



Australian Government

Australian Aged Care Quality Agency

# Getting to know the new Quality Standards Information session



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HDB-EDU-0130 V15.0

# Learning outcomes

Through active participation in this session, you will be able to:

- Describe the intent and application of each of new Aged Care Quality Standards.
- Use and apply the Guidance material to inform a self-assessment
- Describe the assessment of performance against each requirement.
- Take steps to prepare your organisation for assessment against the new Standards.



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# Why do we have a new set of Aged Care Quality Standards?



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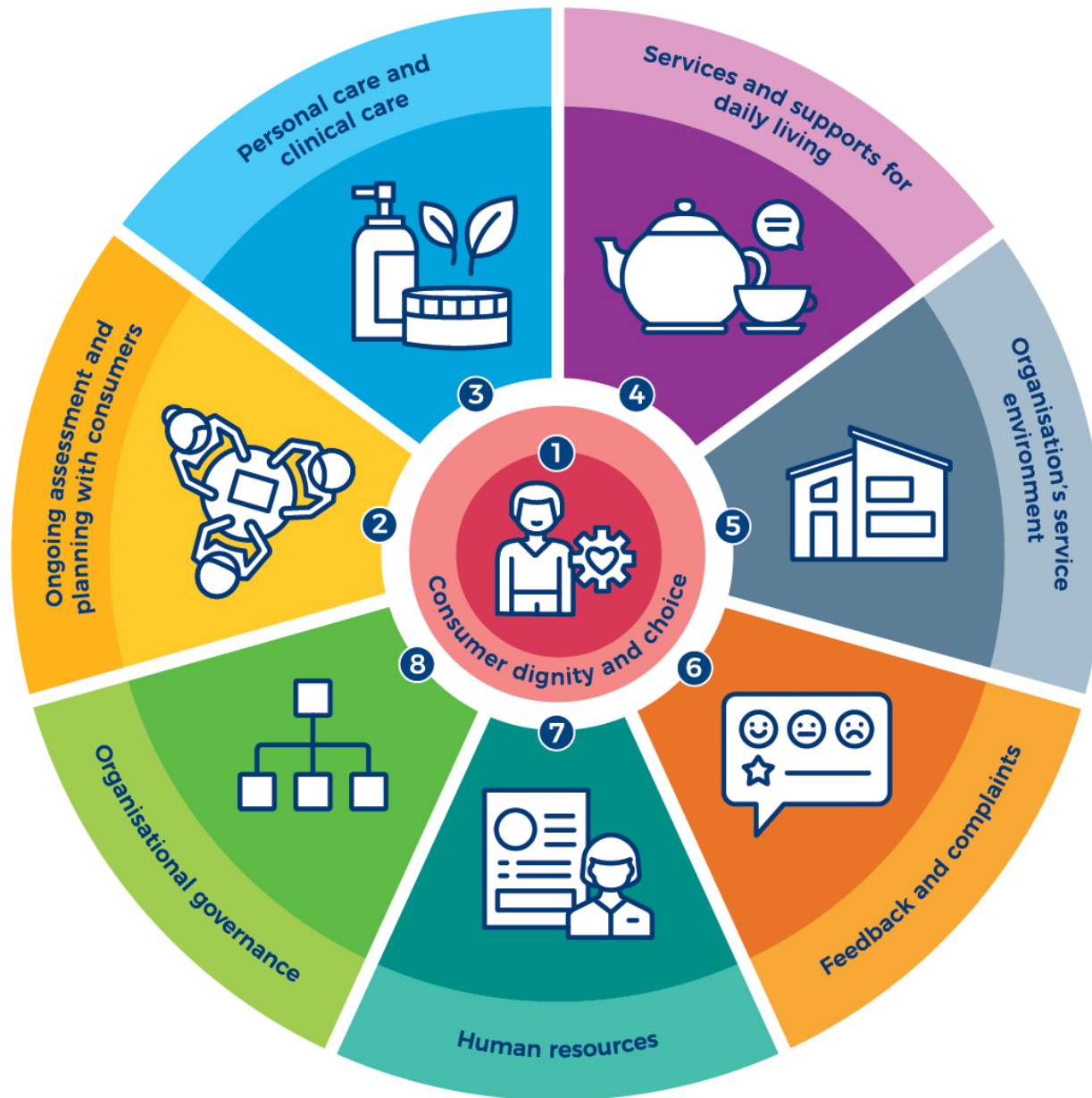
# Exploring what is new

- The new Aged Care Quality Standards focus on quality outcomes for consumers.
- There is one set of standards for all aged care services.
- The application of the standards will depend on the type of service and its characteristics.
- There is a stronger focus on evaluation and consumer outcomes.
- A new language that will lead to different conversations.



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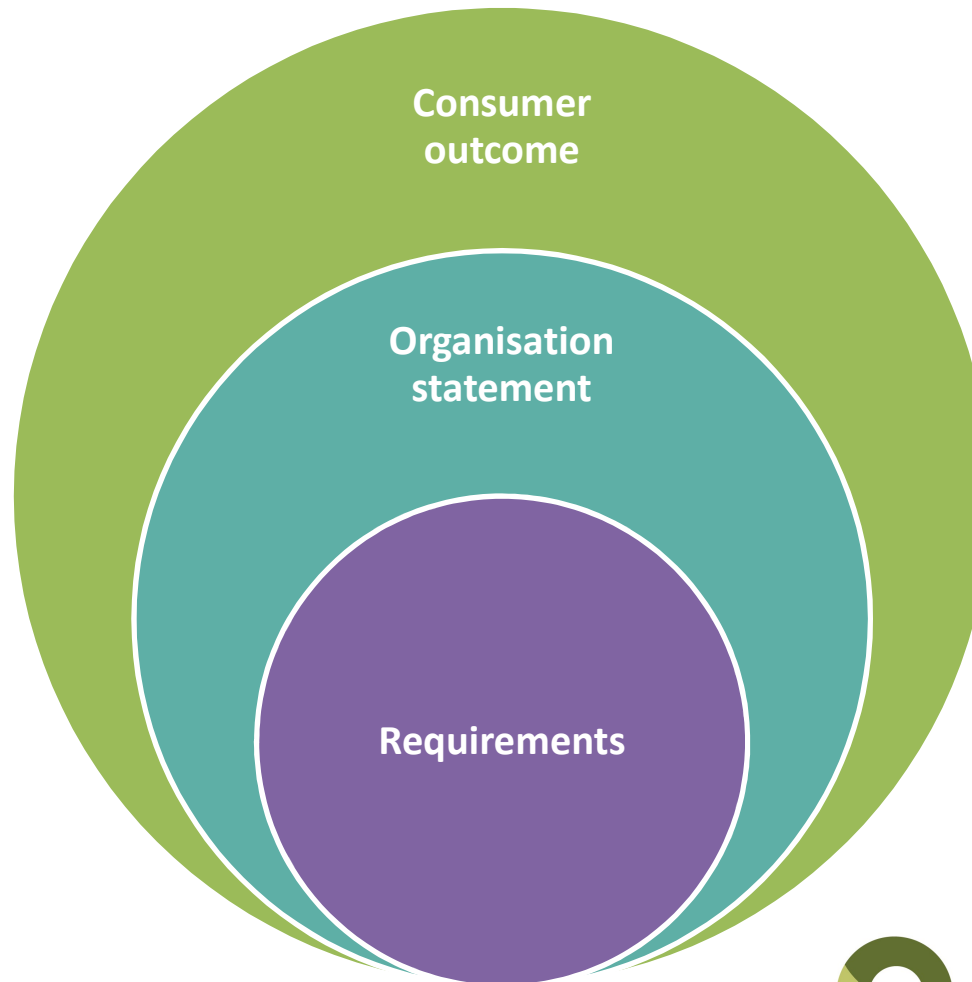
# The NEW Aged Care Quality Standards



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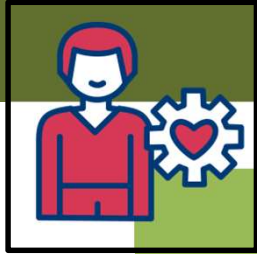
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# Each of the Standards is expressed in three ways



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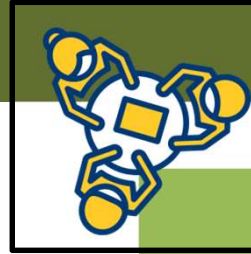
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## Standard 1

- I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

- 6 requirements



## Standard 2

- I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being

- 5 requirements



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## Standard 3

- I get personal care, clinical care or both personal and clinical care, that is safe and right for me.
- 7 requirements



## Standard 4

- I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.
- 7 requirements



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## Standard 5

- I feel I belong and I am safe and comfortable in the organisation's service environment.

- 3 requirements



## Standard 6

- I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

- 4 requirements



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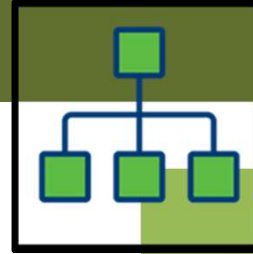
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## Standard 7

- I get quality care and services when I need them from people who are knowledgeable, capable and caring.

- 5 requirements



## Standard 8

- I am confident the organisation is well run. I can partner in improving the delivery of care and services.

- 5 requirements



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# Linkages across the Standards

Standard	1	2	3	4	5	6	7	8
1	✓	✓	✓	✓	✓	✓	✓	✓
2	✓	✓	✓				✓	✓
3	✓	✓	✓				✓	✓
4	✓	✓		✓			✓	✓
5	✓				✓		✓	✓
6	✓					✓	✓	✓
7	✓	✓	✓	✓	✓	✓	✓	✓
8	✓	✓	✓	✓	✓	✓	✓	✓



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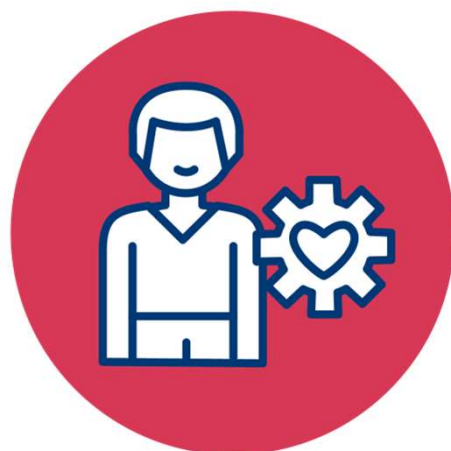
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## STANDARD 1

### Consumer dignity and choice

The Aged Care (Single Quality Framework) Reform Bill 2018 is currently before Parliament. This Bill lays the foundation for the introduction of the Standards. Following the completion of parliamentary processes and approval by the Minister, the Standards will be set out in legislation. Until the Bill is passed, this guidance is in draft.



[Consumer outcome](#) | [Organisation statement](#) | [Requirements](#) | [Purpose and scope of the Standard](#) | [Assessment against this Standard](#) | [Linked Standards](#) | [Relevant legislation](#) | [Resources and references](#)

[Standard 1 \(PDF\) - print version](#)

#### **Consumer outcome**

I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

#### **Organisation statement**

The organisation:

- has a culture of inclusion and respect for consumers; and
- supports consumers to exercise choice and independence; and
- respects consumers' privacy.

#### **Requirements**

The organisation demonstrates the following:

- 1.1 Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.
- 1.2 Care and services are culturally safe.
- 1.3 Each consumer is supported to exercise choice and independence.

LEGISLATION

GLOSSARY

CASE STUDIES

GUIDANCE RESOURCES

CONSUMER RESOURCES

OTHER RESOURCES



# At the requirement level

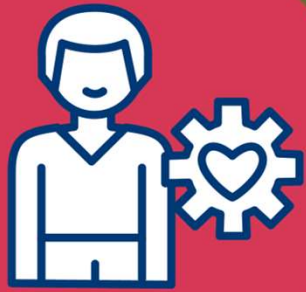
Under each of the requirements in the guidance there are three headings:

- Intent of the requirement
  - Supports consistent interpretation and shared understanding
- Reflective questions
  - Prompts to consider current culture and practice
- Examples of actions and evidence
  - Consumers, Workforce and other, Organisation



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# Standard 1

## Consumer dignity and choice

Foundation Standard with six requirements 1.1-1.6

Standard 1 contains seven important concepts:

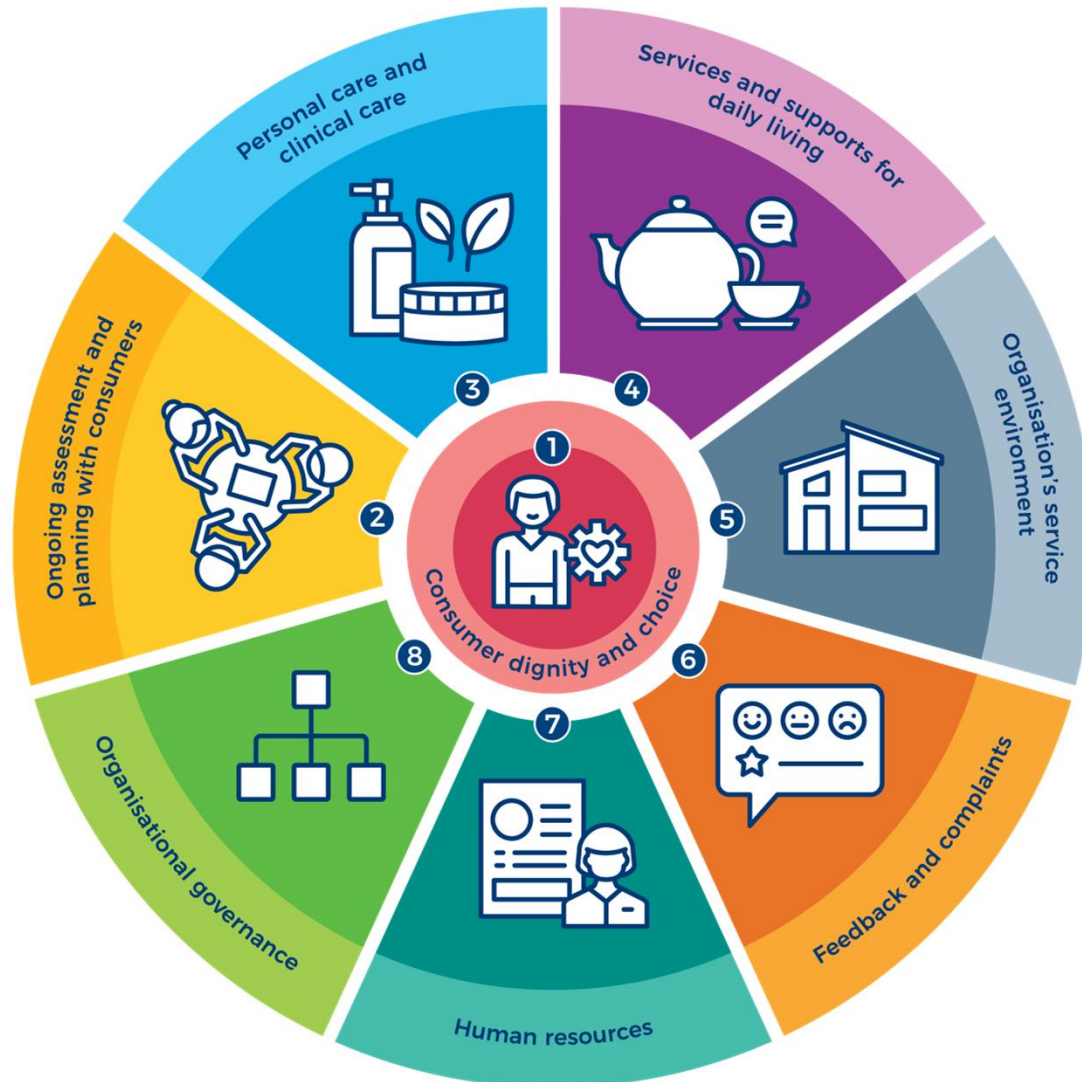
- Dignity and respect
- Identity, culture and diversity
- Cultural safety
- Choice
- Dignity of risk
- Information
- Personal privacy



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# Get to know the Standards



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# Quality Agency assessment of performance

The services must demonstrate the following for each requirement:

- That they understand the requirement;
- That they apply the requirement and this is evident in the way care is provided;
- That they monitor how the requirement is being applied and the outcome achieved; and
- That they review outcomes and adjust practice based on review (continuously improve).



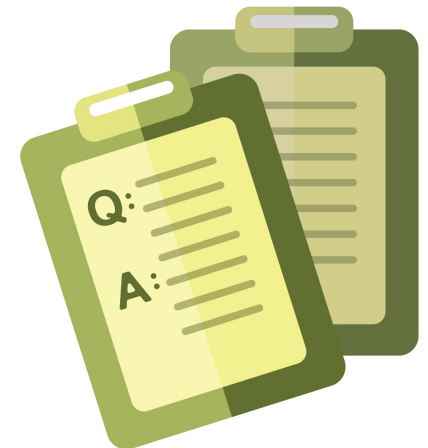
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# Quality Agency's approach to gathering information

- Information collected through:
  - Interviews – emphasis is on the consumer experience. Consumer feedback is now also invited prior to the audit.
  - Observations.
  - Document reviews.
- Information must be:
  - Factual – relevant and accurate evidence.
  - Checked. (Corroboration)
  - Representative. (Sampling)

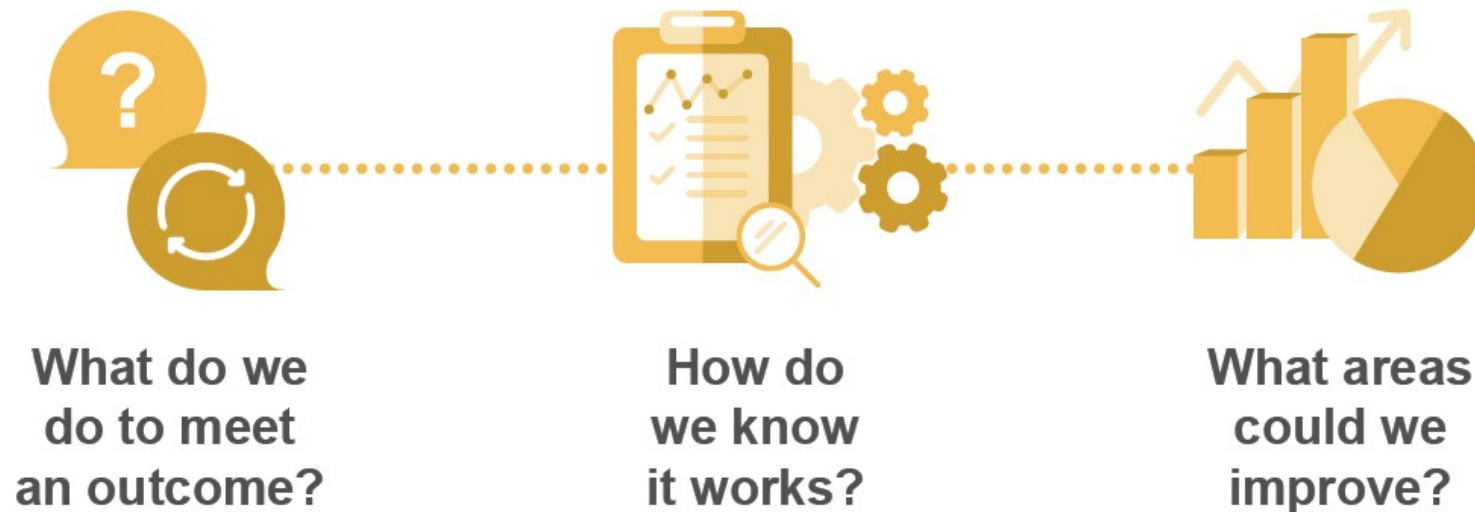


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# Self-assessment of your own performance

Understand the intent of the Standard and the requirements and how they each contribute to the consumer outcome.



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**To be ready for 1 July 2019  
take action now**



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# Take action now



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# Transition to the new Aged Care Quality and Safety Commission

- New Commission from 1 January 2019
- **Aged Care Quality and Safety Commission**
- Supported by an **Advisory Council**
- A new **Chief Clinical Advisor**
- Quality Agency and Complaints Commissioner staff transition to the new Commission from 1 January 2019
- Aged care regulatory functions of Department of Health transition from 1 January 2020.



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# Questions and websites

**If you have any questions about the Guidance please email us, these will assist us to create a FAQ's section on our website**

**[qualityagencypolicy@aacqa.gov.au](mailto:qualityagencypolicy@aacqa.gov.au)**

**Australian Aged Care Quality Agency**

**[www.aacqa.gov.au](http://www.aacqa.gov.au)**

**Australian Government Department**

**[www.agedcare.health.gov.au](http://www.agedcare.health.gov.au)**

**Aged Care Complaints Commissioner**

**[www.agedcarecomplaints.gov.au](http://www.agedcarecomplaints.gov.au)**



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# Learning and reflection

## What can I?

- Stop doing
- Start doing
- Share with the team

“ We do not learn from experience... we learn from reflecting on experience. ”

— John Dewey.



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