Written approval must be received before subcontractors begin delivering services.
- All requests to use subcontractors must have the form completed and emailed to brokerage@lwb.org.au.
- Associated Providers are responsible for the performance and compliance of their subcontractors.
- Subcontractor consent agreements must be renewed in line with your Associated Provider Agreement.

Note: If subcontractors are engaged before written consent is granted by LWB, services will be suspended until approval is obtained.

Key Resources

- [Aged Care Associated Provider - Sub-Contracting Form](#)

Monitoring of Performance & Service Delivery

Under the **Support at Home** program, all providers must keep **clear and accurate records** that confirm the delivery of care and services for every participant. This includes services provided by **Associated Provider workers** and those delivered to **self-managed participants**.

When services are delivered by an Associated Provider, the **registered provider** remains responsible for ensuring that all care and services meet the requirements of the **Aged Care Act** and the **Strengthened Quality Standards**, where applicable.

What this means for Associated Providers

- **Maintain accurate service delivery records** and supporting documentation.
- **Report on key performance indicators (KPIs)** specific to the services they provide; and
- **Comply with all performance measures, assessment methods, and reporting timeframes** as set out in their **Associated Provider Agreement**.
- A **KPI table** outlining these requirements will be included in each agreement

Please note that audits will be conducted on an annual basis or as required basis to verify compliance and performance outcomes.

Protection for whistle blowers

The Aged Care Act 2024 protects people who report concerns about aged care services, ensuring they can speak up without fear of punishment or unfair treatment. Life Without Barriers fully supports this policy and encourages safe, transparent reporting.

Reports can be made to:

- The Aged Care Quality and Safety Commission (ACQSC)
- The Department of Health or its officials
- A registered provider or its responsible persons
- Aged care workers
- Police
- Independent aged care advocates

Protections include:

- No negative consequences for making a report
- Identity protection (with limited exceptions, e.g. legal or safety reasons)

Key resources

[Whistleblowers Protection – Policy Guideline](#)

Communication

As an Associated Provider working with Life Without Barriers (LWB), you are required to follow the communication standards set out in this handbook. These standards ensure that all communication between you, LWB, and the people we support is clear, respectful, and timely.

They also ensure compliance with the Aged Care Act 2024, the Aged Care Quality Standards, and the Support at Home Program Manual.

Associated Providers must maintain open and transparent communication with LWB at all times, promptly share updates or issues related to service delivery, and record all relevant communication within the approved systems.

What this means for Associated Providers

- Effective communication protocols are in place and understood by staff.
- Communication records align with service delivery and incident reporting requirements.
- Communication is clear, respectful, and culturally safe, reflecting the values of dignity and inclusion.
- Communication prioritises the participant's rights, preferences, and privacy.
- Communication occurs in real-time or within agreed timeframes for critical issues such as incidents, risks, or complaints.
- Communication is provided to the LWB to be documented in the system for audit and verification purposes.
- Communication includes feedback loops, ensuring matters raised by participants or carers are acknowledged and addressed.

Key resources

- [Communicating for safety and quality | Aged Care Quality and Safety Commission](#)

Invoices and Payments

It is important that all invoices are submitted in the correct format, contain accurate information, and are delivered by the end of the month following the service being provided.

Invoice timings

Please submit your invoices within 30 days of the service being delivered to ensure payment.

Note: If an invoice is not received within this timeframe, payment for the service will not be made.

Tax Invoices

All invoices must include enough information to clearly show the following details:

1. A statement that the document is intended to be a **Tax Invoice**
2. The **seller's name or business identity**
3. The **seller's Australian Business Number (ABN)**
4. The **date** the invoice was issued
5. The **clients name and address**.
6. Itemised **description** of the goods or services supplied, including **quantity (if applicable)** and **price**
7. The **date the service** was completed.
8. The **GST amount** (if applicable) — either shown separately or indicated with the statement “*Total price includes GST*” if it equals one-eleventh of the total
9. The **extent to which each sale** on the invoice is a **taxable sale**

Under \$1,000

Mavis Food Qld Pty Ltd
ABN: 62 000 000 000
Mavis Food Head Office 18 Draft Rd, BANYO QLD 4014

13 13 13

Mavis Food Qld
Life Without Barriers - 5th East Brisbane, Redlands & Gold Coast
1 Donald Drive
SHAILER PARK
QLD 4128

TAX INVOICE
Invoice No 12345678
Invoice Date 09-Oct-25
Delivery Date 05-Oct-25 10:42 AM
Provider Code FD00010
Reference A123456

Joe BLOOGS
123456
18 Run St
Redland Bay
QLD 4165

Item Description	Qty	Item Price	Price (inc GST)
Dinners (10)	1	\$127.45	\$127.45
Administration fee	1	\$7.95	\$7.95

Total Value \$135.40
Credit applied as cost of ingredients component paid by Customer -38.24
GST included payable by provider \$8.83
Amount Payable by Provider \$97.17

Payment Terms as per agreement

Bank Deposit via EFT
Account Name Mavis Food Qld
Bank Name WestPac
BSB 022225
Account No 123456 88888888
Reference

Remittance email AR@mavisfood.com.au
Accounts Contact Customer Contact Centre
Accounts Number 13 13 13

Pricing Breakdown
Cost of Ingredients = 30%
Cost of Meal Preparation = 70%
Delivery charge = 100%

Over \$1,000

Mavis Care Pty Ltd
60 123 123 123

1300 130 130

TAX INVOICE

INVOICE TO:
Life Without Barriers
145 Taylor Street
NEWTON, QLD 4350

DELIVER TO:
Barbie Doll
26 Glenn Street
CROWS NEST, QLD 4355
Phone: 0450 000 007

INVOICE NUMBER	INVOICE DATE	CUSTOMER CODE	CUSTOMER REF	SALESPERSON	WEB ORD ID				
INV0211111	23/09/2025	LFWT00	BARBIE DOLL	Moe-Town					
ORDER NUMBER	PAYMENT TERMS	CURRENCY	ADDRESS CODE 1/ID	PRINTED DATE	TIME PRINTED				
ORD01000000	30 Days Net	AUD	PRIMARY	23/09/2025	19:59:29				
PRODUCT CODE	PRODUCT DESCRIPTION	UOM	QTY ORD	QTY BO	QTY SUP	UNIT SELL	DISC	GST	TOTAL
BE800000	Bed - Aspire - ComfMotion Activ Care Bed - Portobello Grey - King Single (Headboard Sepi) - 25kg *	EACH	1	0	1	\$4,249.00	\$0.00	\$0.00	\$4,249.00
Serial / Lot Number	Expiry Date	Qty							
CMAX-02-13548		1							
BMC421583	Mattress - iCare - ActiveX- 4C30 - King single	EACH	1	0	1	\$1,399.00	\$0.00	\$0.00	\$1,399.00
AAA11000	Delivery	EACH	1	0	1	\$342.80	\$0.00	\$34.28	\$377.08
CON200000	Floor Mat - Core - Absorbent & Waterproof - Anti Slip - 600x900mm - Grey *	EACH	2	0	2	\$83.00	\$0.00	\$16.60	\$162.60
COMMENTS									
									SUBTOTAL \$6,146.68
									GST \$10.88
									TOTAL \$6,207.68
									AMOUNT PAID \$0.00
									BALANCE DUE \$6,207.68

EFT BSB: 022 222 ACCOUNT: 121111 Please quote INV021111 when making an EFT payment
BANK: Westpac NAME: MavisCare Pty Ltd Please email Remittances to ar@maviscare.com.au

Refer to our website for Standard T&C's and ACL Warranty Against Defects
1300 130 130 www.maviscare.com.au

Page 1/1

Taxable and non-taxable sales

A tax invoice that includes non-taxable items, must clearly show which items are taxable. Items are non-taxable if they are GST-free or input-taxed. The tax invoice must also show:

- each taxable sale,
- the amount of GST to be paid,
- the total amount to be paid.

What does this mean for Associated Providers?

- Invoices need to be submitted within one month of the service being delivered
- Invoices need to outline the services delivered in detail
- Invoices must be itemised for each client

Key Resources

- [ATO Tax Invoices](#)

Payments

Life Without Barriers uses eftsure to verify the payment details of businesses which provide services and products to us. This ensures we have your correct and genuine details on file and helps us protect against making fraudulent payments.

How do suppliers verify?

Suppliers who need to complete an eftsure verification will receive a form from verifications@services.lwb.org.au. This form will ask you to confirm your correct details.

Alternatively, you may receive a phone call from the eftsure verification team to confirm your details.

When do we verify with eftsure?

We undertake verification of supplier details when:

- New suppliers are onboarded
- Existing suppliers change their details

When you change your banking or business details, it's important to contact us to let us know a change has occurred. If you are having problems with your payments, please contact the [Brokerage Support Team](#).

Governance Structure

LWB's Board is its governing authority, which is responsible for ensuring LWB has an appropriate governance structure and culture in place. This includes compliance (meeting statutory and regulatory obligations) and performance (staying up to date, relevant and assisting the Chief Executive to lead the Company in the best possible way).

LWB has adopted a Practice Governance Framework (PGF) which articulates that practice quality is a central Board concern and the primary lens applied by the Board across all its governance functions.

3.1 Governance Framework

The Governance Charter reflects the requirements of relevant legislation and regulation. LWB is a charity registered with and regulated by the Australian Charities and Not-for-Profits Commission (ACNC) that assists registered charities in their dealings with the Australian Securities and Investments Commission (ASIC) under the Corporations Act 2001 (Cth) (Corporations Act) and the Australian Tax Office (ATO).

The Charter builds on the organisational structure, rules and authority to govern set out in LWB's Constitution which takes precedence over the Charter in the event of any inconsistency.

The Charter is based on principles and ways of operating widely recognised as good governance practice across all sectors including:

- the ACNC Standards;
- the Corporate Governance Principles and Recommendations of the ASX Corporate Governance Council;
- the Australian Institute of Company Directors (AICD) policies and standards; and
- the Governance Institute of Australia (GIA) policies and standards

Key Resources

[Governance Charter of Life Without Barriers \(ABN 15 101 252 171\)](#)

Ongoing support – contact details

Thank you for your ongoing commitment and service. Your work helps older people stay safe, well, and independent.

As an Associated Provider, you play an important role in delivering services on behalf of Life Without Barriers, and our National Brokerage Team is here to support you every step of the way.

We're committed to ensuring you have consistent and reliable access to assistance—any time you need it.

Business Hours: 1800 879 012

After Hours: 1800 792 359

Email: brokerage@lwb.org.au

Website: [Aged Care Services | Life Without Barriers](#)

Operating Hours (AEST):

Mon – Fri: 8:30am – 5:30pm

Sat: Closed

Sun: Closed

Appendix

A: Child Safe Standards and Frameworks by Jurisdiction

Jurisdiction	Resource
National	NDIS Practice Standards
	National Principles for Child Safe Organisations
	National Standards for Out of Home Care
SNAICC	Keeping Our Kids Safe - Cultural Safety and the National Principles for Child Safe Organisations
	The Aboriginal and Torres Strait Islander Child Placement Principle: A Guide to Support Implementation
ACT	Children and Young People (Care and Protection Organisation) Standards 2018
	Aboriginal and Torres Strait Islander Reflection Flower
NSW	Child Safe Standards for Permanent Care
	Code of Practice - Specialised Substitute Residential Care Code of Practice
	Code of Practice Implementation Handbook for Designated Agencies and Adoption Service Providers
	Child Safe Standards
	Specialist Substitute Care
NT	Quality Assurance Program
QLD	Human Services Quality Framework
	Child Safe Standards
	Guidelines and Self-Assessment Tool for Implementing the Universal Principle and Child Safe Standards in Queensland
SA	QIC (Health & Community Service Standards)
	Child Safe Environments Program
TAS	Out of Home Care Standards 2022
	Child and Youth Safe Standards
	Interim Compliance Guidance for Organisations for Tasmania's Child and Youth Safe Standards and Universal Principle for Aboriginal Cultural Safety
VIC	Social Service Standards
	Child Safe Standards
	Short Guide to the Child Safe Standards
	Aboriginal and Torres Strait Islander Cultural Safety Framework Guidelines
WA	Better Care, Better Services: Standards for Children and Young People in Protection and Care
	Child Safe Organisations

LIFE WITHOUT BARRIERS



LWBAustralia



Life Without Barriers



Life Without Barriers



Life Without Barriers

lwb.org.au