

## Summary of proposed new Draft Standards 1 - 8

**NOTE:** Please refer to the *Single Aged Care Quality Framework - Draft Quality Standards Consultation Paper*<sup>1</sup> for a detailed explanation of how the proposed standards are designed to work.

These proposed standards will replace the current 44 Accreditation Standards<sup>2</sup>.

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### Application of standards to organisations

The standards that will apply to organisations will depend on the type of care and services that they provide. For example, we expect that all organisations would comply with:

- Standard 1 - Consumer dignity, autonomy and choice
- Standard 2 - Ongoing assessment and planning with consumers
- Standard 6 - Feedback and complaints
- Standard 7 - Human resources
- Standard 8 - Organisational governance.

However, some standards will apply only where the organisation is providing particular types of care and services. For example:

- Standard 3 (Delivering personal care and/or clinical care) will only apply to organisations that provide personal care or clinical care or both. This standard will apply to all organisations providing residential care, most organisations providing home care and flexible care, but it may not apply to all organisations providing CHSP services
- Standard 4 (Delivering lifestyle services and supports) will likely apply to organisations that are also providing personal care or clinical care, but it could also apply to organisations that are only providing lifestyle services and supports
- Standard 5 (Service environment) will only apply where the organisation is delivering care through a physical environment - for example, residential care services, multi-purpose services, day therapy services, and overnight respite services. The standards have been structured so that organisations will only have to meet the standards that are relevant to them.

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<sup>1</sup> Draft Quality Standards Consultation Paper (MS Word) 410.3 kB  
<http://bit.ly/2mpyQC0> (PDF <http://bit.ly/2mpVdYy> 1.1mb)

<sup>2</sup> Current 44 Accreditation Standards: <http://bit.ly/2mKRJ5C>

## Standard 1. Consumer dignity, autonomy and choice

<b>Consumer outcome</b>
I am treated with dignity and respect, and can maintain my identity. I can make choices about my care and services and how they support me to live the life I choose.
<b>Organisation statement</b>
The organisation: <ul style="list-style-type: none"><li>◆ has a culture of inclusion, acceptance and respect for consumers</li><li>◆ supports consumers to exercise choice and independence.</li></ul>
<b>Requirements</b>
The organisation demonstrates the following: <ul style="list-style-type: none"><li>1.1 Each consumer is treated with dignity and respect.</li><li>1.2 Each consumer's identity, culture and diversity is respected.</li><li>1.3 Consumers are able to (or, when needed, supported to):<ul style="list-style-type: none"><li>a. exercise autonomy</li><li>b. exercise choice and make decisions about their own care and the way that care and services are delivered</li><li>c. make connections with others and maintain relationships of choice.</li></ul></li><li>1.4 Where a consumer's choices involve risk to their health and/or safety, they are supported to understand the risks, the potential consequences to themselves and others, and how varying degrees of risk can be managed to assist the consumer to live the way they choose.</li><li>1.5 Information provided to consumers:<ul style="list-style-type: none"><li>a. is current, accurate and effectively communicated in a form that the consumer understands</li><li>b. is timely and supports them to exercise choice.</li></ul></li><li>1.6 Each consumer's personal privacy and confidentiality is respected and upheld.</li></ul>

## Standard 2. Ongoing assessment and planning with consumers

<b>Consumer outcome</b>
I am a partner in the ongoing assessment and planning of my care and services.
<b>Organisation statement</b>
The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and wellbeing in accordance with the consumer's needs, goals and preferences.
<b>Requirements</b>
<p>The organisation demonstrates the following:</p> <ul style="list-style-type: none"><li>2.1 Ongoing partnership with the consumer and/or their family and carer in assessment and planning of their care and services.</li><li>2.2 Assessment and planning:<ul style="list-style-type: none"><li>a. identifies the consumer's current needs, goals and preferences</li><li>b. focuses on optimising health and wellbeing</li><li>c. includes the role of, and relevant information from, other providers, organisations and individuals in responding to the needs and preferences of the consumer</li><li>d. is reviewed regularly and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer</li><li>e. informs the delivery of safe and quality care and services</li><li>f. includes advance care planning and end of life planning if the consumer wishes</li><li>g. is documented in a care and services plan that is available where the care and services are provided and to the consumer if requested.</li></ul></li><li>2.3 Care and services are implemented and continuously monitored and evaluated for effectiveness.</li><li>2.4 Effective and timely collaboration and communication with others responds to the needs, goals and preferences of, and risks to, the consumer to ensure the continuity of care and services.</li></ul>

### Standard 3. Delivering personal care and/or clinical care

<b>Consumer outcome</b>
I get personal care and/or clinical care that is safe and right for me.
<b>Organisation statement</b>
Personal care and clinical care services are delivered in accordance with the consumer's needs and preferences to optimise health and wellbeing and to maximise the consumer's function.
<b>Requirements</b>
<p>The organisation demonstrates the following:</p> <ul style="list-style-type: none"><li>3.1 Personal care is safe, effective, aligns with the consumer's preferences, and optimises their health and wellbeing.</li><li>3.2 Clinical care is best practice, appropriate to the consumer, involves shared decision making and optimises the consumer's health and wellbeing.</li><li>3.3 The needs and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.</li><li>3.4 Sudden or unexpected deterioration or change of a consumer's function, capacity or physical condition is recognised and responded to in a timely manner.</li><li>3.5 Where care that the consumer requires is not an expected component of services provided, the service facilitates timely referrals to other providers, organisations and individuals.</li><li>3.6 Critical information about the consumer's condition, needs and preferences is communicated within the organisation or with relevant others where responsibility for care is shared and care is coordinated.</li><li>3.7 Identification and management of high-impact or high-prevalence risks associated with the care of each consumer, including but not limited to falls, pressure injuries, medication misadventure, choking, malnutrition, dehydration, pain and delirium.</li><li>3.8 Minimisation of infection-related risks to consumers, workforce and the broader community through implementing:<ul style="list-style-type: none"><li>a. standard and transmission-based precautions to prevent and control infection</li><li>b. antimicrobial stewardship.</li></ul></li></ul>

## Standard 4. Delivering lifestyle services and supports

<b>Consumer outcome</b>
I get the services and supports I need to help me do the things I want to do.
<b>Organisation statement</b>
The organisation facilitates the consumer's access to services and supports that enhance wellbeing and quality of life.
<b>Requirements</b>
<p>The organisation demonstrates the following:</p> <ul style="list-style-type: none"><li>4.1. Lifestyle services and supports:<ul style="list-style-type: none"><li>a. are aligned with the consumer's needs and preferences</li><li>b. focus on optimising the consumer's wellbeing and quality of life.</li></ul></li><li>4.2. Consumers are supported to:<ul style="list-style-type: none"><li>a. participate in the community within and outside the service</li><li>b. select and maintain social and personal relationships</li><li>c. do the things of interest to them.</li></ul></li><li>4.3. Information about the consumer's needs and preferences is communicated within the organisation and with relevant others where responsibility for services is shared and services are coordinated.</li></ul>

## Standard 5. Service environment

Consumer outcome
I feel safe and comfortable in the service's physical environment.
Organisation statement
The organisation provides a safe, secure and comfortable service environment that promotes independence, function and enjoyment.
Requirements
<p>The organisation demonstrates the following:</p> <ul style="list-style-type: none"><li>5.1. Consumers experience:<ul style="list-style-type: none"><li>a. a safe, clean, secure, well-maintained and comfortable service environment</li><li>b. a welcoming and culturally appropriate service environment comfortable internal temperatures, ventilation and noise levels</li><li>c. suitable furniture and equipment.</li></ul></li><li>5.2. The design and layout of the service optimises consumer independence and function.</li><li>5.3. Consumers can move freely within the service environment, including both indoor and outdoor areas.</li><li>5.4. Consumers can personalise their environment.</li></ul>

## Standard 6. Feedback and complaints

<b>Consumer outcome</b>
When I give feedback or make complaints, I see appropriate action taken. I feel safe and comfortable making complaints.
<b>Organisation statement</b>
Regular input and feedback from consumers, carers, the workforce and others is sought and is used to inform individual and organisation-wide continuous improvements.
<b>Requirements</b>
<p>The organisation demonstrates the following:</p> <ol style="list-style-type: none"><li>6.1. The organisation uses an effective feedback and complaints resolution system based on fairness, accessibility, responsiveness, open disclosure, resolution and learning.</li><li>6.2. Regular feedback is sought from consumers, carers, the workforce and others about their experiences of the service.</li><li>6.3. Consumers, carers and others are encouraged and supported to make complaints, provide feedback and access advocacy services, language services and other mechanisms for resolving complaints.</li><li>6.4. The workforce is supported to recognise, report and appropriately respond to complaints.</li><li>6.5. Systems are in place to ensure information from feedback and complaints is used to drive continuous improvement in the quality of care and services.</li></ol>

## Standard 7. Human resources

<b>Consumer outcome</b>
I get quality care and services when I need them from people who are knowledgeable and considerate.
<b>Organisation statement</b>
The organisation has sufficient skilled and qualified workforce to provide safe, respectful and quality care and services.
<b>Requirements</b>
<p>The organisation demonstrates the following:</p> <ul style="list-style-type: none"><li>7.1. Sufficient workforce to deliver and manage safe and quality care and services.</li><li>7.2. Each member of the workforce:<ul style="list-style-type: none"><li>a. interacts with consumers in a way that is culturally appropriate, respectful and considerate</li><li>b. has the skills, capabilities, qualifications, knowledge, attributes and attitude to effectively perform their role.</li></ul></li><li>7.3. The workforce is supported, trained and equipped to deliver the outcomes required by these standards.</li><li>7.4. The organisation listens to, and communicates with, the workforce about the safety and quality of care and services.</li><li>7.5. Ongoing assessment, monitoring and review of:<ul style="list-style-type: none"><li>a. the roles, responsibilities and accountabilities of the workforce</li><li>b. the suitability of the staffing model to deliver safe and quality care and services</li><li>c. the performance of each member of the workforce.</li></ul></li></ul>



## Standard 8. Organisational governance

<b>Consumer outcome</b>
I am confident the organisation is well run and that the consumer voice and experience is sought and heard.
<b>Organisation statement</b>
The governing body is accountable for safe and quality care and services.
<b>Requirements</b>
<p>The organisation demonstrates the following:</p> <ul style="list-style-type: none"><li>8.1. The organisation partners with consumers in the planning, delivery and evaluation of care and services.</li><li>8.2. Defined roles, responsibilities and accountabilities within the organisation that are clearly assigned to, and understood by, the workforce.</li><li>8.3. Organisation-wide systems for:<ul style="list-style-type: none"><li>a. reviewing compliance with legislative requirements and relevant standards</li><li>b. continuous improvement that focuses on safe and quality care and services</li><li>c. risk management that incorporates identification, analysis and management of risks and incidents that impact on consumers or on the provision of care and services</li><li>d. information management.</li></ul></li><li>8.4. The organisation's governing body:<ul style="list-style-type: none"><li>a. makes quality care and services an organisational priority</li><li>b. seeks, listens to and learns from the experience of consumers, carers, the workforce and community</li><li>c. provides integrated corporate and clinical governance and leadership and sets strategies to deliver safe and quality care and services that enhance the consumer's quality of life</li><li>d. monitors and supervises the performance of the organisation against the standards.</li></ul></li></ul>