Support at Home Services Compliance

As an allied health associated provider delivering services within the aged care sector, My Therapy Crew aligns its clinical governance, workforce capability and service delivery practices with the Strengthened Aged Care Quality Standards under the new Aged Care Act.

Standard 1 – The Person
We uphold each older person's rights, dignity, identity and autonomy through person-centred practice. Services are delivered in partnership with the older person, with active involvement in goal setting, therapy planning and review. Communication is adapted to individual needs and informed consent is obtained and documented. Our approach supports choice, control and meaningful participation in care decisions.

Standard 2 – The Organisation
We maintain internal governance systems that support safe and accountable service delivery. Clear scope of practice, supervision structures, risk management processes and incident escalation pathways underpin our clinical work. We cooperate with approved providers to ensure alignment with their quality, safeguarding and reporting frameworks.

Standard 3 – The Care and Services
Our clinicians complete comprehensive, discipline-specific assessments and develop individualised therapy plans in collaboration with the older person and care team. Interventions are evidence-informed and designed to optimise function, safety, independence and quality of life. Progress is reviewed regularly, with documentation supporting continuity and integrated care planning.

Standard 4 – The Environment
When providing services on-site, we operate in accordance with the host organisation's safety, infection prevention and control, and workplace health procedures. Our clinicians follow manual handling guidelines and professional standards to ensure safe service delivery for older people and staff.

Standard 5 – Clinical Care
Where allied health forms part of clinical care, services are delivered within professional registration requirements and contemporary best practice. Clinical risks are identified, documented and escalated appropriately. We collaborate with nursing, medical and care staff to support integrated, safe and responsive care.

Workforce Capability
All clinicians hold relevant qualifications, maintain professional registration (where applicable), and meet Queensland screening and compliance requirements, including CPR and first aid qualifications.

Ongoing professional development, clinical supervision and performance review processes ensure continued competence and alignment with best practice. Our systems support safe, rights-based and high-quality allied health services that complement and strengthen the care delivered by approved aged care providers.