

QUALITY STANDARD

monthly newsletter



Australian Government
Australian Aged Care Quality Agency



CHECKLIST: GETTING READY FOR THE NEW STANDARDS

How prepared is your organisation for the new Aged Care Quality Standards (new Standards) - scheduled to take effect from July 2019?

To support the sector's transition, the Quality Agency is continuing to release new online learning resources, information and events.

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MESSAGE FROM THE CEO

October has seen the Quality Agency continue to work with the Aged Care Complaints Commissioner and the Department of Health towards establishing the new Aged Care Quality and Safety Commission.

The new Commission - announced in response to the Review of National Aged Care Quality Regulatory Processes - will bring together the functions of the Quality Agency, the Aged Care Complaints Commissioner from 1 January 2019, and the Department of Health Aged Care regulatory functions from 1 January 2020.

On behalf of the Quality Agency, I warmly welcome the recent appointment of highly respected health sector leader Ms Janet Anderson as Australia's first Aged Care Quality and Safety Commissioner. We look forward to working with Ms Anderson as we transition to the new Commission.

The new Commission is part of a series of reforms under way to improve quality and safety in aged care, including the unannounced re-accreditation audits of residential care services and the implementation of the new Aged Care Quality Standards (new Standards) from 1 July 2019.

The new Standards were legislated this month, and to support the transition we have been running Getting to know the Standards information sessions and continuing to develop some great new resources. See our checklist in this edition to access new guidance and resources including a video, factsheets, information sessions and more.

This month we also feature an introduction to Standard 8 Organisational Governance. This is a 'foundation' standard that holds the governing body of the organisation responsible for the delivery of safe and quality care and services that meet the new Standards.

We are continuing to support the recent introduction of unannounced re-accreditation audits for residential aged care services. Our website now features FAQs (frequently asked questions) from providers, which answer your questions on audit dates and times, notices, posters, and other matters.

As we transition to the new Commission I look back proudly on all the quality reforms we have progressed this year. You can find details of this work in our [Annual Report](#) now published on our website.

Nick Ryan
Chief Executive Officer

CHECKLIST: GETTING READY FOR THE NEW STANDARDS continued

Here's a checklist to help you keep up to date with what's new – including posters, a video, webinar, guidance material and upcoming information sessions.



Download new posters and factsheets

Our new printable posters and factsheets are aimed at informing aged care service providers and staff about the new Standards. The resources include clear graphics, colour coding and easily identifiable icons associated with each Standard.

These resources will be helpful during staff training sessions and to place on noticeboards as we count down to the introduction of the new Standards.

[Download now from our new Standards Guidance web pages.](#)



See the October webinar – Standards Guidance material

A Department of Health webinar, held earlier in October, included discussion on the new Aged Care Quality Standards guidance material, and commentary from Quality Agency representatives. You can view the webinar online anytime.

[Watch now on the Department of Health webinar page.](#)



Watch the new Preparing for the Standards video

Available on our New Aged Care Quality Standards Guidance pages, this video encourages you to think about consumers in your aged care organisation, how the new Standards apply to your work and to identify opportunities for improvement.

[Watch now on our new Standards Guidance web pages.](#)



Familiarise yourself with the new Guidance material

The guidance material for providers describes expectations and provides supporting information, suggested practices, examples and evidence required to ensure compliance with the new Standards.

[Access the new guidance material on our website.](#)

[Also see our Spotlight on Standard 8 – Organisational Governance this Quality Standard](#)



Register to attend education sessions and view upcoming webinar

To help aged care service providers and staff transition to the new Standards, we are offering a suite of education events related to two important phases: Getting to Know the Standards (until the end of 2018) and Preparing for the new Standards (from February 2019).



Our Getting to Know the Standards information

sessions are continuing in various Australian states and territories in October, November and December. [See our Education web pages to register.](#) The half-day sessions are offered to those in leadership positions and trainers working in home care and residential aged care services.



For those that miss the workshop, a **webinar on Getting to Know the Standards** will be provided.

The webinar will take place on Friday 30 November between 11am and 12:30pm. [See our Education web pages to register.](#)



Our state-based Preparing for the New Standards **events** will be offered from February to May 2019.

These events will open for registration during late November. [See our Education web pages for more information.](#)



Note on Existing Courses: We also include introductory information on the new Standards in our fee-for-service courses, Understanding Accreditation and Understanding Quality Review. These courses mainly focus on existing Standards, however from April 2019 they will focus only on the new Standards.

For more details contact education@aacqa.gov.au.

UPDATE ON NEW STANDARDS & SPOTLIGHT ON STANDARD 8

Aged care services will be assessed and monitored against the new Aged Care Quality Standards (new Standards) from 1 July 2019.

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The new Standards will replace the four existing sets of standards and will apply across all aged care services. The new Standards focus on outcomes for consumers and reflect the level of care and services the community can expect from organisations that provide Commonwealth-subsidised aged care services.

The new Standards are made up of eight individual standards:

1. Consumer dignity and choice
2. Ongoing assessment and planning with consumers
3. Personal care and clinical care
4. Services and supports for daily living
5. Organisation's service environment
6. Feedback and complaints
7. Human resources
8. Organisational governance.



A copy of the new Standards is available on the [Department of Health website](#).

Spotlight on Standard 8: Organisational Governance

A monthly spotlight on each new Standard

The intention of Standard 8 – Organisational Governance is to hold the governing body of the organisation responsible for the organisation and the delivery of safe and quality care and services that meet the new Standards.

Standard 8 supports all the other Aged Care Quality Standards. This is because it supports how the organisation focuses on the requirements of each standard strategically, to make sure they run the organisation well.

Organisations are required to ensure that:

- Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.
- The organisation's governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.
- There are effective organisation wide governance systems relating to information management, continuous improvement, financial governance, workforce governance, including the assignment of clear responsibilities and accountabilities, regulatory compliance, feedback and complaints.
- There are effective risk management systems and practices, including managing high-impact or high-prevalence risks associated with the care of consumers, identifying and responding to abuse and neglect of consumers and supporting consumers to live the best lives they can.
- Where clinical care is provided – a clinical governance framework, including but not limited to: antimicrobial stewardship, minimising the use of restraint, and open disclosure.

[For full details on Standard 8 see our Guidance material web pages.](#)

TALK TO US FIRST – OPAN TRAINING PROGRAM IN PERTH

On 15 November 2018, the Older Persons Advocacy Network (OPAN) will host the Talk To Us First Aged Care training program for the aged care workforce, developed by Altura Learning. The program aims to support service workers and providers in meeting the new Aged Care Quality Standards, raise awareness of consumers' rights and share the value that advocacy services bring to aged care.

Minister for Senior Australians and Aged Care the Hon Ken Wyatt AM MP will officially launch and introduce the OPAN National Elder Abuse Prevention and Advocacy Framework. The framework will provide the basis for consistent national approaches to elder abuse prevention and support.

Registrations close 10 November 2018. Book to attend in person on the [Eventbrite website](#).

Register to watch the webcast on [Eventbackconferencing website](#).

For more information email Opan at enquiries@opan.com.au.



COMMUNITY CONNECTIONS – BETTER PRACTICE WINNERS

This month we celebrate winning services that work with their local communities to improve the quality of life for older people in care and promote positive community attitudes to ageing.

The annual Quality Agency's Better Practice Awards showcase better practice, innovation and excellence across Australia's aged care sector with an increased focus on quality of care and quality of life outcomes for consumers.

This year seven Commendation Award winners were recognised at our [Better Practice for the Future national conference](#) in August. These winning programs displayed better practice beyond minimum levels of compliance and focused on quality and safety for consumers.

Award nominations covered a range of initiatives and descriptors including diversity, dementia, health and wellbeing, and social participation and lifestyle. Two of the winning organisations delivered 'social participation and lifestyle' programs.

Both of these programs involved local communities in the projects, ensuring positive outcomes for the community and people in care.

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COMMUNITY CONNECTIONS – BETTER PRACTICE WINNERS continued

Grow Bold – Independent Fulfilled Lives: Feros (Qld), home care and residential care providers

The winning team explained:

“The main objectives of our programs are to help seniors as individuals to fulfil their potential and live a healthy, fulfilling life. Essential to this was the need to build stronger connections between seniors and the broader community and smash the stereotypes of ageing in Australia.”

This involved an ambitious multi-media marketing campaign ‘Grow Bold’, which started community conversations, raised awareness of the value of seniors in the community, normalised the ageing process, and reduced aged discrimination.

The programs included:

- **Graffiti Grannies:** A creative arts program where people in residential care joined local street artists to paint street art installations in an urban space. The program contributed to consumer well-being and captured national media attention and promoted intergenerational understanding.
- **Ask Gran not Google (AGNG):** An inter-generational program challenging school students to seek answers from grandparents/older friends/loved ones, rather than Google, for one week.

Seniors told program organisers: “That growing bold means standing up for yourself - being counted. You must be counted”.

For more about the program see our website [Better Practice Awards pages](#).



Let’s Grow Old Together: Yackandandah Bush Nursing Hospital (Vic) – residential aged care

The winning team explained:

“We had a vision where the term age-friendly community meant all ages - where the elders living in residential aged care were genuinely part of the community and the broader community was actively involved with us... In 2015, we created a plan to break down the perceived barriers and reconnect our service to our community.”

The winning team’s approach included developing a new website and social media plan, and partnering with the town theatre company to produce *The Living Memory* - a dramatisation of residents’ memories performed by local artists and musicians.

The team reported: “A large number of people who had never visited our organisation came to the production. From this, people have continued to engage with us, have become members and read our newsletter. The elders who live with us are meeting or reconnecting with more of the townsfolk.”

Projects like this helped to make the organisation an integral part of the community.

For more about the program see our website [Better Practice Awards pages](#).



FOOD SAFETY: 'TAKE IT SERIOUSLY'

To mark Food Safety Week, 10-17 November 2018, we look at resources to help prevent and manage food-borne illnesses in aged care services

The theme of this year's Food Safety Week is 'Food poisoning: take it seriously'. Organisers, the [Food Safety Information Council](#) say the 'particular focus is on those at greater risk if they do get food poisoning, including older people'.

All aged care services are responsible for preventing and being prepared to manage outbreaks. Organisational governance on food safety includes having accessible internal policies, an outbreak management plan, and methods for detecting and recording people with symptoms.

Simple measures to prevent food-borne illnesses include: reminding all staff (not just kitchen staff) about the importance of storing, cooking, and cooling food at the right temperature, avoiding cross-contamination when food handling, and carefully washing and drying hands.

Be aware of high risk foods that may be brought in by visitors, including cheese, ice-cream, meat and salad. While food safety is essential in aged care, so is nutrition and keeping food interesting, enjoyable and culturally appropriate for consumers.



Useful resources related to food safety in aged care include:

Aged Care Standards

- [Pocket Guide to the Accreditation Standards – Quality Agency website](#), including information on Standard 2 Health and personal care and Standard 4 Physical environment and safe systems
- [New Aged Care Quality Standard Guidance](#) – including information on new Standard 8 – Organisational Governance and the [Case Studies](#) section

Food Safety Standards

- [A guide to Australia New Zealand Food Standards Code 3.3.1 - Food Safety Programs for Food Service to Vulnerable Persons](#) – Food Standards Australia New Zealand (FSANZ) guide

Useful Guides

- [National Meals on Wheels Guidelines](#) – Australian Meals on Wheels Association guide for service providers, caterers and health professionals providing home delivered and centre-based meal programs for older Australians
- [Food Safety for Aged Care](#) – useful resource from the not-for-profit organisation Australian Institute for Food Safety
- [NSW Guidelines for food service to vulnerable persons](#)
- [SA Health - Food Safety requirements aged care](#)
- [Government's Health Direct website](#) has useful resources on food safety to download.

Infection control (gastroenteritis)

- [Australian guidelines for the prevention and control of infection in healthcare](#), National Health and Medical Research Council
- [Infection Control Report – Quality Agency website](#) includes national survey results on occurrences, preventative measures and responses to gastroenteritis outbreak/s in residential aged care services.

ANNUAL REPORT 2017/18

The 2017/18 *Australian Aged Care Quality Agency Annual Report* outlines our activities during a year focused on implementing quality reforms in consultation with the sector.

Highlights include:

- Piloting the new Aged Care Quality Standards and developing guidance material to support providers to implement the standards
- Publishing consumer experience reports for residential services and commencing work on reports for home and community services
- Implementing unannounced re-accreditation audits to increase community confidence and improve quality care
- Stakeholder engagement initiatives, including provider roundtables
- Strengthening our focus on risk based regulation to ensure we can identify, assess and respond to risk in a targeted, timely and proportionate way by listening more closely to consumers, providing better quality information and enhancing our use of intelligence and assessment of risk.



You can access the full Annual Report on [our website](#).

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: Pain and people living with dementia | Increase in number of people receiving home care | Survey shows people don't know how to talk to people with dementia | Rise in Aged Care Complaints | Aged Care Royal Commission - Terms of Reference | Commonwealth Home Support Program (CHSP) funding | World pancreatic cancer awareness day | National Skin Cancer Action Week – 18-24 November 2018

COURSE

Pain and people living with dementia



**Dementia
Training
Australia**

In November Dementia Training Australia is conducting the free online course The Pain Puzzle: Recognition, assessment and treatment of pain in people living with dementia in the residential care environment. This course aims to increase understanding of pain assessment and management for people with dementia living in a residential environment.

See [Dementia Training Australia website](#).

Increase in number of people receiving home care



The number of senior Australians receiving home care packages has increased by more than 20 per cent in 12 months, according to the latest quarterly home care report.

In the year 31 March 2017 to 31 March 2018, an additional 14,392 people were receiving home care packages, taking the total number in care to around 85,000. This included an increase of 9.1 per cent or 7,053 people over the October-December quarter.

The latest Home Care Packages Program report is available at the [GEN Aged Care Data website](#).

Survey shows people don't know how to talk to people with dementia



A new survey conducted by Reflections Research for Dementia Australia has found that more than 60 per cent of respondents don't know what to say to someone with dementia. There are more than 436,000 Australians now living with dementia. This number is projected to increase to 590,000 in just 10 years and almost 1.1 million by 2058.

Dementia Australia CEO Maree McCabe said one of the biggest issues people face following a diagnosis of dementia is social isolation, as friends, family and their community struggle to understand how to best support and continue to include people living with the disease.

See the full report on the survey on [Dementia Australia website](#).

Rise in Aged Care Complaints

The Annual Report from the Aged Care Complaints Commissioner shows complaints have risen by 47 per cent over the last two years - with more than 5,700 complaints last year.

According to Complaints Commissioner Rae Lamb, 73 per cent of complaints were resolved within 30 days and 93 per cent of complaints within 90 days.

"People want their complaints taken seriously and dealt with urgently, and we make every effort to make sure that they are satisfied with the result, and that we are satisfied with the result," Ms Lamb said.

The report shows the strengthening relationship between the Complaints Commissioner and the Australian Aged Care Quality Agency.

"Our referrals to the Quality Agency increased by 130 per cent this year. This is a solid foundation for when we transition to the new Aged Care Quality and Safety Commission next year," Ms Lamb said.

Access the Aged Care Complaints Commissioner's 2017-18 Annual Report at <http://www.agedcarecomplaints.gov.au/>

Announcements

Aged Care Royal Commission - Terms of Reference

Prime Minister Scott Morrison has announced the Terms of Reference for the Royal Commission into Aged Care Quality and Safety. The Royal Commission will help determine the full extent of problems in aged care, and how we can meet the challenges and opportunities of delivering aged care services now and into the future. The Royal Commission's interim report is to be provided by 31 October 2019, and its final report no later than 30 April 2020.

The Commission's Terms of Reference is available on the [Royal Commission website](#).

Commonwealth Home Support Program (CHSP) funding

Minister for Senior Australians and Aged Care the Hon Ken Wyatt AM MP has announced additional funding to a targeted group of successful existing CHSP service providers over two years - with the first payments to providers in January 2019.

The CHSP delivers support services tailored to each person's individual circumstances and preferences. Approximately 1,600 CHSP providers deliver home services to around 800,000 clients across the nation.

The growth areas to be funded will include household jobs including cleaning and laundry, general repairs and care of homes and gardens, modifications such as alarms and support rails, increased transport for shopping and appointments, meals at home and in community centres.

See the Minister's statement on [Department of Health website](#).

EVENTS

World pancreatic cancer awareness day



The purple ribbon is the symbol of World Pancreatic Cancer Day on 16 November 2018. The pancreas is a gland of the digestive system. According to Australia's [Pancare Foundation](#), pancreatic cancer has the highest mortality of all major cancers with only 7.7 per cent of patients reaching the 5-year survival mark.

See the [World Pancreatic Cancer Awareness Day website](#).

National Skin Cancer Action Week – 18-24 November 2018



For Skin Cancer Action Week Cancer Council Australia is urging Australians to use the five forms of sun protection: slip on sun-protective clothing; slop on SPF30 (or higher) broad-spectrum, water-resistant sunscreen; slap on a broad-brimmed hat; seek shade; and slide on sunglasses. They also advise getting to know your skin and regularly check for changes. See [Cancer Council Australia website](#).