



## **Communique 8**

### **Eighth Meeting of the Standards Guidance Reference Group**

- The Standards Guidance Reference Group (SGRG) convened for a face-to-face meeting on 7 June 2018.
- Members reviewed the public consultation feedback summary log, which outlined common areas of feedback. Over 100 submissions were received and the majority had been considered and incorporated, where appropriate, into the draft guidance. The chair advised that further work was underway on the guidance for *Standard 3 - Personal care and clinical care* and *Standard 8 - Organisational governance*, and these would be provided to members for review after the public feedback had been incorporated. The key themes received from the public feedback included:
  - Greater emphasis on and examples of the guidance as it applies in community care and other non-residential aged care settings.
  - Strengthen the role of advocacy in aged care and supporting vulnerable consumers to engage.
  - More emphasis on how to demonstrate best practice.
  - A need to focus on spiritual wellbeing, as well as clinical aspects of care.
  - Reduce duplication of information.
  - Provide a set of definitions of key terms.
- Members reviewed the current version of the draft guidance, discussed the key changes, and provided feedback on gaps and areas where the guidance needed to be further strengthened or clarified. The key themes included:
  - More concrete examples and case studies required.
  - Need to be more accessible to all staff levels, and consider resources and tools such as webinars or short videos to engage staff.
  - Refinement of language, needs to be less finite in areas.
  - A consistent approach to the depth of information across standards.
- Members sought clarification on the applicability of the standards. The chair noted that applicability is determined by the Department of Health and this information is available on their website.
- Members noted a debrief was held with service providers who participated in the pilots on 6 June 2018. The feedback from service providers was that they were able to provide sufficient evidence to demonstrate compliance with the draft aged care quality standards and that the guidance material was useful.
- A presentation on the Consumer Resources Project, which is developing key messages for consumers to support the implementation of the draft aged care standards was delivered to members. Members noted the project was progressing well and providing unique insights into the information needs of consumers of aged care and their carers (members asked for a further update on this project at the next meeting.)
- Members discussed the details of education activities being undertaken to assist surveyors, providers and relevant stakeholders to understand the new standards. Members noted that these activities would commence from July 2018.
- Members were provided with an update on the Computer Assisted Audit Tool (CAAT) which is used by quality surveyors to capture information during assessment visits. It was discussed that over time CAAT will provide data that will allow the Quality Agency to better understand how the aged care sector is performing against regulatory requirements.
- An update on the status of the Evaluation Framework of the Standards Guidance Implementation was provided to members.

- Members noted the next meeting will be convened in late October 2018 and will include an update on the guidance material, interim outcomes of the evaluation of the standards guidance implementation and the consumer resources project.

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