

**Anthony Speed**

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Quality Assessment and Monitoring

# **Our approach to assessing and monitoring quality aged care**



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Aged Care Quality and Safety Commission

# Acknowledgement of Country



## Aged Care Quality and Safety Commission Artwork by Dreamtime Creative

Artist's meaning behind the artwork: The central meeting place represents Aged Care Quality and Safety Commission (Commission) supporting quality, flexible and culturally appropriate aged care to older Aboriginal and Torres Strait Islander peoples, close to their home and communities represented by the meeting places outside. The small pathways from the concentric circle is the Commission reaching out to the communities. Everything is connected by the larger pathways representing the importance of hearing, and listening to consumers' stories to manage and deliver their care effectively. The star top right represents the Commission always looking for better ways to do things and the patterning within the segments are the different communities.



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# Outline

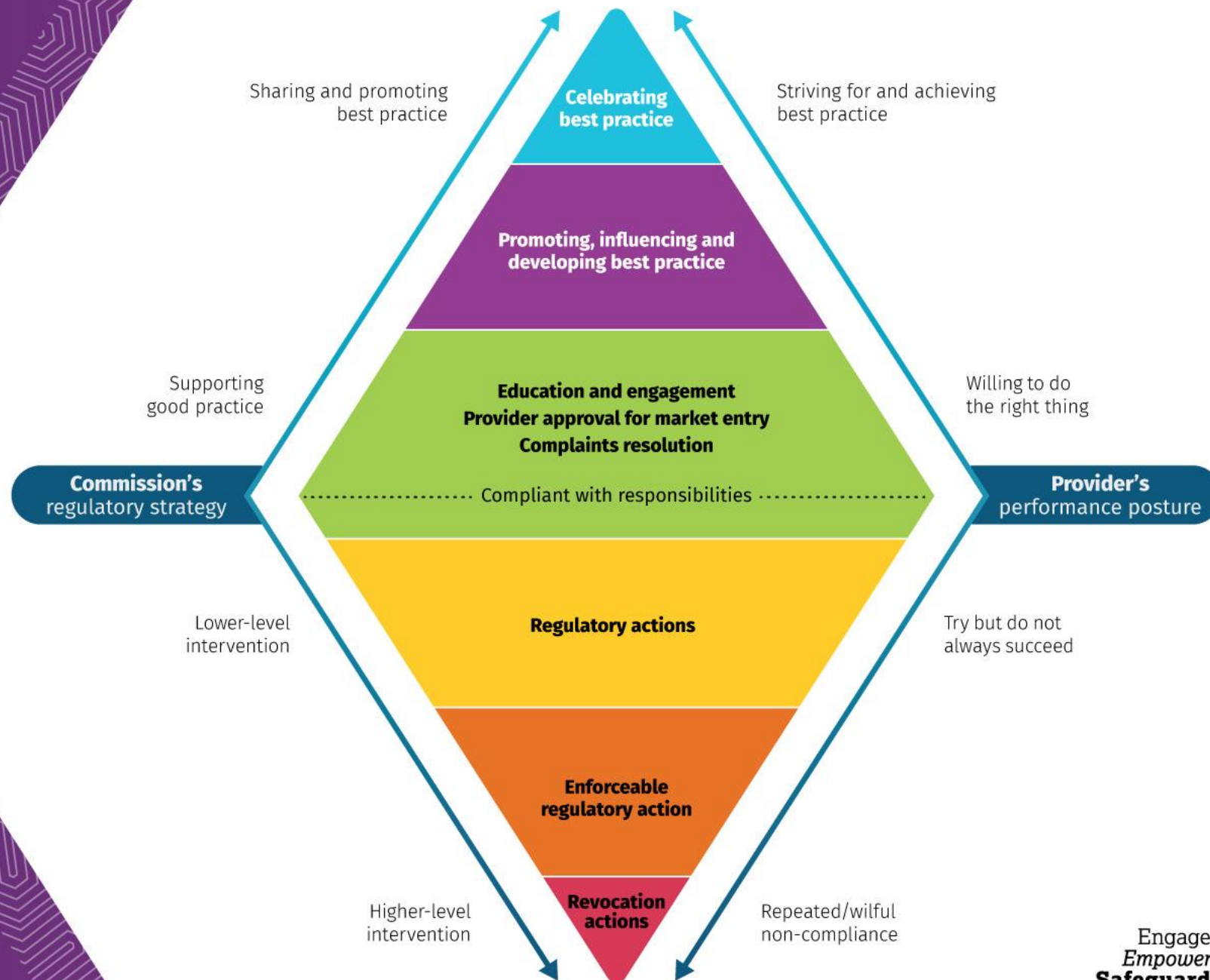
- Quality Assessment and Monitoring Group
- Assessment methodology
- Feedback on our current methodology and practice
- Continuous improvement



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# Aged care regulatory diamond



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Engage  
Empower  
Safeguard

# Our common goals

- The best possible aged care experience for every older person
- For older persons and carers to have trust and confidence in the services that they receive
- A sector that fosters a caring and professional workforce and places continuous improvement at the core



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# Role of Quality Assessment and Monitoring Group

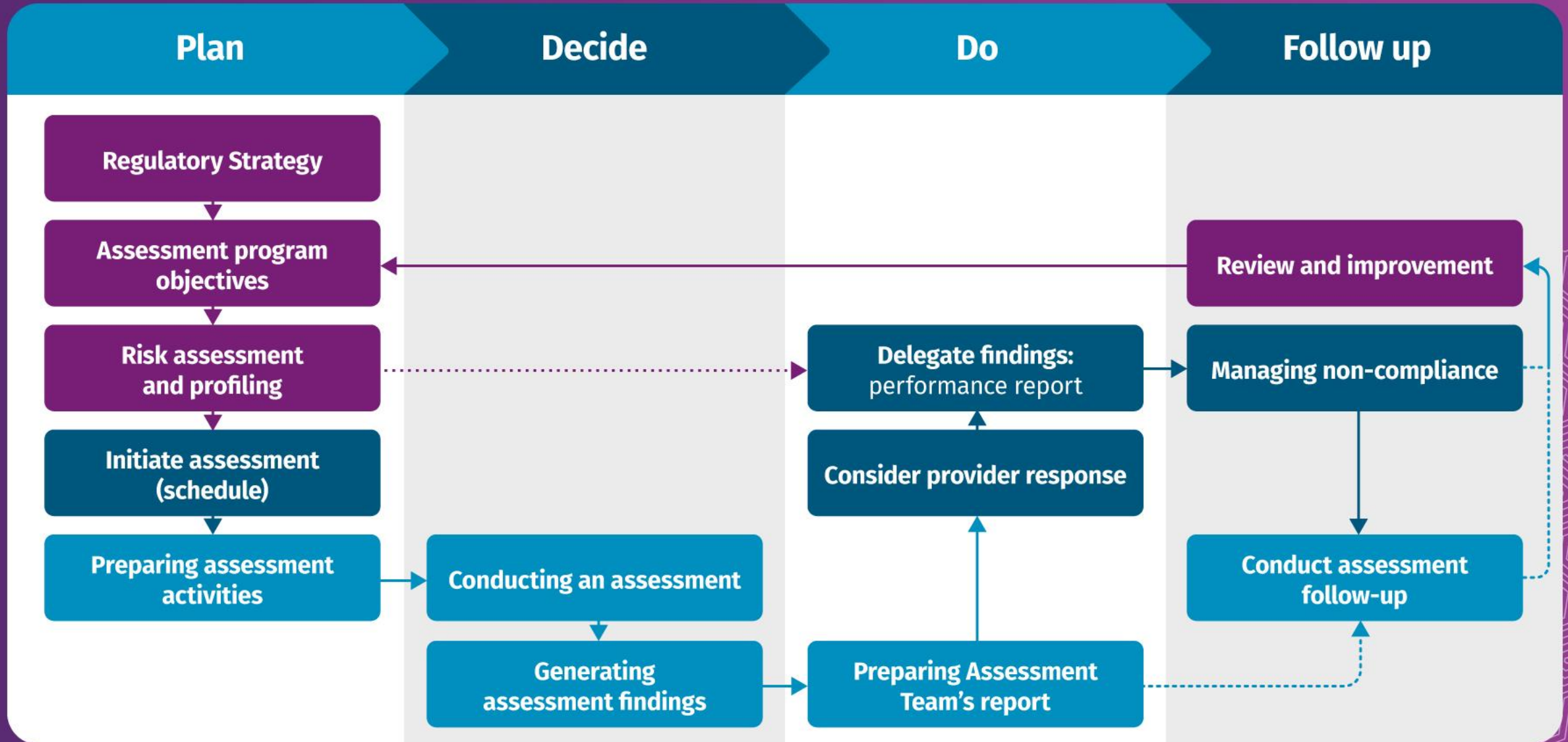
- Monitor and assess compliance with the Aged Care Quality Standards and other requirements
- Make decisions on reaccreditation of residential services
- Undertake quality audits of Home Services and flexible aged care services
- Respond and investigate reported Serious Incidents and breaches of the Code of Conduct in Aged Care



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# Our assessment methodology



# We hear your feedback

- Announced or Unannounced Visits
  - Now taking a more flexible approach recognising compelling circumstances
- Inconsistency in Practices
  - Building processes to ensure more timely response and consistency in practice

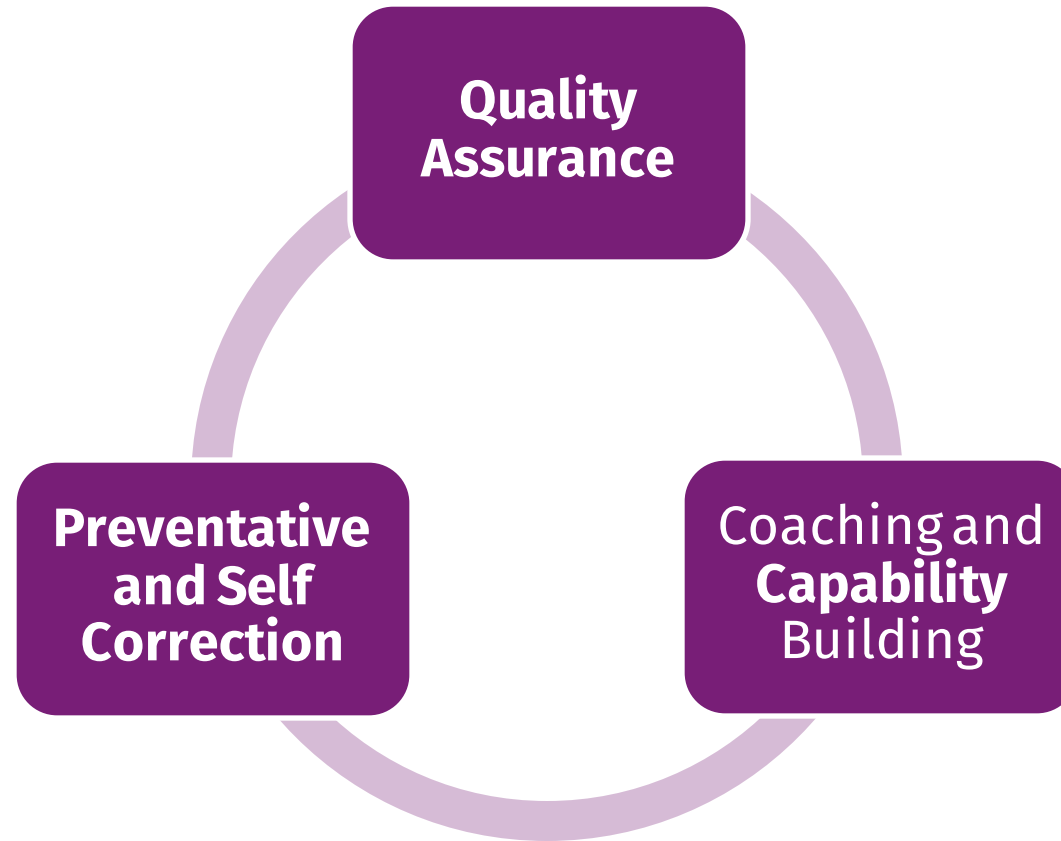


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# Working for continuous improvement



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**Mentimeter code  
3116 4504**

Question 1

**Using one word, how would  
you describe your  
most recent experience of  
assessment and monitoring  
against the Quality  
Standards?**



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# Working for continuous improvement: Quality Assurance

- Developed a quality assurance framework to:
  - ensure performance of our quality assessors, investigators and decision makers aligns with legislative requirements
  - support the delivery of high quality and consistent performance across regions and teams
  - minimise practice variation



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# Working for continuous improvement: Coaching and Capacity Building

- Adding clinical capability
- Redesigning entry level quality assessment training and registration with a focus on core competencies
- Focusing on post vocational training requirements
- Independent validation of competency
- Embedding coaches in each region/team
- A target of 3% of our workforce identifying as Aboriginal and Torres Strait Islander



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# Working for continuous improvement: Preventative and Self-correction

- Using risk intelligence and analysis
- Educate and prevent approach through campaigns in response to critical risks
- Provide right incentives for providers to actively self-correct
- Establish a remediation pathway



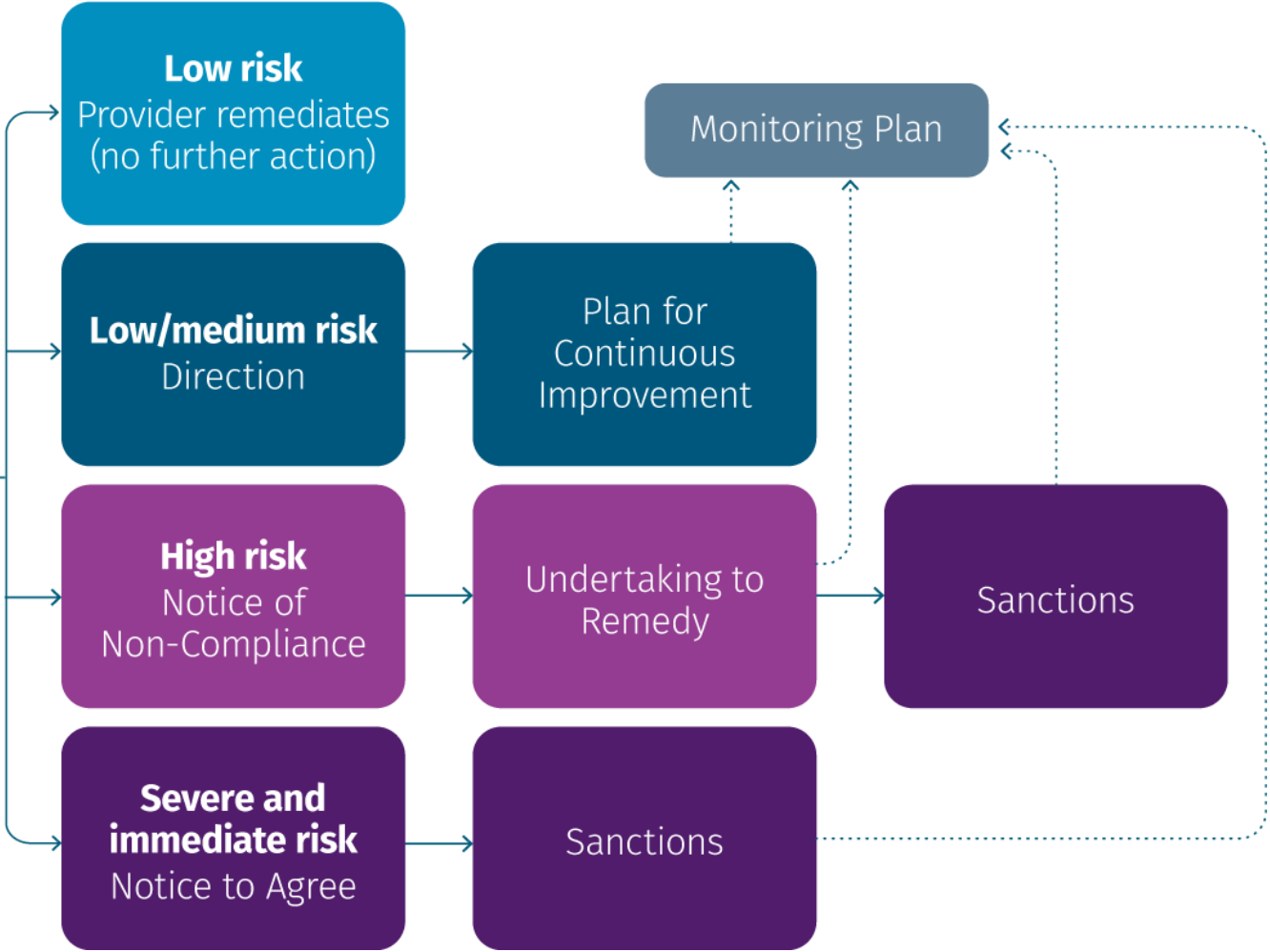
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# Compliance Pathway



Risk assessment





**Mentimeter code**  
**3116 4504**

Question 2

**Using one word, how would you describe your desired future experience of assessment and monitoring against the Quality Standards?**



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# Questions welcome



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