

QUALITY STANDARD

monthly newsletter



Australian Government

Australian Aged Care Quality Agency



STANDARDS EDUCATION TO 2019

As the Quality Agency transitions to the new Aged Care Quality and Safety Commission on 1 January 2019, we are continuing to offer education to support providers to transition to the new Aged Care Quality Standards (new Standards). The new Standards will take effect from 1 July 2019.

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MESSAGE FROM THE CEO

This is the last *Quality Standard* for 2018 as we prepare for the commencement of the new independent Aged Care Quality and Safety Commission from 1 January 2019.

Legislation has now passed to establish the Aged Care Quality and Safety Commission from 1 January 2019. Health sector leader Ms Janet Anderson PSM has commenced in the role as the Aged Care Quality and Safety Commissioner – Designate with the Department of Health and will assume the new role of Commissioner from 1 January 2019.

As we look to the future, I acknowledge the work of the Quality Agency which concludes on 31 December 2018.

I am proud to have led the Quality Agency since 2014, an organisation that has remained dedicated to supporting quality care, safety and choice for older Australians.

In recent years, with a dedicated team of staff and supporters, we have actively implemented reforms to improve quality outcomes for consumers in care. This includes:

- strengthening our focus on risk-based regulation
- piloting the new Aged Care Quality Standards, including developing guidance material and delivering an education program to support providers to implement the standards
- implementing unannounced re-accreditation audits
- delivering provider roundtables in partnership with aged care sector peak bodies
- publishing Consumer Experience Reports (CER) for residential care, and commencing work on CER for home and community care.

Our partnerships with other organisations and individuals have greatly strengthened our approach. I particularly acknowledge the support of the Minister for Senior Australians and Aged Care, the Hon. Ken Wyatt AM MP, the Chair of the Aged Care Quality Advisory Council, Ms Andrea Coote, along with Advisory Council members past and present, the Aged Care Complaints Commissioner, Ms Rae Lamb, and our colleagues in the Department of Health.

December is my last month as CEO of the Quality Agency. To all those I have met and worked with in the aged care sector across Australia in recent years, thank you for your support and commitment to improving quality in aged care.

While we have made progress there is still work to be done. The new Commission, in its strengthened role, will play a vital part in regulating quality and safety in aged care into the 2020s and beyond. For details on the new Commission, and other updates on quality in aged care, see this *Quality Standard*.

If you are subscribed to this newsletter, you will receive the next one – informing you about the functions and activities of the new Commission – at the end of January 2019.

I wish you a happy and safe festive season.

Nick Ryan
Chief Executive Officer

STANDARDS EDUCATION TO 2019 continued

Don't miss Getting to Know the Standards

Did you miss attending our free [Getting to Know the Standards](#) information session? Getting to Know the Standards is aimed at supporting managers of aged care services to engage with the new Standards and the guidance and resources for providers.

If you missed the sessions, you will soon be able to view a webinar recording. See our [our website](#) for details.

Thank you to the more than 4,600 people who registered to attend the sessions. Your feedback will help inform our future education planning. Thank you also to the many providers who offered to host or hosted an information session. There were over 150 sessions organised across 100 different locations – and we appreciate the efforts of everyone involved.

Register now: Preparing for the new Standards in 2019

Our national program of Preparing for the new Standards events - commencing February 2019 - has been designed for aged care service providers and senior staff. The program will:

- provide practical support for aged care service providers to prepare for the implementation of the new Standards for all service types
- promote the functions and role of the newly established Aged Care Quality and Safety Commission
- communicate relevant regulatory reforms and budget initiatives.

Register now for a [Preparing for the new Standards](#) event in your state.

Access free online resources on the new Standards – including:

- [Guidance material for providers*](#)
- [Printable posters and factsheets](#) and [Preparing for the Standards video](#)
- Getting to know the new Aged Care Quality Standards for staff – coming soon

**The numbering of the new Standards in the guidance materials, PDF and new Standards fact sheet has recently been amended to reflect the legislation.*



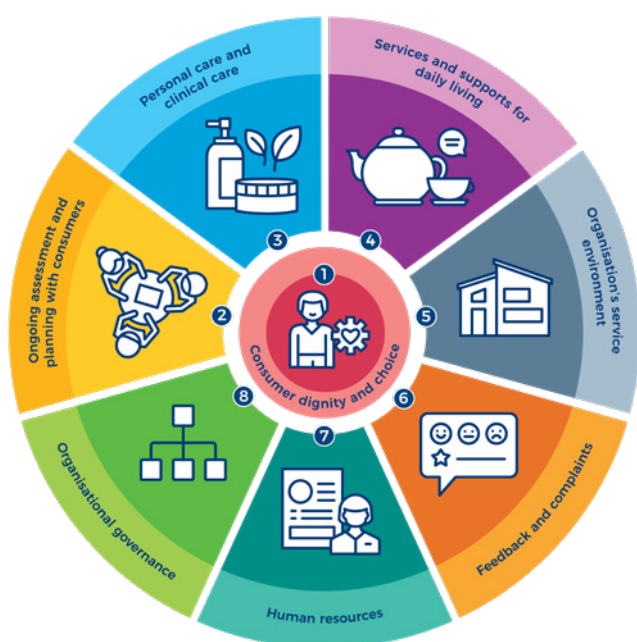
Education changes in 2019

We are reviewing our education courses on the existing standards for 2019 – with the aim of providing the best possible education opportunities for providers. See our [Education](#) web page for details.

NEW STANDARDS UPDATE - AND SPOTLIGHT ON STANDARD 4

As the end of the year approaches it is timely to re-visit key facts and information on the new Aged Care Quality Standards (new Standards). This issue also continues our spotlight on individual Standards - with a focus on Standard 4, Services and supports for daily living.

- Assessment and monitoring against the new Standards will commence from 1 July 2019.
- The new Standards will replace the four existing sets of standards and will apply across all aged care services.
- The new Aged Care Quality Standards are contained in the [Quality of Care Amendment \(Single Quality Framework\) Principles 2018](#). A copy of the new Standards is also available on the [Department of Health website](#).
- [Our Guidance material for providers](#) describes expectations and provides supporting information, suggested practices, examples and evidence to help ensure compliance with the new Standards. Also see [Transitioning to the new Standards](#).



Standard 4:

Services and supports for daily living



Spotlight on Standard 4: Services and supports for daily living

Aged care services are expected to provide safe and effective services and supports for daily living that optimise the consumer's independence, health, well-being and quality of life.

Services and supports for daily living cover a wide range of options that aim to support consumers to live as independently as possible and enjoy life. They may be any services (other than clinical or personal care services) that an organisation provides under the Quality of Care Principles, 2014.

Services and supports for daily living include, but are not limited to, food services, domestic assistance, home maintenance, transport and recreational and social activities.

Delivering services and supports to improve a consumer's well-being and quality of life requires a consumer-centred approach which considers their physical and mental health, and spiritual, emotional and social life. Their relationships, attitudes, cultural values and the influences of those around them, including family and community are all important.

For detailed information see [Standard 4 on the Guidance web pages](#).

[Case Studies](#) are also available on the [Guidance web pages](#).

For further information please contact qualityagencypolicy@aacqa.gov.au

AGED CARE QUALITY AND SAFETY COMMISSION COMMENCES 1 JANUARY 2019

On 1 January 2019, the functions of the Australian Aged Care Quality Agency and the Aged Care Complaints Commissioner will transition to the new independent **Aged Care Quality and Safety Commission**.

Regulatory functions from the Department of Health will transition to the Aged Care Quality and Safety Commission from January 2020.

Ms Janet Anderson PSM has now commenced in the role as the Aged Care Quality and Safety Commissioner – Designate with the Department of Health and will assume the new role of Commissioner on 1 January 2019.

What are the functions of the new Aged Care Quality and Safety Commission?

The new Commission will accredit, assess, and monitor Australian Government funded aged care services. It will also resolve complaints about these services.

Combining these functions into one independent agency strengthens the focus on consumers, streamlines regulation, supports better engagement with consumers and providers, and promotes transparency.

A single Commission will ensure that consumers know who to contact when they require assistance with a complaint or concern when something goes wrong. Aged care providers will also know who to contact in relation to their accreditation, quality monitoring and compliance.

New Aged Care Quality and Safety Commission Rules will replace the principles which currently apply to the Quality Agency and Complaints Commissioner. Transitional provisions are currently being finalised to enable continuity of regulatory functions and authorities to the new Commission from 1 January 2019.

For details of the new Commission see the statement from the Minister for Senior Australians and Aged Care, the Hon. Ken Wyatt AM MP on the [Department of Health website](#).

How will the new Commission communicate with the sector?

As we transition to the new Commission:

- **A regular newsletter** will continue to inform the aged care sector of new programs, events and announcements. There is no need to unsubscribe from this newsletter. Your details will remain confidential and you will be able to unsubscribe anytime. Staying subscribed will help keep you up to date with changes from the new Commission.
- **A new website will be launched on 1 January 2019**, reflecting the combined functions and independent status of the Commission – agedcarequality.gov.au
- **A short survey is being conducted in this issue of *Quality Standard*** to help inform communications for the new Commission. See our [Have your say article](#) to link to the survey!
- **A Provider Resource Pack** will be sent to providers before the end of December and will include brochures and posters about the new Commission.
- **Our contact points will continue** so providers can phone, email and mail us with feedback and queries.

INSIGHTS FROM CONSUMER EXPERIENCE REPORTS

The Quality Agency has introduced a new publication featuring insights and excerpts from our Consumer Experience Reports on residential aged care.

In this new publication you can:

- examine key trends and figures. *Did you know that since Consumer Experience Reports were launched in 2017, we have conducted over 15,000 interviews in over 1,100 residential aged care services?*
- learn more about what consumers think about the quality of care in residential aged care services. *Did you know that satisfaction with food is lower than satisfaction with other aspects of aged care?*

For these and other insights from our Consumer Experience Reports on residential aged care see [What do consumers think about aged care?](#) on our website.

THE QUALITY AGENCY'S 2017-18 REGULATORY PERFORMANCE SNAPSHOT

The Quality Agency recently published a regulatory performance snapshot for the 2017-18 financial year. The snapshot covers residential and home care services and highlights some of the regulatory trends seen by the Quality Agency during this period. It includes information on:

- Number of audits we have conducted on aged care services
- Referrals from the Aged Care Complaints Commissioner
- Number of aged care services.

To view a copy the Quality Agency 2017-18 Regulatory Performance Snapshot visit [our website](#).

NEW REGULATORY BULLETINS: SERIOUS RISK, ASSESSMENT CONTACTS, UNANNOUNCED VISITS

Regulatory Bulletins assist providers to understand how requirements and processes fit into the aged care regulatory framework.

They explain expectations and reasons for the Quality Agency's approach.

You can now access three new Regulatory Bulletins:

- **Spotlight on serious risk:** The Regulatory Bulletin on Serious Risk released in August 2017 has been updated to include information regarding the serious risk decision publishing process.
[See Regulatory Bulletin Issue No. 2017-11 Spotlight on Serious Risk.](#)
- **Assessment contacts in residential aged care services:** This Regulatory Bulletin explains how we determine the arrangements for assessment contacts, when they will be conducted and for what purposes.
[See Regulatory Bulletin Issue No. 2018-1: Assessment contacts in residential aged care.](#)

- **Exclusion of specific dates for unannounced visits:** This Regulatory Bulletin explains how we respond to provider requests to exclude specific dates for an unannounced activity.

[See Regulatory Bulletin Issue No. 2018-2: Exclusion of specific dates for unannounced visits.](#)

To stay up to date with future bulletin releases subscribe to *Quality Standard*.

For further information contact qualityagencypolicy@aacqa.gov.au.



HAVE YOUR SAY IN OUR FUTURE COMMUNICATIONS

We are conducting a short survey about our newsletter and other communication methods.

The results of the survey will help us improve our communications when the new Aged Care Quality and Safety Commission commences on 1 January 2019.

We are asking about

- Our target audience
- Topics you'd like to hear about
- How you like to receive the newsletter
- Frequency
- Your preferred methods of hearing about and contacting us

The survey should only take a few minutes to complete. Any personal information you submit will remain confidential. Please link to the Survey [on our survey site](#).



IN BRIEF...

New announcements, courses, events, resources from various aged care government, health, community and other providers. Email your updates to editor@aacqa.gov.au

In this issue: New E-Module: spirituality and aged care | Report on inquiry into quality in residential care | Aged Care Pricing Commissioner Annual Report | Ask Gran not Google | Expanding aged care workforce in remote communities | Royal Commission - terms of reference

RESOURCES

New E-Module: spirituality and aged care



Meaningful Ageing Australia has launched a new online resource to help aged care staff and volunteers talk about spirituality with people accessing aged care. The two new e-modules were developed in consultation with member organisations and trialled with aged care staff. The e-modules are available free to Meaningful Ageing members in SCORM format, or via a web link on [Meaningful Ageing Australia website](#).

Report on inquiry into quality in residential care

You can now download the report on the Inquiry into the Quality of Care in Residential Aged Care Facilities in Australia from [Australian Parliament House website](#).

RESOURCES

Aged Care Pricing Commissioner Annual Report

The 2018 Aged Care Pricing Commissioner Annual Report has been released. The role of the Aged Care Pricing Commissioner is to review proposed refundable accommodation deposits for entry into aged care homes that are higher than \$550,000. See [Aged Care Pricing Commissioner website](#).

ANNOUNCEMENTS

Ask Gran not Google



A new program encouraging students to “Ask Gran, Not Google” and forge links with senior Australians is being rolled out across Australia. The intergenerational program encourages children to seek the wisdom and life experience of a senior before searching the internet for answers. So far, more than 150 schools representing over 22,000 students have registered. The Ask Gran Not Google concept is being driven by aged care provider Feros Care, and funded by Federal and State governments. For details see [Feros Care website](#).

Expanding aged care workforce in remote communities

Minister for Senior Australians and Aged Care the Hon Ken Wyatt AM MP, has announced a new initiative to sustain, support and expand the aged care workforce in remote communities. The Accord on the Remote Aged Care Workforce is part of the Government’s Aged Care Workforce Strategy. See the Minister’s statement on [Department of Health website](#).

Royal Commission - terms of reference

The Royal Commission into Aged Care Quality and Safety was established on 8 October 2018. Recent announcements about the Royal Commission include:

- The appointment of Commissioners, the Hon Justice Joseph McGrath and Ms Lynelle Briggs AO.
- The full terms of reference are now available on the [Royal Commission into Aged Care Quality and Safety website](#). The terms of reference include:
 - Quality and safety including the extent of substandard care
 - How to best deliver care services to people with disabilities residing in aged care facilities including younger people
 - How to best deliver care to the increasing number of Australians living with dementia
 - The future challenges and opportunities for delivering accessible, affordable and high quality aged care services, including people’s desire to remain living at home as they age, and aged care in rural, regional and remote Australia

To stay up to date visit the [Royal Commission into Aged Care Quality and Safety website](#).