



Strengthened Aged Care Quality Standards

Strengthened Quality Standard 2: The organisation

Provider fact sheet



Strengthened Quality Standard 2 requires the governing body to meet certain requirements to deliver funded aged care services. It applies to registered providers in Categories 4, 5 and 6.

Strengthened Quality Standard 2 recognises it's the responsibility of the governing body to set strategic priorities and encourage a culture of safety, quality and inclusion. Your workers and governance systems are key to the delivery of safe, quality, effective and person-centred care for every person in your care.

In this Standard, there are some new topics or expectations.

Older person statement



**I have confidence in my
service provider.**

Worker statement



**I feel empowered
to do my job well.**



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To understand the strengthened Quality Standards, we recommend you:

- 1 get to know the key topics in each of the strengthened Quality Standards.**
- 2 think about how you apply these topics now.**



You can find the key topics in the **Strengthened Quality Standards – Provider guidance**

<https://www.agedcarequality.gov.au/strengthened-quality-standards>

What are the key topics in strengthened Quality Standard 2?

Strengthened Quality Standard 2 includes **key new topics** that can be demonstrated by:

- understanding that older people receiving care have different backgrounds and different needs. Focusing particularly on the needs of Aboriginal and Torres Strait Islander persons and people living with dementia as well as other diverse groups
- carrying out strategic business planning
- having a governing body who invests in key areas to make sure the organisation delivers quality care and services
- having a governing body that proactively engages, listens and consults with workers

- using continuous improvement and risk management processes
- regularly reporting to older people receiving care, their supporters, and workers about your systems and how you're performing
- making sure all aged care workers regularly get competency-based training
- using strategies to support and maintain a satisfied and psychologically safe workforce. Psychologically safe means that your workers feel safe to speak up, ask questions and raise concerns
- creating, regularly testing and reviewing emergency and disaster management plans. This must include working with older people in your care, their supporters and workers.

It also includes **clarified expectations** that can be demonstrated by:

- supporting older people to be involved in partnership with their care
- understanding that those partnerships need to meet the different needs and support accessibility for Aboriginal and Torres Strait Islander persons
- understanding that there are specific requirements for a quality aged care system. A system that considers a range of information such as quality indicator data and feedback from supporters and workers
- using and maintaining policies and procedures that are clear, accessible and used by workers and relevant people.

This Standard helps you **focus** on how you:

- partner with older people from different backgrounds
- promote a culture of quality, safety and inclusion that supports older people and workers
- are accountable and have quality systems in place
- plan and support your workforce to deliver great care
- plan and manage emergencies and disasters.



How can you demonstrate conformance with strengthened Quality Standard 2?

To show that you conform with the strengthened Quality Standards, you should review your service's systems and processes. Then look at how these are put into practice.

This means you should:

- make sure you have clearly documented systems and processes
- use monitoring tools to check processes are being followed and find opportunities for improvement
- work with older people receiving care to understand their experience and care outcomes
- ask for feedback from your governing body, managers, workers and others involved in delivering care and services
- use feedback to improve your care and services.

Examples of areas you should consider for strengthened Quality Standard 2 include how your service:

- works with older people receiving care to support the governance, design, evaluation and improvement of quality care and services. You can do this by partnering with older people in your care to create accessible, appropriate and culturally safe care and services
- supports older people to partner with you and your workers in their care. You can do this by making sure they understand how they can take part in ways that suit their needs
- assesses if workers are following your quality management system. You can do this with performance assessments and system checks
- makes sure there is an effective training system in place. This includes necessary skills so workers can effectively do their jobs.



Reflective questions for providers

- How do you make sure your governing body encourages a culture of safety and quality and drives and monitors quality improvements?
- How do you partner with older people receiving care to improve the quality of care and workforce systems?
- How do you partner with older people receiving care, their supporters, and workers to support your strategic planning and improvements to the quality of care and services?

What can you do to show that your workers:

- feel confident to contribute and improve how the service delivers safe, quality care to older people?
- know about your governance systems that support delivering safe, quality and person-centred care for everyone receiving care?
- are following your service's policies and procedures?





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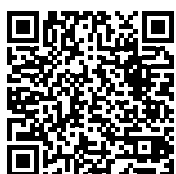
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Resources



Strengthened Quality Standards resources

www.agedcarequality.gov.au/providers/quality-standards/strengthened-quality-standards



Strengthened Quality Standards Resource Centre

www.agedcarequality.gov.au/quality-standards-resource-centre

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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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