



Qassist – Facilitator Guide Getting to know the Aged Care Quality Standards for Aged Care Staff

1800 951 822
agedcarequality.gov.au

The 'Getting to know the Aged Care Quality Standards for Aged Care Staff' Qassist module has been developed to assist aged care services train their staff. The session is designed to be practical and to engage staff in discussing and reflecting on how their role supports the organisation to demonstrate performance against the Aged Care Quality Standards.

Target Audience

Aged care staff including:

- Registered and enrolled nurses
- Allied health professionals
- Direct care and community support staff
- Ancillary and service support staff
- Recreational, lifestyle or social support staff
- Volunteers.

Duration

3 to 6 hours depending on the level of contextualisation you make to suit your organisational context.

Resources for this session

Before you commence ensure you have the following resources:

- Standards fact sheet and/or standards image
- Activity resources – including post stick notes and paper as detailed throughout the PowerPoint presentation
- Full set of the Guidance material for your reference and access to the guidance website to show staff how to access and use this resource
- PowerPoint presentation – customised for your organisational context.

Important facilitator information

The PowerPoint presentation includes detailed slide notes to guide and inform discussion and activities. We encourage you to use and customise this presentation for your organisation and staff.

It is recommend that you review the Standards and Guidance and resources in detail before you run this session to ensure you have an understanding of the purpose and scope at the Standard level and the intent of each of the requirements.

If your organisation has commenced or completed a self-assessment process, it would also add value to understand how your organisation is tracking to transition to the Standards and where there might be opportunities for improvement in staff practice so you can drill down and focus on these during the session.

During the session you should ensure you capture information that could further inform your organisations self-assessment, including any opportunities for improvement.

Ways you might use this presentation

You may want to run this session over a number of days or weeks focusing on a different standard each session, for example, bite size tool box sessions. Alternatively, you could run this session as a half or full day training program depending on how much you contextulise the content to reflect your organisations systems, processes and practices.

Further information

For more information, contact our Education and Engagement Team via email:
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Write

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