



Introduction

Thank you for taking the opportunity to read and consider the draft guidance material that has been developed to support providers of aged care services to meet the new aged care quality standards. We welcome your feedback.

Once completed please save and send this completed form by email to qualityagencypolicy@aacqa.gov.au

Should you require additional support to complete this form, please contact the Australian Aged Care Quality Agency via email qualityagencypolicy@aacqa.gov.au or via phone on 1800 288 025.

1. What is your email address? *(This information will not be published)*

Email:

2. Are you answering on behalf of an organisation? If so, please provide your organisation's name

☐ Yes, on behalf of an organisation

☒ No, not on behalf of an organisation

Organisation name:

3. Do you give consent for your submission to be published in whole or part?

☒ Yes, I give consent

☐ No, I don't give consent

4. Where do you live, or, where does your organisation operate?
Please select all that apply

☒ NSW

☐ VIC

☐ QLD

☐ WA

☐ SA

☐ TAS

☐ ACT

☐ NT



5. Do you have any specific suggestions in relation to the draft guidance for Standard 1: Consumer dignity and choice? If so, what are they?

6. Do you have any specific suggestions in relation to draft guidance for Standard 2: Ongoing assessment and planning with consumers? If so, what are they?



7. Do you have any specific suggestions in relation to draft guidance for Standard 3: Personal care and clinical care? If so, what are they?

8. Do you have any specific suggestions in relation to draft guidance for Standard 4: Services and supports for daily living? If so, what are they?

4.2 Services and supports for daily living support each consumer to participate in their community within and outside the service, have social and personal relationships, and do the things of interest to them.

I would like to see the inclusion of the word leisure within this standard.

4.2 Services and supports for daily living support each consumer to participate in their community within and outside the service, leisure experiences, have social and personal relationships, and do the things of interest to them.



9. Do you have any specific suggestions in relation to draft guidance for Standard 5: Organisation's service environment? If so, what are they?

10. Do you have any specific suggestions in relation to draft guidance for Standard 6: Feedback and complaints? If so, what are they?



13. On a scale of 1 to 10 (1 being not clear at all and 10 being very clear) how clear is the guidance material overall?

<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input checked="" type="checkbox"/> 7	<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10
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What would make it clearer?

Supporting strategies (5.3)

•Avoid using decorations or images that might wrongly suggest that people may not go into a part of the service environment.

Please clarify if this includes the following:

- using an image to disguise a door that leads to a staff only area
- putting a stop sign on a care recipient's bedroom door when by virtue of being at end of corridor numerous residents see the door (line of sight) which triggers an interest in opening the door.

14. Are there any gaps in the guidance material? If yes, what else should be included in the guidance material, to help aged care service providers to meet the draft new Aged Care Quality Standards?

Supporting strategies (4.1)

•Ask consumers' what makes a meaningful life, what would add value to their lives and how they value spending their time. Use this information to provide them services and supports which meet their needs.

Suggestion addition of or their advocate (where consumer cannot articulate this themselves)

•Look for ways to support the consumer to continue to do things of interest to them and remain active – even where they may need help to do an activity differently based on their capacity.

Suggest strengthening this to clearly include people who are very FRAIL and or have advanced dementia and experience sensory restriction. Incorporate into this supporting strategy reference to pleasant sensory stimulating experiences based on past personal preferences.

•Offer a range of activities, enable choice and be inclusive. Suggest reword to "Offer a range of experiences, activities, enable choice and be inclusive"



11. Do you have any specific suggestions in relation to draft guidance for Standard 7: Human resources? If so, what are they?

7.3 The workforce has the skills, capabilities, qualification and knowledge to effectively perform their role.

7.4 The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.

I suggest including ongoing training within outcome to ensure that the workforce has up to date skills, capabilities, qualifications and knowledge.

12. Do you have any specific suggestions in relation to draft guidance for Standard 8: Organisational governance? If so, what are they?



15. Do you have any other feedback on the guidance material?

Very easy to read.

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If you wish to contribute more information than the feedback boxes will allow, please attach a Word document or write to us in the body of your email.

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Thank you for participating in the survey.

