



Australian Government
Australian Aged Care Quality Agency

Communique 2

Update from Standards Guidance Reference Group meeting - 2 November 2017

The Australian Aged Care Quality Agency (the Quality Agency) is currently working on Guidance material to support the (draft) new aged care quality standards developed by the Department of Health. In order to ensure that the Guidance material is relevant and practical, the Quality Agency is consulting with its Standards Guidance Reference Group (SGRG) throughout the Guidance development process.

Formed on 28 September 2017, the SGRG is comprised of representatives from consumer groups, service providers and industry experts. The SGRG meets on a monthly basis to workshop the development of the draft guidance and provide feedback from their networks.

At the 2 November meeting, the SGRG agreed on terms of reference noting that a statement would be included to make reference to the group having a role in the evaluation of the Guidance material for the new standards.

Based on the feedback from the last meeting, the key principles for the Guidance material have been developed. The Guidance Material will:

- focus on outcomes for consumers
- recognise diversity of aged care consumers and settings
- use inclusive language and terms to reflect differing circumstances
- be relevant to applicable services
- be underpinned by evidence in literature and reflect best practice
- support consistency of quality assessment and findings of non-compliance
- be non-prescriptive in the way in which an outcome can be demonstrated (This approach recognises that providers will pursue quality, in a manner that best suits their consumer needs and choices, and the individual characteristics of the aged care service)
- be proportionate to the care setting and service environment
- identify links to related organisational requirements and consumer outcomes
- be worded to support continuous improvement and learning, and
- subject to regular and timely review and revision.

At the meeting, the group discussed that the purpose and primary audience of the Guidance is service providers. Feedback about the level at which the material should be targeted and recognising the diversity the aged care sector was discussed.

Members agreed that the Guidance should be appropriate for the broad range of service providers, and be accessible to operational staff within each organisation. A proposed format for organising the Guidance was also discussed and feedback regarding the need to review the format after the Guidance is developed was also discussed.

Following feedback from members, the proposed approach to the design of the Guidance material now includes the following objectives:

- Guidance will be developed to be accessible in a variety of platforms such as PDF, web-based content and plain-text accessible format.
- Web content and links will include:
 - relationships and links to other standards
 - examples of evidence specific to each service type
 - examples of case stories
 - information for consumers
 - links to additional resources, tools and references
 - glossary of terms.
- Education resources and other material will support the implementation of the standards. Case studies will be sought throughout the Guidance development process, and several members volunteered to provide the following case studies:
 - Risk and autonomy in home care
 - Strengthening governance
 - Antimicrobial requirements.
- A workshop was held on what would be the expected evidence requirement for organisational outcomes of Standards 1 - *Consumer dignity and choice* and 8 - *Organisational governance*. This input will be incorporated into the draft Guidance and will be circulated to members for dissemination to their networks for input.
- Evidence requirements in the draft guidance for Standards 2 - *Personal care and clinical care*, 3 - *Personal care and clinical care* and 4 - *Services and supports for daily living**. This feedback will be incorporated into the next versions of the Guidance and re-presented to members at the next SGRG.

The next meeting is 30 November 2017.

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*services and support for living include, but are not limited to, food services, domestic assistance, home maintenance, transport, recreational and social activities.