

Draft: Introduction

Guidance material for the strengthened Aged Care Quality Standards for review and discussion

- Standard 5 describes the expectations of providers for clinical care for older people. It describes the systems and processes needed to make sure clinical care is:
 - person-centered
 - safe
 - high quality
 - based on evidence
 - coordinated and multidisciplinary.
- Standard 6 describes the aspects of food and nutrition and the overall dining experience. These aspects have an impact on older people's quality of life. This Standard is relevant only to residential care services.
- Standard 7 relates to the residential community. This Standard acknowledges the role community plays in promoting inclusion and belonging among older people. Quality of life is a critical component of community. This Standard is relevant only to residential care services.

How is this guidance reviewed and updated?

The guidance material will be reviewed every year to make sure it remains current. Updates may be made more often to:

- Reflect changes to provider obligations
- Provide further guidance in relation to particular requirements.

All changes will be reflected in the updates log on the Commission website for transparency.

How should the guidance be used?

The guidance material will:

- Support providers to understand how to promote safe and quality care.
- Describe how the outcomes of the strengthened Quality Standards can be achieved while promoting continuous improvement.

Depending on an individual or group's role, this guidance can be used in various ways as outlined in the table below.

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Governing body	
Your role	How you can use the guidance
<p>As a governing body, you are the individual or group of people (such as a Board) with overall responsibility and ultimate accountability for the organisation.</p> <p>In summary, this includes (but is not limited to) responsibility for:</p> <ul style="list-style-type: none">• The strategic and operational decisions that affect the safety and quality of care and service• Leading a positive culture of quality care and services and continuous improvement• Monitoring investment and improvements in priority areas to deliver quality outcomes. <p>For more information, refer to Governing for Reform in Aged Care: Governance and Leadership capability uplift program (agedcarequality.gov.au).</p>	<p>As a governing body, you can use the guidance to:</p> <ul style="list-style-type: none">• Understand your role and responsibilities to make sure governance is effective.• Assess key actions and activities you need to perform. To fulfil your role in achieving the outcomes of the strengthened Quality Standards.• Understand the specific systems and strategies that need to be developed, followed, and maintained by your provider organisations. This is to make sure provider organisations deliver quality and safe care and services. <p>To do this, you should:</p> <ul style="list-style-type: none">• Review the actions and associated activities in the guidance that you, as a governing body, need to perform. <p>In doing so, you are encouraged to ask yourself:</p> <p><i>“Am I performing these actions and activities in a way which promotes continuous improvement to quality and safety of care and services, across the organisation(s) I govern?”</i></p> <p>If the answer to this question for any of your actions and activities is no, or you are uncertain, you should consult with your colleagues, advisory groups, and/or any other relevant parties. This will help you to assess how you can deliver better care and aim for continuous improvement.</p> <ul style="list-style-type: none">• Review the actions and associated activities outlined in the guidance that provider organisations need to perform. <p>In doing so, you are encouraged to ask yourself:</p> <p><i>“Are the systems and strategies developed and implemented by the provider aligned with the risk profile of the organisation, older peoples’ needs, and the types of care and services provided?”</i></p> <p><i>“Am I confident the governing body asks for, and receives, the information it needs to make informed decisions and meet its responsibilities?”</i></p> <p><i>“Do I understand the key risks relevant to the organisation(s) I govern, and perform monitoring activities in line with these risks?”</i></p> <p><i>“Am I confident that the outcomes of the strengthened Quality Standards are being achieved, and that I would be aware of it if they were not?”</i></p> <p><i>“Am I confident that the organisation is effectively resourced to enable achievement of these outcomes?”</i></p> <p>If the answer to these questions for any of your actions and activities is no, or you are uncertain, you should request additional data and develop or review improvement plans from the provider.</p>

Provider organisation	
Your role	How you can use the guidance
<p>As a provider, you are an organisation providing Commonwealth-funded aged care services.</p> <p>You are responsible for developing, implementing, and maintaining a quality management system which enables the organisation's performance and continuous improvement.</p>	<p>As a provider organisation, you can use the guidance to:</p> <ul style="list-style-type: none">• Find key actions and activities you need to perform, to fulfil your role in achieving the Outcomes of the strengthened Quality Standards.• Inform the way you train and support workers to perform their role and better achieve the Outcomes of the strengthened Quality Standards. <p>To do this, you should:</p> <ul style="list-style-type: none">• Review the Actions and associated activities outlined in the guidance that you, as a provider organisation, need to perform. <p>In doing so, you are encouraged to ask yourself:</p> <p><i>"Are we performing these actions and activities in partnership with older people and in a way which promotes continuous improvement?"</i></p> <p><i>"Do we have the appropriate resources and infrastructure in place to enable the outcomes of the Strengthened Standard to be achieved?"</i></p> <p><i>"Are the systems and strategies we have developed aligned with the risk profile of the organisation, older peoples' needs and preferences, and the types of care and services provided?"</i></p> <p><i>"Are we building competency to support application of our systems in a way which promotes continuous improvement and is centred around the needs and preferences of older people?"</i></p> <p><i>"Are we resourcing care and services in a way which supports delivery and application which is centred around the needs and preferences of older people?"</i></p> <p><i>"Are we monitoring, reviewing and improving our systems for quality and safe delivery of care and services, in partnership with older people, using all available information?"</i></p> <p>If the answer to these questions for any of your actions and activities is no, or you are uncertain, you should consult with the governing body, workforce, advisory groups, and/or any other relevant parties. This will help you to improve quality systems moving forward.</p> <ul style="list-style-type: none">• Review the actions and associated activities outlined in the guidance that workers need to perform. <p>In doing so, you are encouraged to ask yourself:</p> <p><i>"Do our people understand their role in quality and safe delivery of care and services?"</i></p> <p><i>"Have we clearly assigned responsibilities across our workforce?"</i></p> <p><i>"Would our people be confident asking questions or escalating any concerns regarding their ability to effectively deliver quality and safe care and services?"</i></p> <p><i>Continued on the next page</i></p>

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Provider organisation (continued)	
Your role	How you can use the guidance
	<p><i>“Are we confident that workers are performing their roles and applying our systems in ways which promote continuous improvement and are centred around the needs and preferences of older people?”</i></p> <p><i>“Are we confident that we understand the views and preferences of older people, and that older people would raise any issues or concerns about their care and services?”</i></p> <p>If the answer to these questions for any of your actions and activities is no, or you are uncertain, you should consult with your workforce to improve ability moving forward. Consult with any other relevant parties that will help improve ability.</p>

Worker	
Your role	How you can use the guidance
<p>As a worker, you are an individual who is employed, hired, retained, or contracted by the provider to provide care or other services.</p> <p>You provide care and services under the control of the organisation.</p>	<p>As a worker, you can use the guidance to find key Actions and associated activities you need to perform to fulfil your role in achieving the outcomes of the strengthened Quality Standards. More detailed guidelines and step-by-step instructions will be shared by the organisations you work for. This will better support you to perform the specific role you are employed to do.</p> <p>You should:</p> <ul style="list-style-type: none">• Review the actions and associated activities outlined in the guidance that workers need to perform. <p>You are encouraged to ask yourself:</p> <p><i>“Do I understand my role in achieving this outcome, to deliver quality and safe care and services?”</i></p> <p><i>“Am I confident asking questions or escalating any concerns regarding my ability to effectively deliver quality and safe care and services?”</i></p> <p><i>“Do I have the skills, competency, and time to effectively perform my role?”</i></p> <p><i>“Have I provided any feedback on opportunities to improve the organisation’s systems for quality and safe care and services, to support monitoring and review processes?”</i></p> <p>If the answer to these questions for any of your actions and activities is no, or you are uncertain, you should consult with your management team. This will help you to understand your role and how it relates to quality and safe delivery of care and services.</p>



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The Aged Care Quality and Safety Commission acknowledges the Traditional Owners of Country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to Elders both past and present.



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