



Australian Government

Department of Health and Aged Care

# Revised Aged Care Quality Standards

Public Consultation





# Acknowledgment of Country

The Department of Health and Aged Care acknowledges First Nations peoples as 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 all Elders both past and present.



Artist: Chern'ee Sutton

# Panel

- **Joshua Maldon**
  - Assistant Secretary, Choice and Transparency Branch, Department of Health and Aged Care
- **Simon Christopher**
  - Director, Aged Care Quality Standards Section, Department of Health and Aged Care
- **Margaret Banks**
  - Director, Australian Commission on Safety and Quality in Health Care
- **Facilitator:** Andrea Matthews, mpconsulting



# Today's Agenda

1. Introduction and housekeeping
2. Development of the revised Aged Care Quality Standards
3. Overview of the Quality Standards
4. Q&A session 1
5. Brief overview of each Quality Standard
6. Q&A session 2
7. Public Consultation
8. Next Steps
9. Q&A session 3



## Section 1

# Development of the revised Aged Care Quality Standards



# Review

We are currently reviewing the Quality Standards

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As part of the improvements being made to the aged care system, the Department of Health and Aged Care is reviewing the current Aged Care Quality Standards.

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# The Royal Commission and its findings

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The Royal Commission highlighted that there are improvements to be made to the Quality Standards:

- Need ***more detail*** on what people expect from aged care
- Providers need ***clear and detailed actions*** to help them deliver high quality care
- Requirements need to be ***less subjective*** and ***more measurable***
- Need to better reflect ***governance, diversity, dementia, food and nutrition, and clinical care***
- Need to be ***person-centred***



# The current review of the Quality Standards

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In 2021, the Australian Government announced an urgent review to enhance the Quality Standards, by making them:





# Independent evaluation and findings

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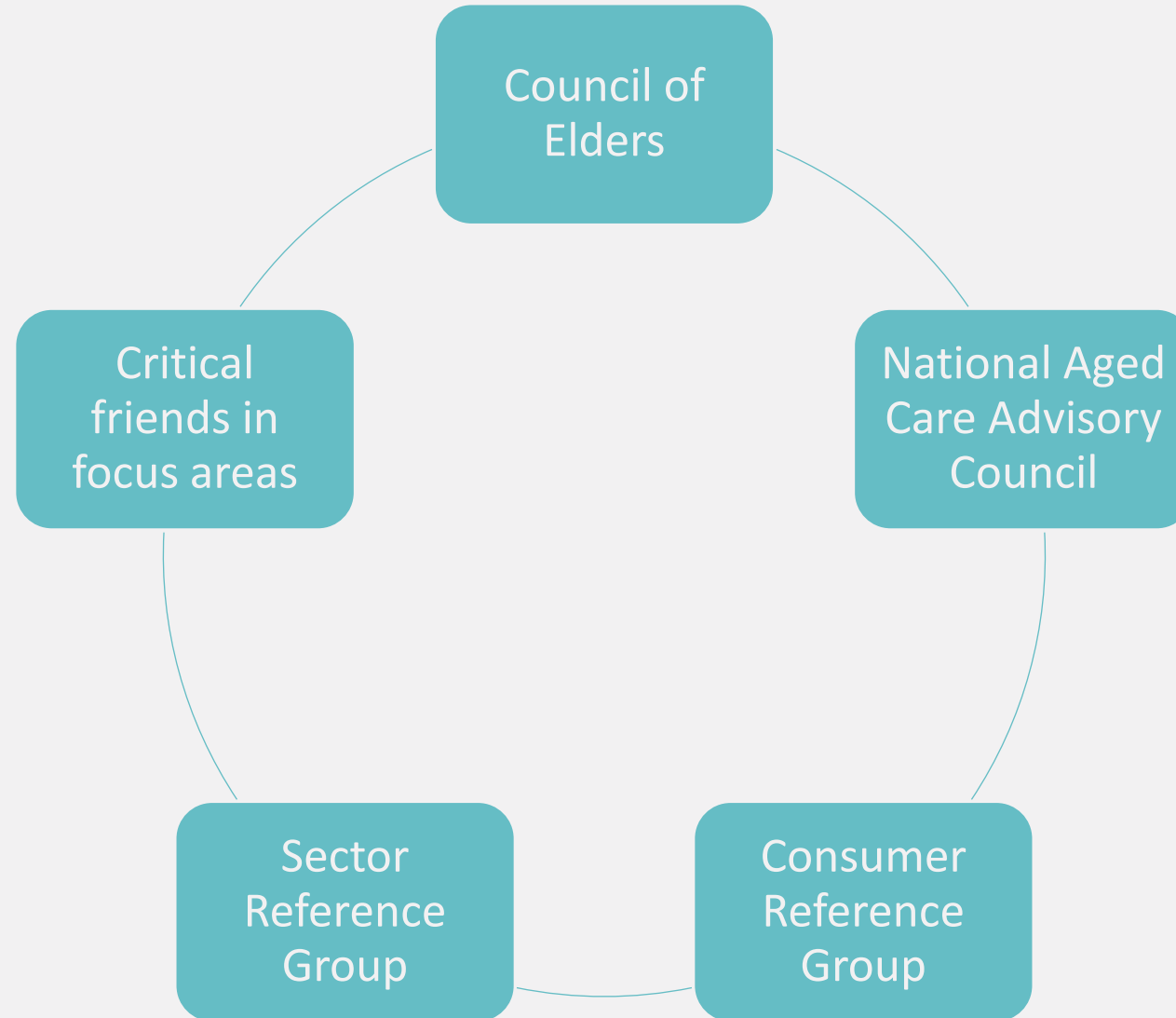
In 2021, KPMG evaluated the impacts of the Quality Standards and opportunities for improvement through large-scale ***engagement with over 1,600 people.***

KPMG identified some issues with the Quality Standards:

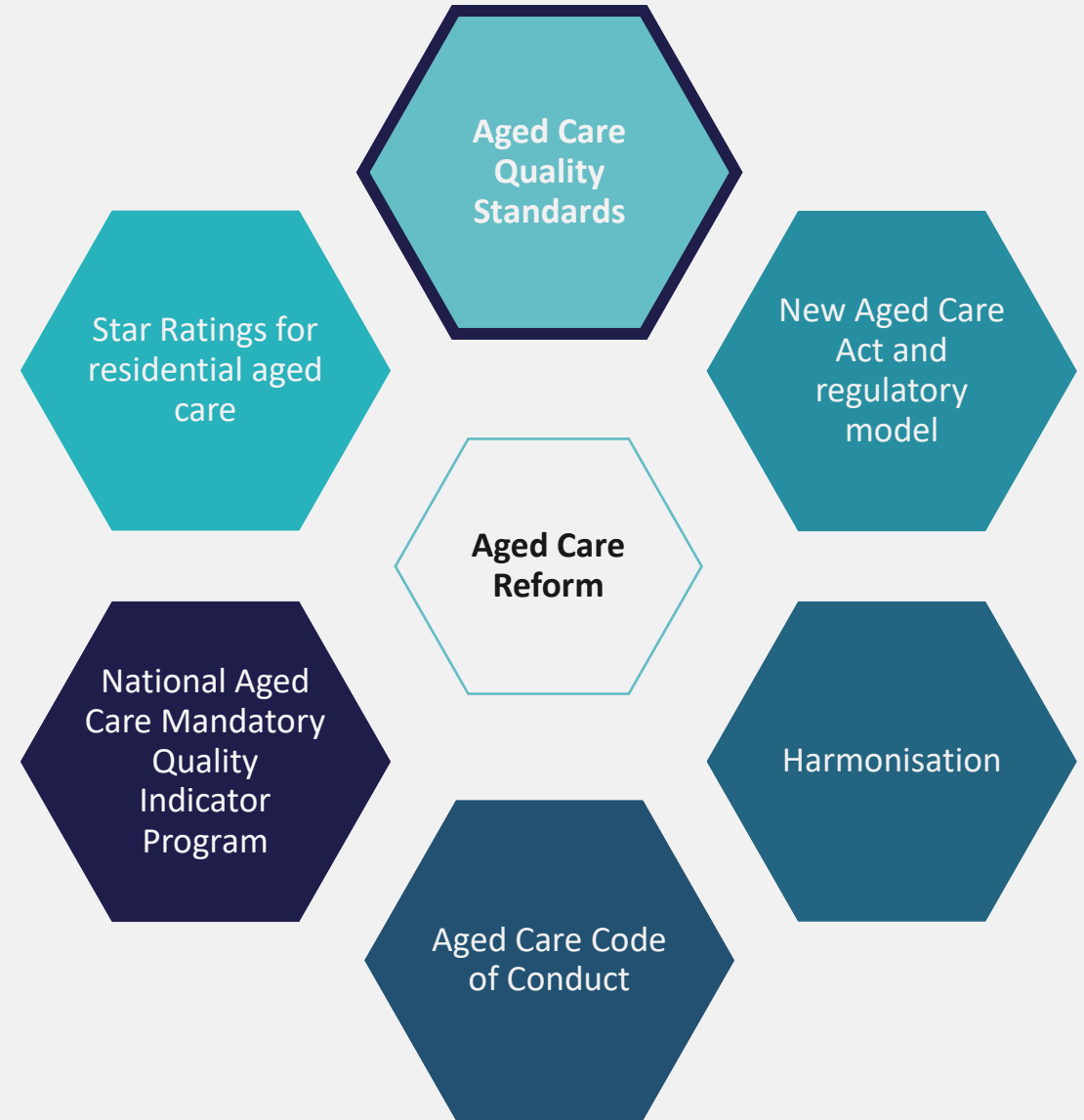
- Not enough information on ***how to implement*** the Quality Standards
- Providers face multiple implementation ***barriers***
- Challenges in understanding how to ensure ***cultural safety*** and ***cultural diversity, dignity of risk, best practice,*** and ***governance***
- Challenges in understanding ***how providers are assessed*** against the Quality Standards

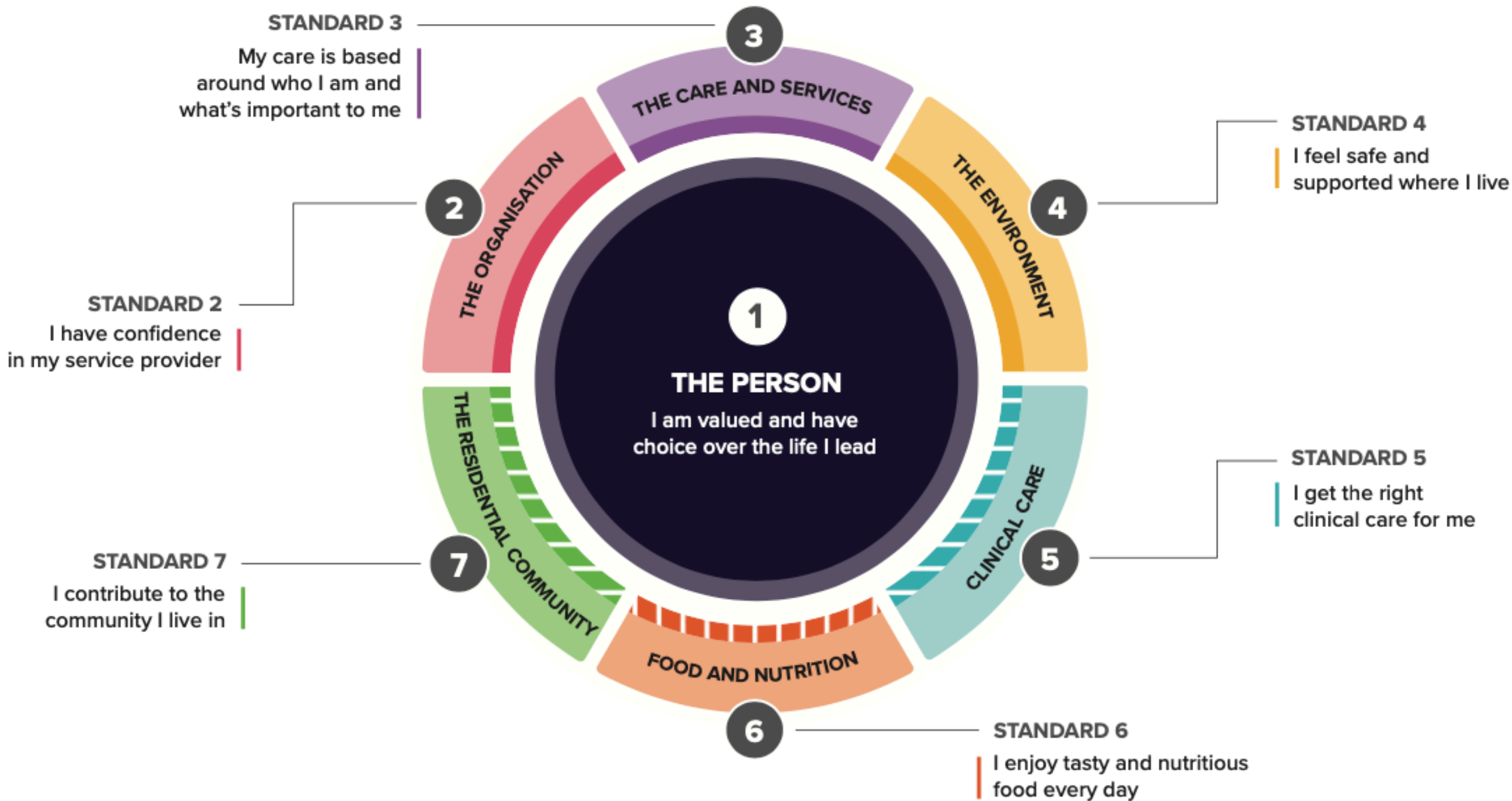


# Continued engagement



# How do the Quality Standards fit within the aged care quality system?

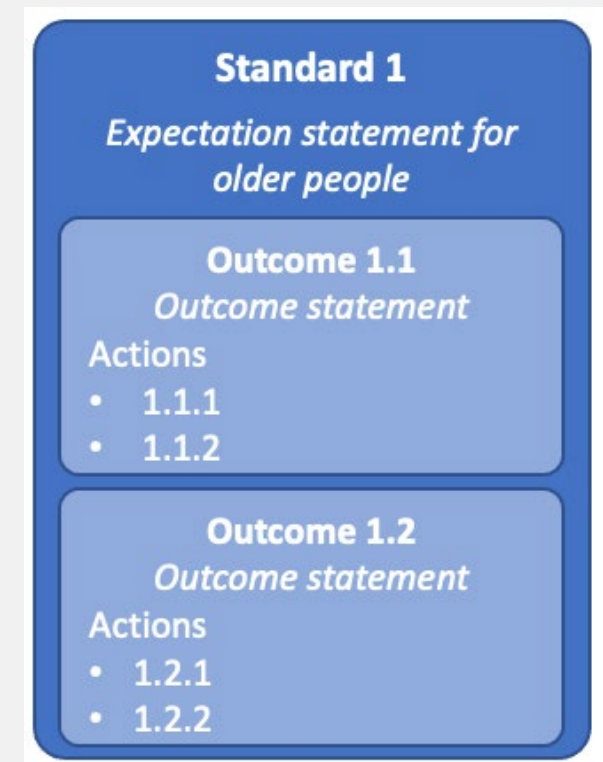






# Structure of the Quality Standards

- The structure of the Quality Standards has been adjusted to include for each standard:
  - an **expectation statement** for older people that describes what they can expect from their provider in relation to that standard
  - a **number of outcomes**, each supported by:
    - an **outcome statement**, which is what the provider would be assessed against
    - a **number of actions**, which are how the provider might demonstrate achievement of the outcome

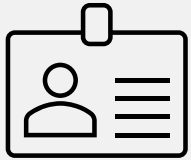


# How will the Quality Standards affect you?



## OLDER AUSTRALIANS

The revised Quality Standards ***strengthen the focus on outcomes*** for older Australians, including by focusing on choice, inclusion and quality of life. This will be supported by the consumer outcome statements that simply state what older people can expect from their provider.



## PROVIDERS

The revised Quality Standards include 142 actions that seek to help providers and workers to ***understand what is required to achieve the outcomes described***. There will be enough detail to make it clear what is expected of providers while giving them enough flexibility to innovate and provide care in a way that best suits each individual.



## GOVERNMENT

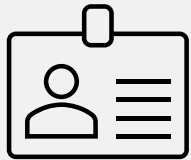
The requirements in the revised Quality Standards have been ***strengthened*** in relation to: provider governance; food and nutrition; diversity; caring for people with dementia; clinical care; assessment of needs and care planning; and infection prevention and control.

# How will the Quality Standards affect you?



## OLDER AUSTRALIANS

The Quality Standards will define what you can ***expect from your aged care provider.***



## PROVIDERS

Providers will be ***required to meet the outcomes*** described in the Quality Standards and ***demonstrate how they do this.***



## GOVERNMENT

The Aged Care Commission will ***assess provider performance*** against the Quality Standards at regular intervals.

# Application of the Quality Standards

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- Currently, all standards apply to all providers of Commonwealth-funded aged care
- As part of the new regulatory model, Government is exploring options for regulating providers, including a registration approach (similar to the NDIS)
- This enables provider obligations (including the Quality Standards) to be applied based on the level of risk associated with the service types being delivered. For example:
  - **Providers of lower risk services** (such as gardening or cleaning) may not be subject to the Quality Standards (though other regulatory requirements would still apply)
  - **Most providers** would be required to demonstrate their performance against the Quality Standards, which includes four standards that apply regardless of the service type being delivered
  - **Providers of higher risk services** (such as clinical care or residential care) would have additional standards apply, based on those service types

*The new regulatory model is being further explored in a separate consultation process.*





# Assessment of performance

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The Aged Care Quality and Safety Commission will:

- Pilot the Standards and refined audit methodology
- Develop guidance



# Summary of revised Quality Standards

Standards applicable to most providers		
Standard 1: The Person	<ul style="list-style-type: none"> <li>Person-centred care</li> <li>Dignity respect and privacy</li> </ul>	<ul style="list-style-type: none"> <li>Choice, independence and quality of life</li> <li>Transparency and agreements</li> </ul>
Standard 2: The Organisation	<ul style="list-style-type: none"> <li>Partnering with older people</li> <li>Quality and safety culture</li> <li>Accountability and quality systems</li> <li>Risk management</li> <li>Incident management</li> </ul>	<ul style="list-style-type: none"> <li>Feedback and complaints management</li> <li>Information management</li> <li>Workforce planning</li> <li>Human resource management</li> <li>Emergency and disaster management</li> </ul>
Standard 3: The Care and Services	<ul style="list-style-type: none"> <li>Assessment and planning</li> <li>Delivery of care and services</li> </ul>	<ul style="list-style-type: none"> <li>Communicating for safety and quality</li> <li>Coordination of care and services</li> </ul>
Standard 4: The Environment	<ul style="list-style-type: none"> <li>Environment and equipment (at home or in a service environment)</li> </ul>	<ul style="list-style-type: none"> <li>Infection prevention and control</li> </ul>
Additional standards applicable to providers based on service types		
Standard 5: Clinical Care	<ul style="list-style-type: none"> <li>Clinical governance</li> <li>Preventing and managing infections in clinical care</li> <li>Medication safety</li> </ul>	<ul style="list-style-type: none"> <li>Comprehensive care</li> <li>Care at the end of life</li> </ul>
<i>Applies to providers delivering clinical care, in an older person's home or a residential environment</i>		
Standard 6: Food and Nutrition	<ul style="list-style-type: none"> <li>Partnering with older people on food and nutrition</li> <li>Assessment of nutritional needs and preferences</li> </ul>	<ul style="list-style-type: none"> <li>Provision of food and drink</li> <li>Dining experience</li> </ul>
<i>Applies to providers delivering residential care</i>		
Standard 7: The Residential Community	<ul style="list-style-type: none"> <li>Daily living</li> </ul>	<ul style="list-style-type: none"> <li>Planned transitions</li> </ul>
<i>Applies to providers delivering residential care</i>		

# Q&A Session 1

## Section 3

# The revised Quality Standards



# Revisions

## How have the Quality Standards changed?

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We have undertaken significant engagement with the sector to improve the existing Quality Standards and better align them with the outcomes of the Royal Commission.

The revised Quality Standards seek to strengthen requirements to ensure older Australians receive safe, quality and person-centred care.



# Standard 1

## The Person

This Quality Standard includes requirements about treating older people with dignity and respect, recognising individuality and diversity, communicating with older Australian's and respecting an older Australian's autonomy and dignity of risk.



[AgedCareEngagement.health.gov.au](https://AgedCareEngagement.health.gov.au)



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Aged Care Quality Standards



**I am valued  
and have  
choice over  
the life I lead.**

Standard 1, The Person

*Have your say,*  
**because quality  
aged care matters.**

The Aged Care Quality Standards are more than just a document. The Standards provide a shared understanding of what is expected in aged care, making quality everyone's business.





## Key changes for Standard 1

- Similar to the current Standard 1, with a focus on the older person
- Retains many existing concepts, including:
  - treating older people with dignity and respect
  - valuing individual culture and diversity
  - respecting privacy
  - current, accurate and timely information
- Strengthens the focus on some concepts, including:
  - person-centred care
  - culturally safe care
  - trauma aware and healing informed care
  - decision-making
  - dignity of risk



# Standard 2

## The Organisation

This Quality Standard includes requirements about organisational governance, accountability and culture, including management systems (to manage quality, risks, incidents, complaints, information, etc.) and human resourcing.

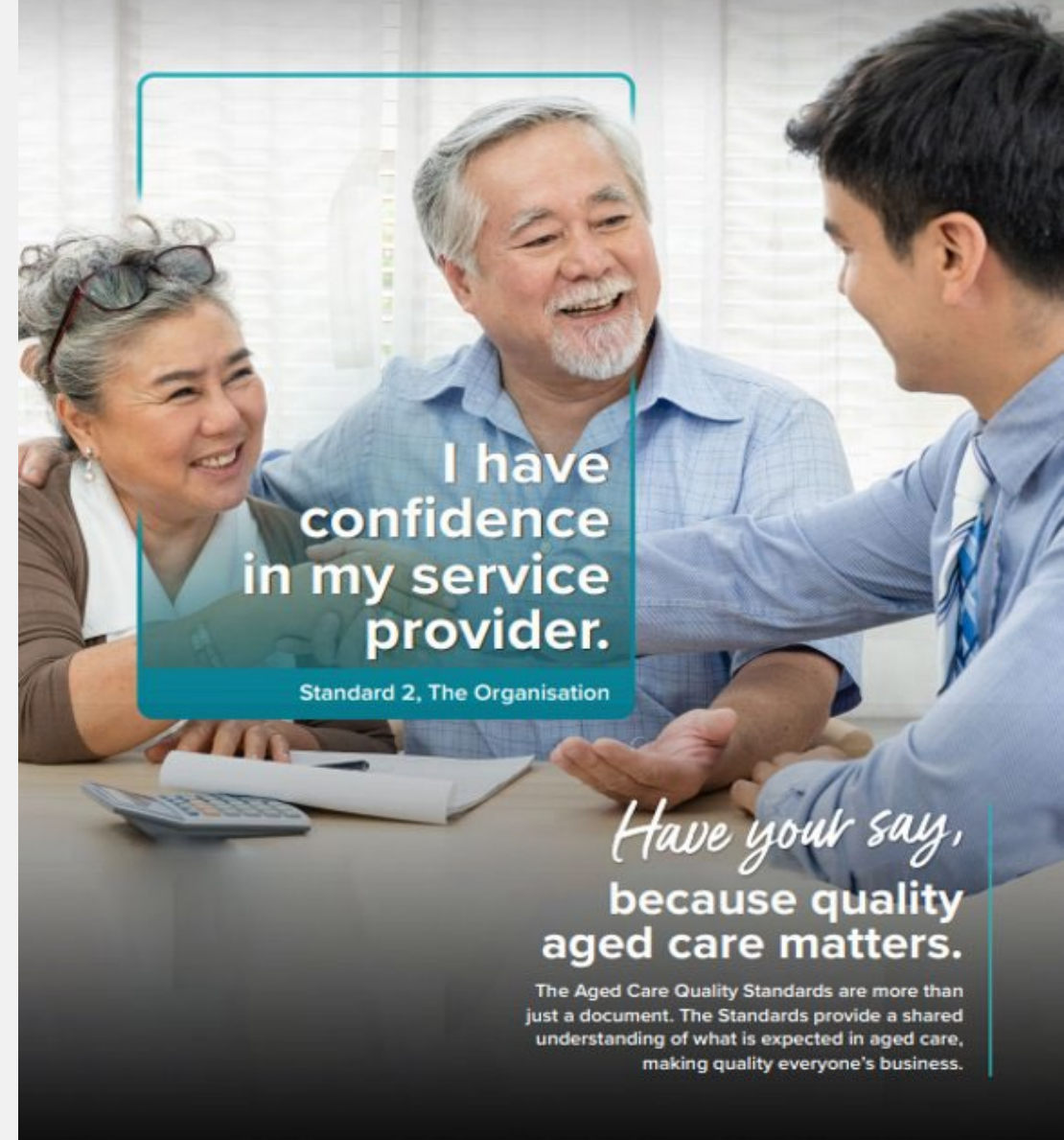


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**I have  
confidence  
in my service  
provider.**

Standard 2, The Organisation

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## Key changes for Standard 2

- Standard 2 draws on Standards 6, 7 and 8 from the current Quality Standards
- Retains many existing concepts, including requirements re:
  - supporting older people to make complaints, responding to complaints, open disclosure and using complaints to inform improvements
  - worker competency, training and support and monitoring worker performance
- Strengthens the focus on some concepts, including:
  - partnering with older people to inform care and services
  - quality and safety culture
  - accountability and quality systems
  - workforce planning
  - emergency and disaster management



# Standard 3

## The Care and Services

This Quality Standard includes requirements about assessment and planning, communicating information about care and services, and delivering care and services in line with an older Australian's needs, goals and preferences.



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**My care  
is based  
around who I  
am and what's  
important to me.**

Standard 3, The Care and Services

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aged care matters.**

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## Key changes for Standard 3

- Standard 3 draws on Standard 2 and parts of Standards 3 and 4 from the current Quality Standards
- Retains many existing concepts, including:
  - assessment and planning – however, includes more detailed requirements re the matters to be captured in care plans and how care plans inform care delivery
- Strengthens the focus on some concepts, including:
  - delivering care and services in a way that supports independence and quality of life
  - supporting people living with dementia
  - communicating re an older person's care and services
  - coordination of care





# Standard 4

## The Environment

This Quality Standard includes requirements about the physical environment in which care and services are delivered as well as infection prevention and control.



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**I feel  
safe and  
supported  
where I live.**

Standard 4, The Environment

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aged care matters.**

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## Key changes for Standard 4

- Standard 4 draws on Standard 5 and parts of Standard 3 from the current Quality Standards
- Retains many existing concepts, including:
  - safe, clean and well-maintained service environment
  - service environment that enables people to move freely indoors and outdoors
  - fit for purpose equipment
- Strengthens the focus on some concepts, including:
  - environmental risk assessment in an older person's home
  - infection prevention and control





# Standard 5

## Clinical Care

This Quality Standard includes requirements specific to the delivery of clinical care including in relation to clinical governance, medication management, reducing clinical risks and palliative care.

This Quality Standard is intended to apply to providers providing clinical care, whether it is in the home or a residential environment.

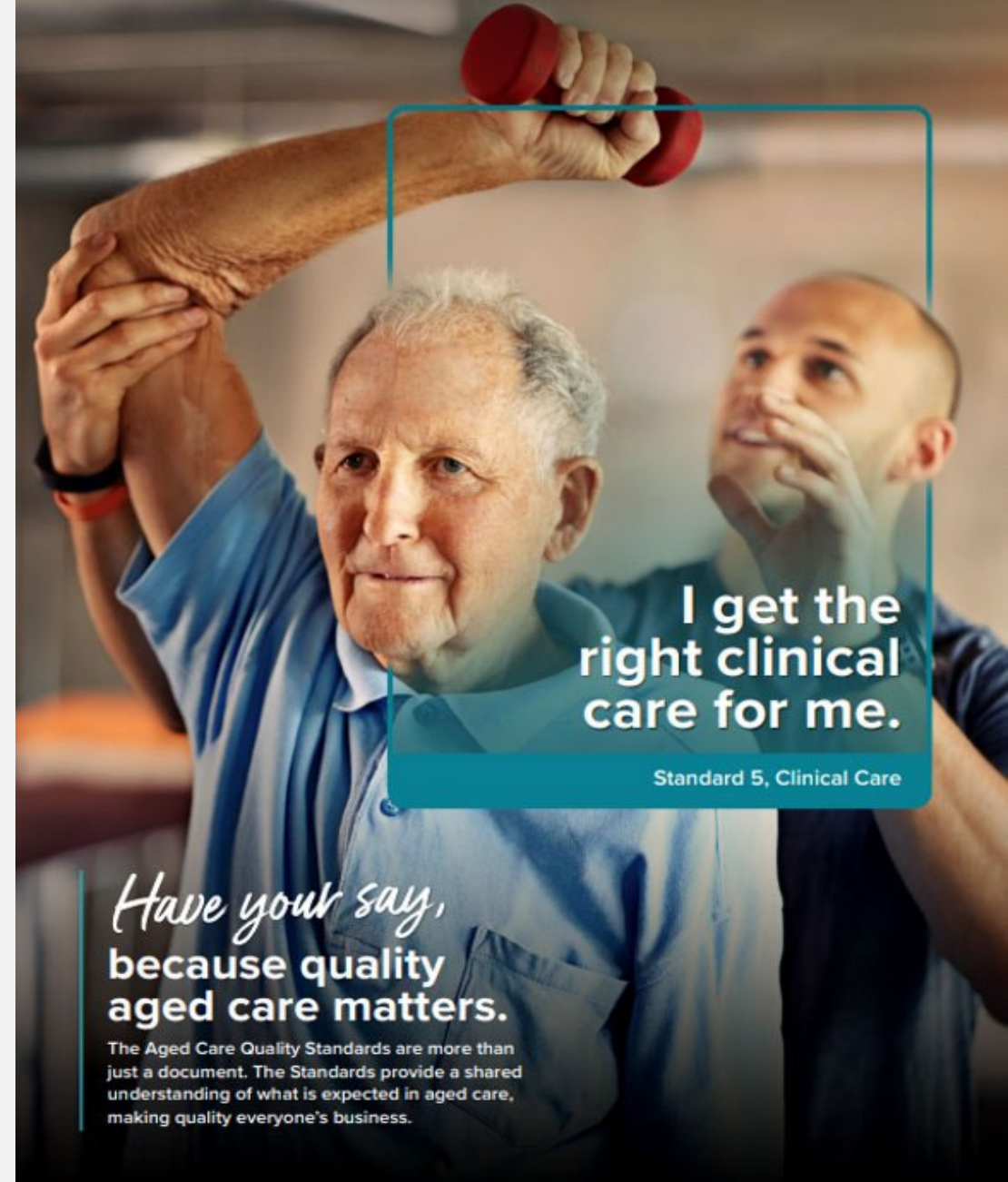


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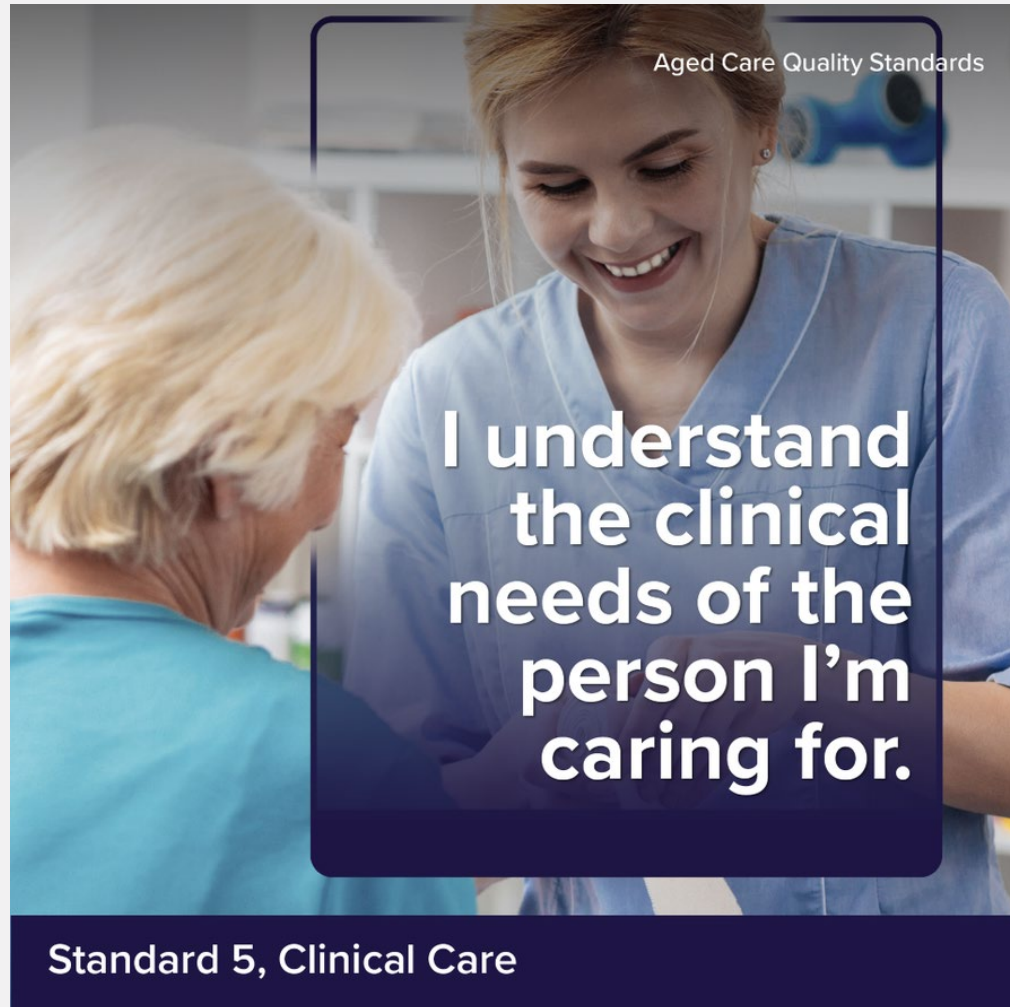
**I get the  
right clinical  
care for me.**

Standard 5, Clinical Care

*Have your say,*  
**because quality  
aged care matters.**

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## Key changes for Standard 5

- Standard 5 draws on parts of Standards 2, 3 and 8 from the current Quality Standards
- Retains many existing concepts, including:
  - delivering care in line with the person's assessed needs, goals and preferences
  - implementing a clinical governance framework
  - antimicrobial stewardship
  - maximising dignity for older people nearing end of life
- Strengthens the focus on some concepts, including:
  - use of digital clinical information systems
  - medication safety
  - reducing and managing specific clinical risks



# Standard 6

## Food and Nutrition

This Quality Standard includes requirements about identifying and monitoring consumer food and drink needs. It also includes providing appetising and nutritious food and drinks, and an enjoyable dining environment.

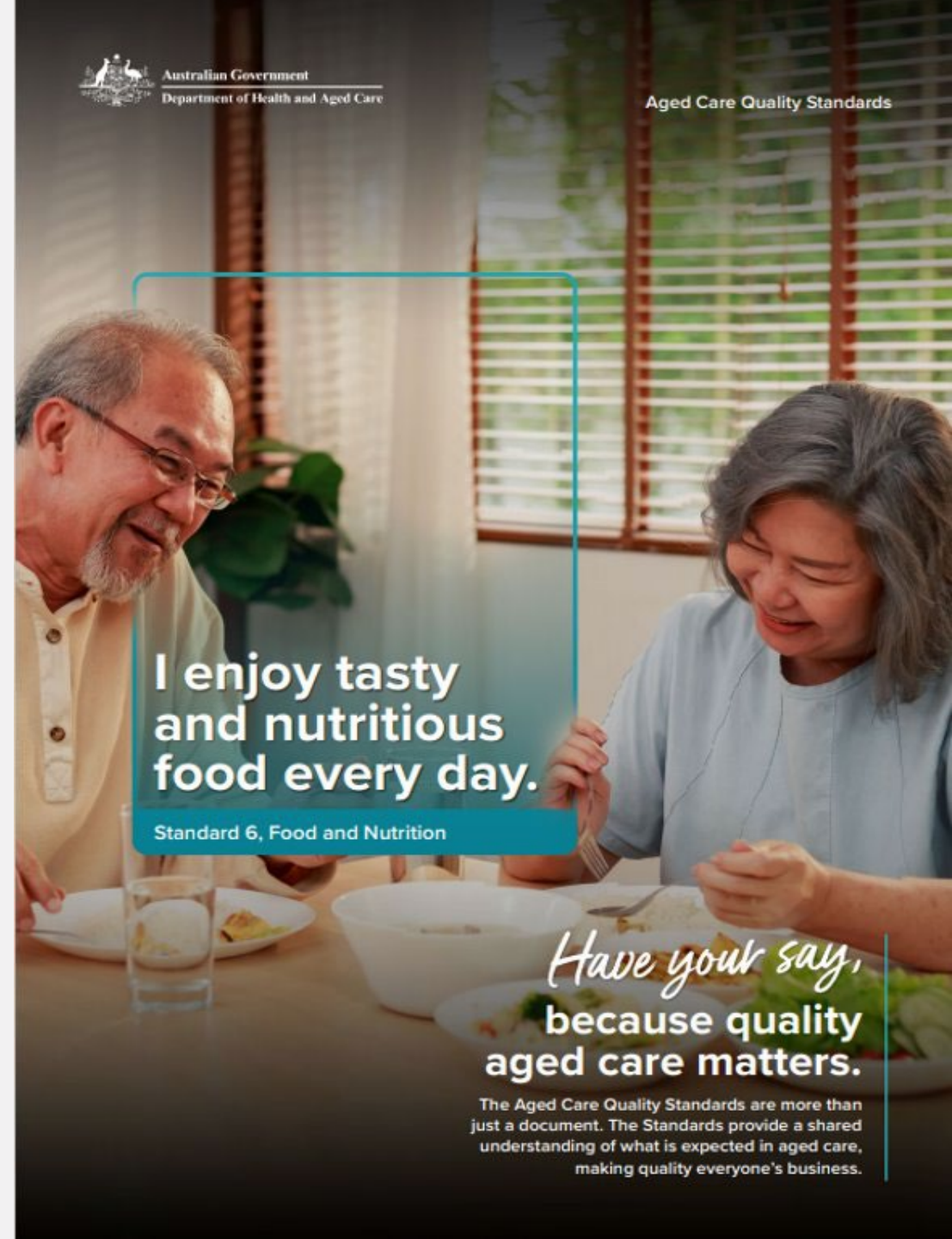


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**I enjoy tasty  
and nutritious  
food every day.**

Standard 6, Food and Nutrition

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aged care matters.**

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## Key changes for Standard 6

- Standard 6 expands significantly on parts of Standards 2 and 4 from the current Quality Standards
- Significantly strengthens requirements around food and nutrition, including:
  - Partnering with older people to provide a quality food service
  - Assessing each person's nutritional needs, including what and how the person likes to eat and drink
  - Provision of food and drink, including re menu design, choice and flavourful meals
  - Providing an enjoyable dining experience





# Standard 7

## The Residential Community

This Quality Standard includes requirements specific to residential care providers, including in relation to services and support for daily living and transfers in care.

This Quality Standard is intended to apply to residential care providers.



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Aged Care Quality Standards



**I contribute to  
the community  
I live in.**

Standard 7, The Residential Community

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## Key changes for Standard 7

- Standard 7 draws on parts of Standards 3 and 4 from the current Quality Standards
- Retains existing concepts, including supporting people to:
  - participate in activities that promote their emotional, spiritual and psychological well-being
  - have social and personal relationships
- Strengthens the focus on some concepts, including:
  - minimising boredom and loneliness
  - supporting people to contribute to their community
  - protecting psychological safety
  - transitioning people to and from the service
  - connections with specialist dementia care services



# Q&A Session 2



## Section 4

# Public Consultation

# Consultation

*Have your say, because quality aged care matters*

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- We want your feedback!
- 6-week public consultation.
- Starting today and concluding on **Friday 25 November 2022.**
- Focus groups – each Standard, home care, rural and remote, First Nations
- Online survey



# What happens after consultation?

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Once consultation finishes, we will:

- **Analyse your feedback** in order to make improvements to the Quality Standards.
- Detail your feedback and the improvements made in a **report to government** late this year.
- **Pilot** and development of **guidance**
- **Legislation** drafting



# Q&A Session 3





**AgedCareEngagement.health.gov.au/  
QualityStandards**



**Phone 1800 318 209**  
(My Aged Care's free call phone line to  
request a copy of the survey)