PROTECHT

E-BOOK

Understanding what the Aged Care Act 2024 means for you.

How aged care providers can use governance, risk and compliance best practices to comply with the Act and achieve better stakeholder outcomes.

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Executive summary.

The Aged Care Act 2024 (the Act)[1], which comes into force on 1 July 2025, establishes a comprehensive framework for aged care services in Australia. With the many concerns highlighted by the 2018 Aged Care Royal Commission and the expected explosion in the number of older people over the next half century, the Act is both timely and relevant.

The Royal Commission report issued in December 2018 was titled *Care, Dignity and Respect*[2] and this set the scene for subsequent regulatory change that shifts the focus of the existing regulation from Aged Care providers and how to fund them to older people accessing aged care services and what they need. Just as in other industries, such as financial services, the voice of the consumer needs to be listened to and focused on more intently.

These regulatory changes are a direct response to the Aged Care Royal Commission. Australian Royal Commissions generally arise when the rights and needs of the end user, the consumer, have not been adequately met or respected. This aged care legislation, culminating in the 2024 Act, is therefore primarily focused on ensuring aged care is driven by the rights and needs of older people.

This eBook explores the letter and the spirit of the Act. Most importantly it covers the need to elevate governance, risk, and compliance (GRC) practices in aged care providers to effectively address the Act's requirements while ensuring better outcomes for older people.

The Act is a comprehensive legislative framework designed to regulate the provision, funding, governance, and oversight of aged care services. It will affect all of the key players in the aged care sector including older people, their families and carers, aged care and platform providers, workers, financiers, and government regulators and agencies. It follows three prior Amendment Acts since 2021[3].

This eBook is based on:

- Understanding the key elements of the Act and what is required to comply (the letter of the law)

- Enhancing the operation of the aged care system for the benefit of older people (the spirit of the law)

Key focus

The eBook demonstrates how robust governance, risk and compliance practices, when applied effectively and supported by effective software systems, can go a long way to enabling the achievement of both letter and spirit of the law success.

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[1] Aged Care Act 2024, Australian Government
[2] Royal Commission into Aged Care Quality and Safety
[3] Aged Care Amendment Acts, Russell Kennedy

Contents

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1 What is the Aged Care Act?

The Act is almost 600 pages long, and comprehensively covers the elements required to deliver appropriate care.

Contents of the Act

1 Introduction

2 Entry to the Commonwealth Aged Care System

3 Registered providers and workers

4 Funding of Aged Care Services

5 Governance of the Aged Care System

6 Regulatory Mechanisms

7 Information Management

8 Miscellaneous

Chapter	Chapter name	Summary
1	Introduction	Establishes the Act's objectives, ideas and goals to ensure the rights of individuals accessing aged care, equitable service access, and quality care through a regulated system.
		The chapter sets out the foundations for the Act, being the rights and needs of older people.
		It also outlines the key players in the system including government, providers, workers and supporters, and how each should behave in order to deliver aged care services which meet the needs and address the rights of older people.
2	Entry to the Commonwealth Aged Care System	Covers the eligibility criteria of who can use the aged care system and its various parts together with the approval (eligibility determinations and care assessments) process.
3	Registered Providers and Workers	Covers the rules of aged care providers and workers. This includes the Aged Care Code of Conduct and Aged Care Quality Standards.
		A provider must be registered in order to provide aged care services. Residential care homes must also be approved.
		Covers what is required to become registered and what will occur if the rules are not followed.
4	Funding of Aged Care Services	Details funding and fee mechanisms for aged care services including government funding and consumer fees. It covers how much funding government will provide, how that funding should be used by providers and what level of fees can be charged by providers.
		Covers person-centred and provider-based subsidies and introduces means testing to determine contributions from care recipients.
5	Governance of the Aged Care System	Defines how aged care will be managed and the roles for the System Governor, Aged Care Quality and Safety Commission, and the Complaints Commissioner.
		The governance oversight includes safeguarding quality (safe and fair services) and addressing problems and complaints.
6	Regulatory Mechanisms	Covers how the Aged Care Commission will work to manage problems and make sure services are safe and fair. It sets out the commission's powers of inspection, investigation and enforcement. This includes civil penalties and enforceable undertakings.
		It also addresses the commission's powers with respect to obtain information from providers.
7	Information Management	Aged care providers obtain and manage a range of sensitive information. This chapter covers how that information should be managed including its privacy and security. Who can private information be shared with and when?
		Also covers whistleblowing and whistleblower protection.
8	Miscellaneous	Details mechanisms for reviewing the Act's operation and providing annual reports.
		Establishes processes for reconsideration and review of decisions.

Aged Care Act 2024 Rules

The Aged Care Act's Rules, which provide further detail and instruction on how the Act will operate, are progressively being released up to March 2025[4]. As the rules are finalised, this may lead to additional specific requirements arising that are not discussed in this eBook.

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[4] Aged Care Rules consultation and timelines, Australian Government

2 Governance, risk and compliance in aged care.

While certain chapters of the Act – Chapter 5 (Governance), Chapter 6 (Regulatory), and Chapter 7 (Information Management) – explicitly address governance, risk, and compliance, these principles are embedded throughout the entire Act.

Governance, risk and compliance (GRC) as a discipline has seen substantial developments over the last 25 years. Protecht was founded in 1999, when GRC was known as enterprise risk management (ERM). Protecht has always referred to the discipline as ERM, and our risk management software system is known as Protecht ERM, but the two acronyms can be used interchangeably.

Luckily they mean (or at least they should mean) the same thing. ERM captures governance, compliance, operational risk, financial risk, non-financial risk and most importantly, ERM is based on integration, the ability to collate, analyse and view risk at an enterprise level.

So, what does good GRC or ERM look like?

Key principle	What it means
Risks and compliance should be consistently managed across the provider.	This means managing all risks: • Using the same framework and methodologies • Using the same risk and compliance processes • Using the same definition and construct of risk, regardless of risk type
Risks and compliance obligations should be managed in the same system.	Risks should not be managed in disparate, disconnected systems (e.g. one for IT risk, another for clinical risk and yet another for workplace health and safety risk). Providers should manage all of their risks under the one framework and system.
Key risk and compliance processes should be embedded in the provider.	They should include such things as risk assessments, incident management, key risk indicators (KRIs), controls management, issues and actions management, and compliance.
All risk processes and related risk data should be integrated.	Processes such as risk assessments, incident management and controls assurance, should be integrated and connected to allow a complete picture of each risk at any time.
Risks and compliance should be aggregated and collated.	The system should provide an overall enterprise risk profile rather than each different risk type and compliance type being reported separately.

The single most important rule is that:

Governance, risk and compliance activity should be linked directly to the operational and strategic objectives of the provider.

The following sets out the key risks, risk management, governance and compliance matters that are addressed in the Act.

The Act has many direct references to governance, risk and compliance. There are specific requirements around each of these in order to become a registered provider and to maintain that registration. In addition, and more generally, the operation of sound governance and effective risk and compliance management is the foundation of any organisation in delivering quality outcomes to stakeholders.

The following analyses the specific references in the Act to each of these three elements and then takes a more general look at the need for and value of a strong governance, risk and compliance capability.

Governance

Governance refers to the processes and structures used to direct and manage an organisation. The Act emphasises robust governance to ensure that care services meet the Act's objectives, including upholding the rights and dignity of aged care recipients.

There are two explicit references in the Act to governance. These are:

Reference	Focus	Implications
Chapter 3, Part 4 – Obligations of registered provider etc. and conditions on registration of registered providers. Subdivision G – Conditions relating to governance	Specifies governance requirements of providers such as the providers' governing body / board composition, skills of its members and the establishment and operation of a quality care advisory body.	Governance practices relating to board and advisory body operation will need to be tightened with ongoing monitoring to ensure the requirements of the Act are met.
Chapter 5 – Governance of the aged care system	Defines how aged care will be managed and the roles for the System Governor, Aged Care Quality and Safety Commission, and the Complaints Commissioner.	As this chapter relates primarily to how Government and Regulators will govern the sector, there are many implications on providers as they are the main entities being governed, these provisions need to be factored into the entity's own governance, risk and compliance frameworks.
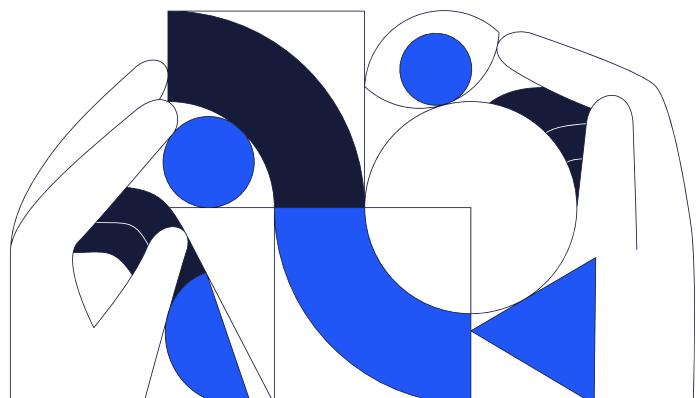
More generally, strong governance ensures that aged care providers operate with clear leadership and accountability frameworks. The Act requires enhanced reporting and oversight mechanisms, requiring boards and executives to ensure compliance with stringent care standards.

By embedding governance best practices, providers can align their strategic objectives with regulatory requirements. This includes establishing dedicated compliance committees, conducting regular audits, and fostering a culture of ethical decision-making.

Risk management

The Act underscores the need for proactive risk management. The main aim is understandably on safeguarding the consumer (older people), family, carers and workers and so focuses primarily on physical and mental harm from various sources, including from misuse or loss of sensitive information.

There are specific risk management elements referenced in the Act. These include:

1. **Certain responsible persons** must ensure that the registered provider has appropriate processes for receiving and considering information regarding incidents and risks and responding in a timely way to that information.

2. **That the safeguarding functions** of the Commissioner of the Aged Care Quality and Safety Commission takes proactive steps to mitigate prudential and financial risks.

3. **The need for aged care worker** screening to ensure persons working, or seeking to work, with individuals accessing funded aged care services do not pose a risk to such individual.

4. **Specific requirements over Protected Information**[5] which must be secured and not misused. Information management, security and cyber risk management is therefore critical.

More generally, providers must identify, understand and manage the range of potential risks that could impact safety, such as elder abuse, neglect, or staff shortages, and implement mitigation strategies. In addition to safety risk, providers should identify all of their key risks and ensure they are managed effectively. The risk management framework is ideally aligned to the ISO 31000: Risk Management Guidelines and should cover the main risk functions of:

01
RISK IDENTIFICATION

02
RISK ASSESSMENT

03
RISK EVALUATION

04
RISK TREATMENT

05
MONITORING AND REVIEW

06
RISK REPORTING

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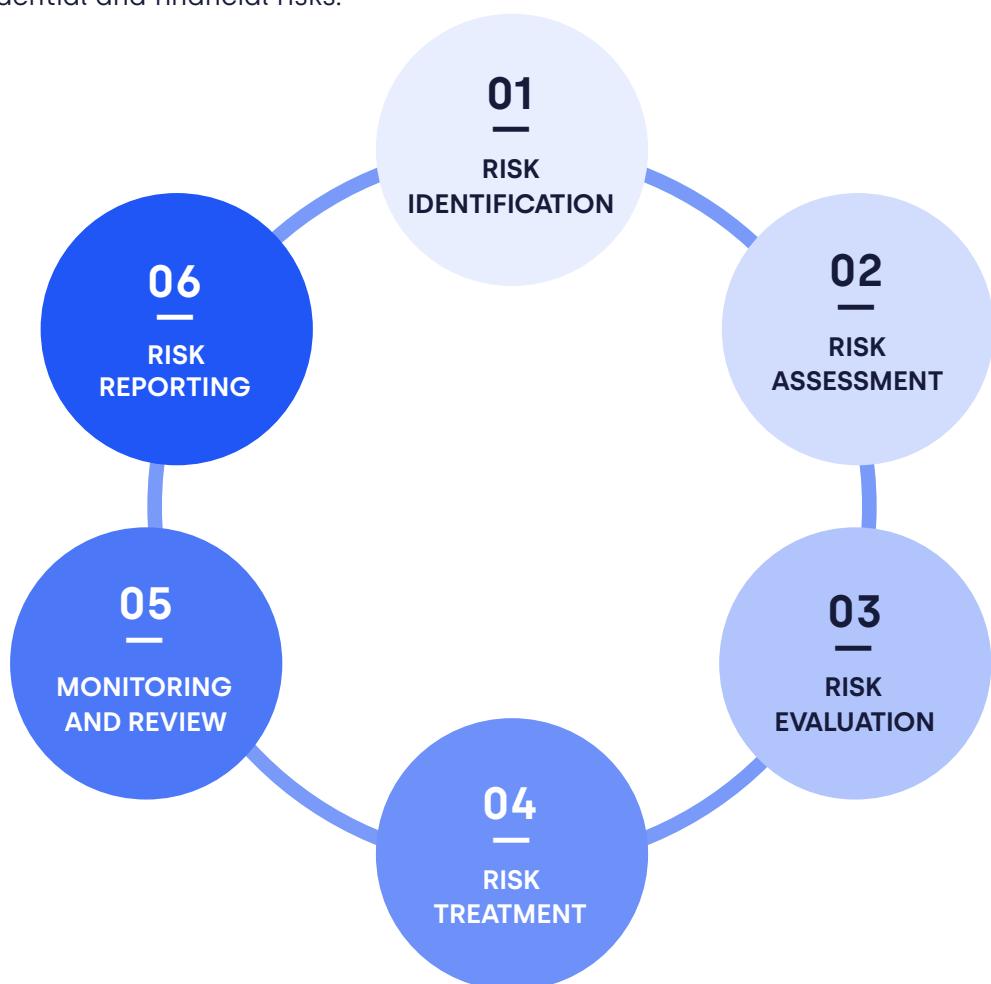
[5] 'Protected Information' is defined in the Act to be information that is (a) personal information; or (b) information (including commercially sensitive information) the disclosure of which could reasonably be expected to found an action by an entity (other than the Commonwealth) for breach of a duty of confidence.

1. Risk identification

The following is an example of typical key board level risks of an aged care provider:

1. Strategic decision and execution risk
2. Financial risk – financial viability covering funding, liquidity and profitability
3. Operational risks including

   a. Safety and wellbeing
   b. Clinical
   c. Compliance
   d. Information management, security and cyber
   e. Technology
   f. Infrastructure and assets
   g. People and culture
   h. Fraud and corruption
   i. Business disruption
   j. Third party

This list needs to be tailored to the provider's specific business as well as more detailed risks identified based on the specific providers context and services being provided.

2. Risk assessment

Good practice risk assessment would include using the following key techniques:

1. Risk and Control Assessments
2. Incident Management
3. Key risk indicators
4. Controls management and assurance
5. Issues and Actions management

3. Risk evaluation

For each of the assessment techniques, the risks would be evaluated against the Risk Appetite so that escalation, reporting and response could occur based on the evaluation.

4. Risk treatment

This involves implementing mitigation strategies for risks that are evaluated as being too high. These strategies may include: improving controls, process re-engineering, avoiding, or transferring some of the impact (e.g. insurance).

5. Monitoring and review

This involves building your risk management so that it repeatable and embedded across the whole organisation. Risk management should be continuously practiced and should be an integral part of the management process allowing ongoing monitoring and review of key risks.

6. Recording and reporting

This involves having a fit for purpose ERM system that allows recording, analysis, management and reporting of all of your key risks. The same system should also facilitate governance and support compliance management.

Key conclusion:

A comprehensive enterprise-wide risk management framework and system covers all of these risks consistently as well as the compliance and governance needs. Leveraging data analytics can further enhance the ability to predict and address emerging risks, ensuring compliance with the Act's quality and safety mandates.

Compliance

Compliance is the backbone of adherence to the Act. Those subject to the Act, as is true for all relevant legislation need to ensure that they have robust processes in place to:

1. **Understand all of the compliance obligations** they are subject to including regulatory and standards-based obligations.

2. **To be aware of changes to obligations** and ensure the organisation is ready for compliance on day 1.

3. **To understand the compliance obligations** in a simple to understand plain language and communicate those obligations to workers and staff that need to know and comply with them.

4. **To carry out compliance activities** that provide ongoing assurance that the key obligations are being complied with.

5. **Have the ability to identify any non-compliance**, identify the reasons why and implement actions to mitigate the chance of recurrence.

6. **Report on compliance activities** to provide the governing body and executive with assurance or warnings over compliance matters.

In addition, providers must ensure staff training aligns with regulatory expectations and maintain thorough documentation.

Technology-enabled compliance tools can streamline tracking and reporting processes, reducing the administrative burden while ensuring transparency.

Key conclusion:

By integrating strong governance, risk, and compliance practices and systems, providers can not only meet, but exceed, the expectations of the Act. This proactive approach not only mitigates the key risks but also enhances trust among consumers, families, carers and other stakeholders, contributing to a sustainable and high-quality aged care sector.

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3 The Aged Care Quality Standards.

As the key focus of the Act is to respect the rights and deliver against the needs of older people, there needs to be measures of success across the whole aged care sector and for each participant. The degree of success is substantially captured by "quality" and the Aged Care Quality Standards capture the minimum standards required.

Section 15 of the Act outlines the Aged Care Quality Standards. These are yet to be prescribed in detail but include such things as how registered providers:

1. Must treat, and engage with, individuals seeking to access aged care

2. Must deliver funded aged care services, including governance arrangements and arrangements for planning and delivery of palliative care

3. Provide the physical environments in which funded aged care services are delivered

4. Must deliver quality and safe clinical care to individuals

5. Must deliver food and drink to meet nutritional needs and preferences

6. Must support individuals accessing funded aged care services in approved residential care homes

7. Must manage and respond to feedback and complaints

8. Must monitor and drive improvements to their delivery of funded aged care services.
This requires providers to implement a continuous improvement plan and regularly assess compliance with quality standards through audits and feedback mechanisms.

The quality standards are built on delivering "high quality care". The objectives to be achieved to support this include:

a. Putting the individual first

b. Upholding the rights of the individual under the statement of rights

c. Prioritises kindness, compassion, respect, dignity, quality of life, mental health and wellbeing

d. Delivers timely and responsive service and specific tailoring of care

e. Supports the individual to participate in meaningful and respectful activities and maintain connections to friends, family, carers, community, natural environment, animals and pets

f. Ensures culturally safe, culturally appropriate and accessible care is delivered including by engaging workers with lived experience of diversity in the provider's workforce and governing body

g. Delivering high quality nursing services by sufficient numbers of qualified and experienced direct care staff members

To be registered in certain categories, including the residential care category, entities need to have completed an audit against the Aged Care Quality Standards. Residential care homes are also required to be approved and may be approved in conjunction with the registration process, for entities intending to deliver service types in the residential care category.

4 Incident management.

Strong proactive risk management should be aimed at minimising the number of incidents that occur. When they do occur, it is important to effectively and efficiently manage incidents so as to minimise negative impacts and also use the incident as a learning experience and an opportunity to continuously improve.

An incident is usually defined as where a risk event occurs which has or could lead to a negative impact(s) on one or more of our objectives. The Act is primarily focussed on incidents that relate to a negative impact on older people and specifically calls out "reportable incidents".

These include such things as unreasonable use of force, unlawful sexual contact or inappropriate sexual conduct, psychological or emotional abuse, unexpected death, stealing from, or financial coercion, neglect, use of a restrictive practice or unexplained absence of older person.

The Act requires a registered provider to:

1. implement and maintain an incident management system

2. manage, and take reasonable steps to prevent, incidents

3. not victimise or discriminate against anyone for reporting an incident

A key source of incident information is obtained from complaints and feedback and if required, whistleblowers. It is a condition of registration that a registered provider:

1. implement and maintain a complaints and feedback management system

2. manage complaints and feedback in accordance with that system

3. not victimise or discriminate against anyone for making a complaint or giving feedback

4. implement and maintain a whistleblower system, and maintain a whistleblower policy

5. manage disclosures that qualify for whistleblower protections

In addition to the requirements of registered providers, certain operators of aged care digital platforms must implement a complaints management system and manage complaints in accordance with that system and implement an incident management system and manage incidents in accordance with that system.

The Commissioner of the Aged Care Quality and Safety Commission as part of their safeguarding functions must support registered providers to develop and implement effective incident management systems, to build the capability of registered providers to prevent and manage reportable incidents, to oversee the notification and management of reportable incidents and respond where appropriate and to collect, correlate, analyse and disseminate information relating to reportable incidents to identify trends or systemic issues.
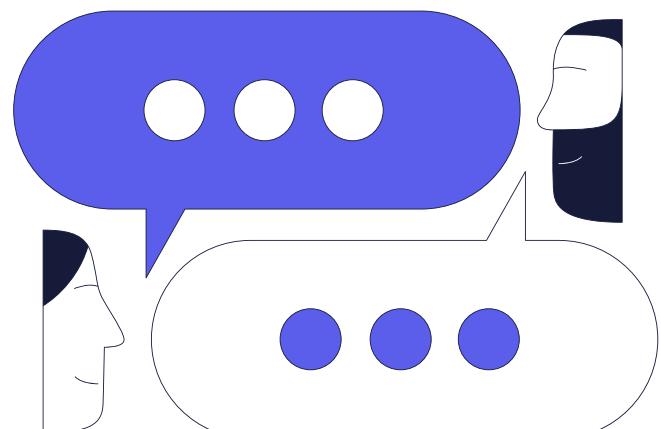
5 Expectations of the board and executive

The Act refers to Governing Bodies. The Governing Body is the group responsible for executive decisions of the provider. For incorporated entities, this is the board.

Key responsibilities of the Governing Body

The specific responsibilities set out in the Act include:

- Ensure that the governing body includes individuals with lived experience of diversity and that at least one member has clinical care experience

- That the majority of the governing body are non-executive directors

- Implements and maintains a Quality Care Advisory Body and receives a semi-annual report on quality from that body to which it provides written feedback

- Receive feedback from the Consumer Advisory Body, if one is set up and provide feedback in writing to the body

In addition the responsibilities of the governing body should also include:

- Strategic oversight: Setting organisational strategy aligned with the Aged Care Quality Standards and ensuring that governance processes meet statutory obligations

- Compliance assurance: Ensuring that the entity adheres to the Aged Care Code of Conduct, Statement of Rights and the Act itself

- Identify risks: Ensuring key risks have been identified and that risk management processes and controls are in place to adequately manage those risks.

- Risk management framework: Ensuring management establish, maintain and operate a risk management framework to identify, assess, and mitigate potential risks

- Risk appetite: Set the risk appetite for each key risk

- Risk reporting: Receive and act on relevant risk and compliance reporting

Role of management

Management must implement the processes required to address the Governing Body's responsibility including implementing and maintaining:

- Incident management system

- Complaints management system

- Whistleblowing system

- Risk management framework and processes

- Compliance management framework and processes

- Continuous improvement plans

- Staff training to meet workforce and care quality requirement

Responsible persons

The Act identifies a responsible person as any person who is responsible for the executive decisions of the registered provider. This includes all members of the Governing Body. It also includes any other person who has authority or responsibility for (or significant influence over) planning, directing or controlling the activities of the registered provider and any person who has responsibility for overall management of the nursing services or overall management of the nursing services delivered at an approved residential care home of the registered provider, and who is a registered nurse and any person who is responsible for the day-to-day operations of an approved residential care home or service delivery branch of the registered provider.

The Act contains numerous responsibilities of a responsible person.

It will be important for all registered providers to maintain a register of responsible persons together with an outline of their role, responsibilities, accountabilities and liabilities under the Act.
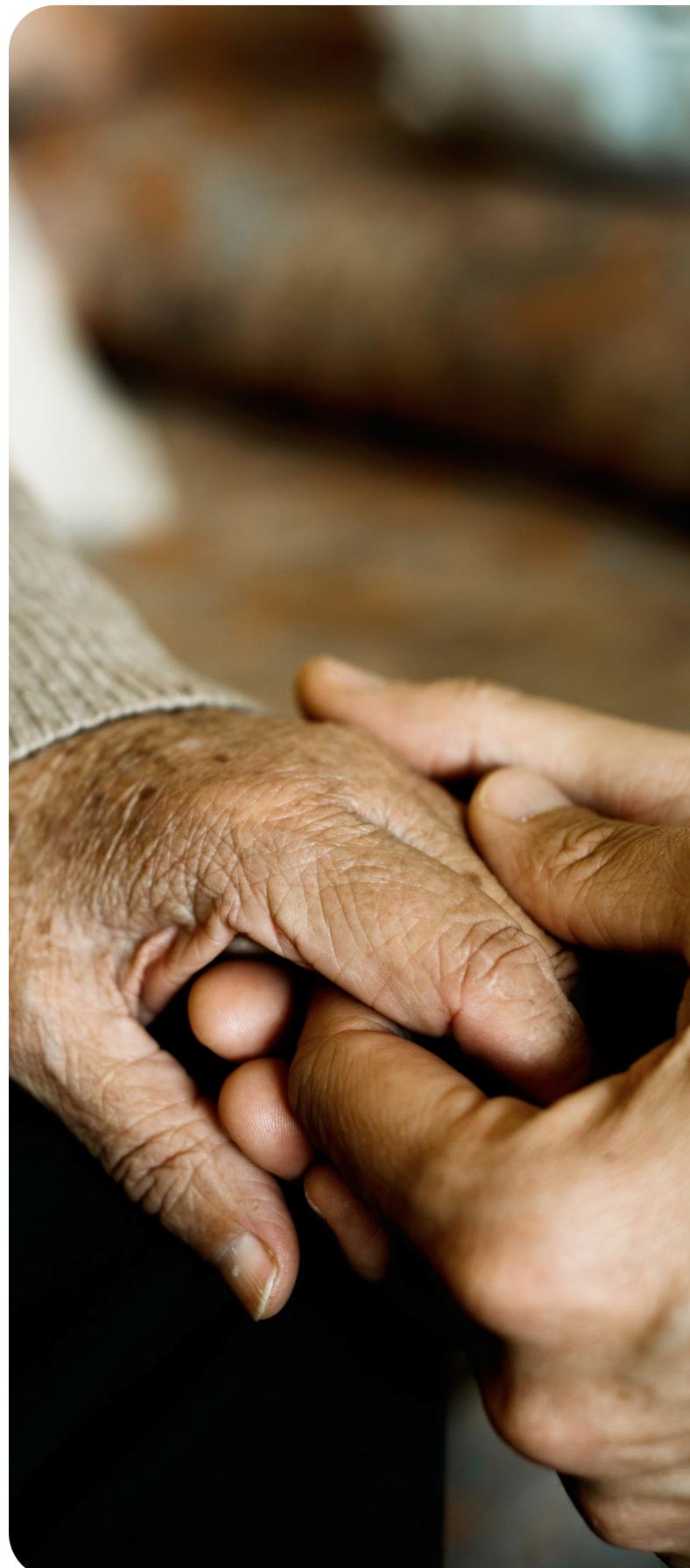
6 Using GRC systems to deliver necessary change.

The Act is a major milestone in the delivery of aged care in Australia. It is a fundamental mind set shift that requires major changes to the way aged care providers operate.

The operational matters that need to be addressed – such as funding mechanisms and entry processes – are substantial. Then there is the wider shift required which fundamentally changes focus from the provider to the rights and needs of the consumer. This should permeate everything that an aged care provider does.

It needs to drive governance, risk management, compliance, process, and most importantly the culture among people.

A provider's GRC capability is key in delivering this change effectively and efficiently. At a minimum, their processes and systems should:

1. Provide the complete incident management, complaints management and whistleblowing processes required by the act.

2. Deliver the compliance management process, not just for the Act but all other obligations of the provider.

3. Document and manage a clear accountability framework for Responsible Persons.

4. Manage risk and compliance reporting.

5. Manage the continuous improvement process through issues and actions management.

6. Identify and manage all risks that could lead to a negative impact on objectives including not respecting the rights or meeting the needs of consumers.

An enterprise and integrated approach to GRC delivers all of the above and more.

Protecht ERM and the Aged Care Act

Here's how Protecht ERM supports aged care providers in meeting the Act's requirements:

1. Comprehensive safety, incident and complaints management
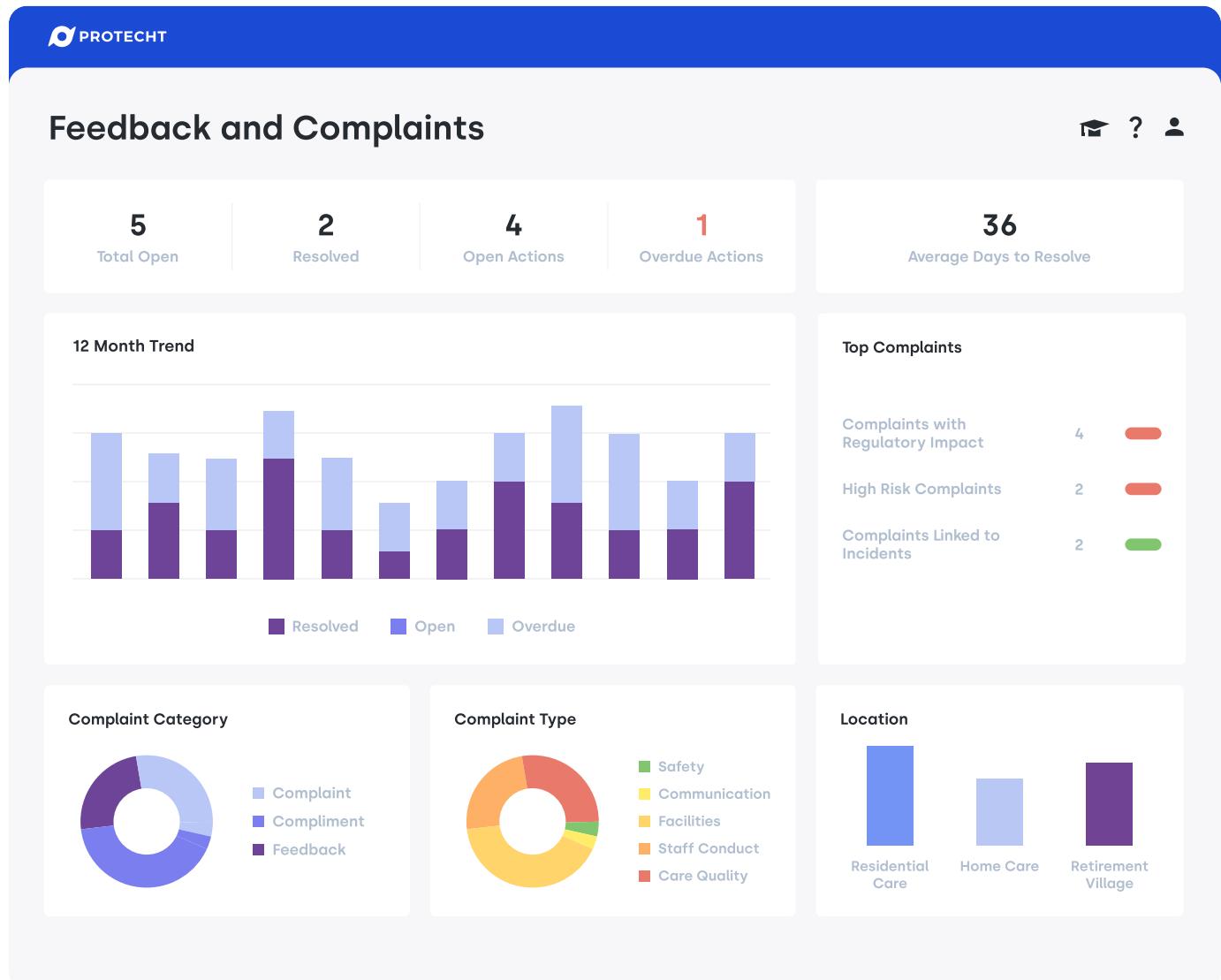
Protecht ERM simplifies the implementation of robust systems for managing incidents, complaints, and whistleblower reports as mandated by the Act. Providers can:

- Track, manage, and resolve incidents in real-time through a centralised system.

- Enable structured investigation processes to ensure accountability and improvement.

- Manage complaints and feedback efficiently while maintaining compliance with whistleblower protections.

2. Unified risk management framework

Protecht ERM enables providers to implement a consistent framework for identifying, assessing, and mitigating risks, ensuring alignment with ISO 31000 standards. Key features include:

- Pre-configured aged care content.

- Integrated workflows to connect risk assessments, controls, and incident reporting.

- Dashboards that deliver real-time insights into risk trends and compliance performance.

3. Enhanced governance and accountability

The platform provides tools to meet governance obligations and empower boards and executives to fulfill their responsibilities effectively:

- Role-based dashboards ensure that board members, executives, and managers have the insights needed to oversee quality care and compliance.

- Automated reporting ensures accurate and timely updates for advisory bodies and regulatory submissions.

- Centralised documentation supports better decision-making and transparency.

4. Compliance management made easy

Protecht ERM reduces the administrative burden of meeting the Act's compliance requirements by automating key processes:

- Maintain a single source of truth for policies, obligations, and compliance records.

- Receive automated updates on regulatory changes to stay ahead of evolving requirements.

- Link compliance data to risks, incidents, controls and governance frameworks for a holistic view.

5. Driving continuous improvement

Protecht ERM's integrated approach supports a culture of continuous improvement by:

- Tracking and managing corrective actions, quality improvement plans, and performance metrics.

- Providing insights into areas for operational and cultural enhancement.

- Leveraging analytics to identify trends and implement proactive solutions.

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Safety Event Dashboard
Period: 01 Jan - 31 Dec

38 Total	**33** Open	**5** Closed	**11** Reportable	**3** Extreme	**16** Major

12-Month Trend

Closed / Open

By Severity

- Insignificant
- Minor
- Moderate
- Major
- Extreme
- Not specified
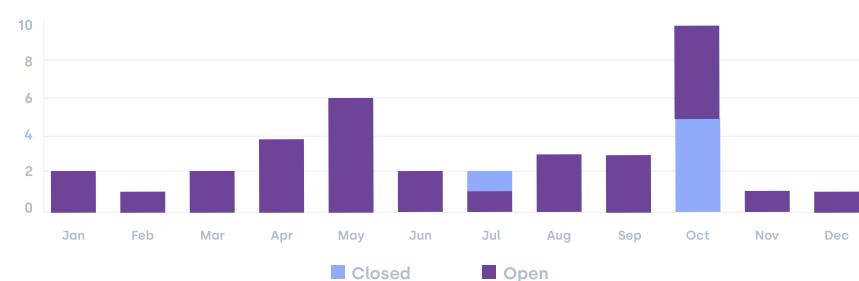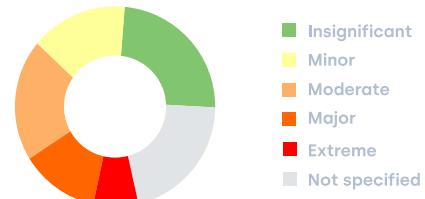
By Safety Event Type

- Not specified
- Reportable
- Non-reportable

By Type of Incident
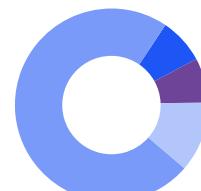
- Asset Loss or Damage
- Environment
- Injury/Illness
- Psychosocial

6. Advanced controls management

Protecht ERM's controls management capabilities are suited to the complex requirements of the aged care sector:

- Clear, real-time overview of controls related to critical areas such as clinical care, staff safety, and compliance with quality standards.

- Link controls to obligations under the Aged Care Act, including incident management, governance frameworks, and whistleblowing policies.

- Build tailored controls frameworks that align with aged care priorities such as safeguarding patient dignity and delivering culturally appropriate care.

7. Scalable and secure technology

Protecht ERM's cloud-based platform is built to handle the unique demands of aged care providers, ensuring:

- Secure management of sensitive data, in compliance with privacy regulations.

- Flexibility to scale as providers grow and adapt to future requirements.

- Configurable solutions that align with individual provider needs without requiring complex custom development.

By integrating Protecht ERM into their operations, aged care providers can align with the Aged Care Act 2024 while enhancing care quality, fostering trust among stakeholders, and building a strong foundation for future growth in a rapidly expanding sector through integration with LexisNexis's Aged Care regulatory compliance module.

Find out more about Protecht ERM in aged care:

Find out more

Controls Dashboard

246	216	45	28		35	2
Total Controls	Key Controls	Reviews Due	Overdue Reviews		Actions	Overdue Actions

Overall Rating
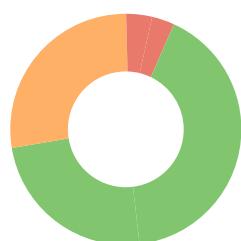
- Not Effective
- Partially Effective
- Effective

By Business Unit

Finance
IT
Product

- Key Control
- Other

By Framework

Protecht Controls
NIST CSF
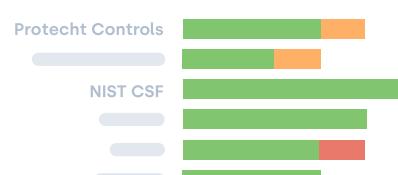
- Not Effective
- Partially Effective
- Effective

7 Conclusions and next steps for your organisation.

The Aged Care Act 2024 is a major turning point for Australia's aged care sector. It should be embraced with a focus on better outcomes for our older generations. To view it as a compliance exercise would be to miss a great opportunity.

Instead, the Act should be used as a platform to transform providers to deliver better care, improve reputation and brand, improve financial performance, be more attractive to older people who will now have free choice of provider and most importantly build a strong foundation for the needed expansion of aged care services as our population of older people is expected to more than double over the next 40 years.

With this in mind, here are the key steps needed to respond to the Act but also realise the wider business benefits:

1. Analyse the key principles of the Act.

2. Understand the implications on your business and develop a strategy to meet the requirements as well as transform your business

3. Fully understand The Rules once the detail is finalised and published (expected by March 2025)

4. Adjust and finalise your strategy, project/transition plan and related projects required to comply.

5. Focus on your governance, risk and compliance capabilities and maximise the value from your GRC framework and system. It is likely that your legacy systems will not be adequate. if you are spreadsheet-based, now is the time to consider moving to an enterprise-wide risk and compliance management system.

6. Ensure that the transition takes the whole business with it. It requires changes to most everything you do and includes a mindset and culture shift.

Risk management fundamentals for everyone.

This short course is aimed at everyone in your organisation, providing a foundation for a common understanding of risk and why it is important to them.

Find out more

Enterprise risk management buyer's guide.

What an ERM solution is, why you need one, how to convince stakeholders you need one, and how to evaluate which one meets your needs.

Find out more

Book your personalised Protecht ERM demo.

Manage all your risk, resilience, compliance and audit needs in one place. Book a demo today to find out how Protecht ERM can drive your success.

Book now

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ABOUT THE WRITER

David Tattam

Chief Research and Content Officer

David Tattam is the Chief Research and Content Officer and co-founder of the Protecht Group. David's vision is to redefine the way the world thinks about risk and to pioneer the development of risk management to its rightful place as a key driver of value creation in each of Protecht's clients. David is the driving force behind Protecht's risk thinking, pushing risk management to the frontiers of what is possible. He is also focused on driving the uplift of people risk capability through training and content.

David is passionate about risk and risk management and in reaping the value that risk and good risk management can create for any organisation willing to embrace it. He is particularly passionate about risk management research and is prolific in creating a wide range of content delivered in blogs, eBooks, webinars and training courses. He has developed Protecht's comprehensive suite of risk management training courses and has, and continues, to train many thousands of risk practitioners across the globe.

He is also the author of "A Short Guide to Operational Risk".

Prior to co-founding Protecht, David was the Chief Risk Officer and Head of Operations for the Australian operations of two global banks. He started his career as a Chartered Accountant and Auditor with Grant Thornton and PwC. David is an Associate of the Institute of Chartered Accountants in Australia and New Zealand and a Senior Fellow of the Financial Services Institute of Australia.

ABOUT PROTECHT

Redefining the way the world thinks about risk.

While others fear risk, we embrace it. For over 20 years, Protecht has redefined the way people think about risk. We enable smarter risk taking by our customers to drive their resilience and sustainable success.

We help you increase performance through better understanding, monitoring and management of risk. We provide a complete solution of risk management, compliance, training, advisory and consulting services to businesses, regulators and governments across the world.

Our Protecht ERM SaaS platform lets you manage your risks in one place: risks, compliance, incidents, KRIs, vendor risk, IT and cyber risk, operational resilience, business continuity management, and more.

We're with you for your full risk journey. Let's transform the way you understand and manage your risk to create exciting opportunities for growth.

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