

Single Aged Care Quality Framework – Draft Aged Care Quality Standards

Closes 21 April 2017

Opened 9 March 2017

Contact

qualityagedcare@health.gov.au

Overview

The Australian Government is committed to the quality of care of older people and considers the health, safety and welfare of aged care recipients a high priority. As part of reforms to the aged care system, the government is developing an end-to-end, market-based system with the sector, where competition and ultimately the consumer, drives quality. This includes a Single Aged Care Quality Framework with:

- a single set of aged care standards for all aged care services
- a streamlined approach for assessing provider performance against quality standards
- improved information on quality to help consumers to make choices about the care and services they need.

A new single set of standards

The Consultation Paper with a draft set of aged care standards and rationale is attached below for feedback.

Note: consultation on the options for assessing performance against aged care quality standards is also open and can be accessed at:

<https://consultations.health.gov.au/aged-care-access-and-quality-acaq/single-quality-framework-assessing-performance>

Why We Are Consulting

We would like your input.

Lodging your submission in response to the Consultation Paper is your opportunity to contribute to, and directly influence, the reforms and the quality of aged care in Australia.

How to make a submission

1. Download and read the Consultation Paper (under the heading below entitled '**Related**'). Please note that these documents are read-only.
2. Complete the [Online Survey](#).
3. Click on '**Submit**'.

The Department will use any information collected in accordance with its [APP Privacy Policy](#) at <http://www.health.gov.au/internet/main/publishing.nsf/Content/privacy-policy>

If any of your responses to the following questions contains personal information of a third party, you warrant that you have obtained the consent of that person to have their personal information disclosed to the Commonwealth for the purposes of this survey.

This consultation closes on Friday 21 April 2017. Late submissions will not be accepted.

Contact

If you are having difficulty completing the online survey, please contact qualityagedcare@health.gov.au for assistance.

Other ways to have your say

The department is holding a webinar on Wednesday 29 March 2017 and regional consultation forums in Geelong, Alice Springs and Townsville during the consultation period.

Information on the webinar and regional forums will be published on the [department's website](#) at <https://agedcare.health.gov.au/quality/single-quality-framework-focus-on-consumers> shortly.

Visit the [department's website](#) at <https://agedcare.health.gov.au/quality/single-quality-framework-focus-on-consumers> to subscribe to announcements and the eNewsletter to keep up to date with important messages affecting the aged care sector, including updates on the Single Aged Care Quality Framework.

Introduction

Thank you for taking the opportunity to read and consider the Consultation Paper.

1. What is your email address?

This information will not be published.

2. Are you answering on behalf of an organisation? If so, please provide your organisation's name.

☐ Yes

☐ No

3. Do you give consent for your submission to be published in whole or in part?

☐ Yes

☐ No

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More detail about you

Please take a few moments to provide us with more information about who you are.

4. What role best describes you? Please select all that apply.

- ☐ Aged care consumer, including family and/or carer
- ☐ Aged care service provider
- ☐ Aged care worker/professional
- ☐ Aged care advocate
- ☐ Peak body - consumer
- ☐ Peak body - provider
- ☐ Peak body - professional
- ☐ Other - please specify below

5. Do you identify with any special needs groups, or, does your organisation provide support or services to any special needs groups? Please select all that apply.

- ☐ People from Aboriginal and/or Torres Strait Islander communities
- ☐ People from culturally and linguistically diverse (CALD) backgrounds
- ☒ People who live in rural or remote areas
- ☐ People who are financially or socially disadvantaged
- ☐ People who are veterans of the Australian Defence Force or an allied defence force including the spouse, widow or widower of a veteran
- ☐ People who are homeless, or at risk of becoming homeless
- ☐ People who are care leavers (which includes Forgotten Australians, Former Child Migrants and Stolen Generations)
- ☐ Parents separated from their children by forced adoption or removal
- ☐ People from lesbian, gay, bisexual, trans/transgender and intersex (LGBTI) communities.

6. Where do you live, or, where does your organisation operate? Please select all that apply.

- ☐ NSW
- ☐ VIC
- ☐ QLD
- ☐ WA
- ☐ SA
- ☐ TAS
- ☐ ACT
- ☐ NT

7. What is your location, or the location where your organisation operates? Please select all that apply.

- ☐ Metropolitan
- ☐ Regional
- ☐ Rural / Remote

8. If you are an aged care service provider, please select all the types of care your service delivers.

- ☐ Residential care
- ☐ Home care
- ☐ Commonwealth Home Support Programme services
- ☐ Transition care
- ☐ National Aboriginal and Torres Strait Islander Program services
- ☐ Multi-purpose services
- ☐ Innovative care services
- ☐ Short term restorative care services

9. If you are an aged care service provider, which option below best describes the size of your organisation?

- ☐ Small
- ☐ Medium
- ☐ Large
- ☐ Very large

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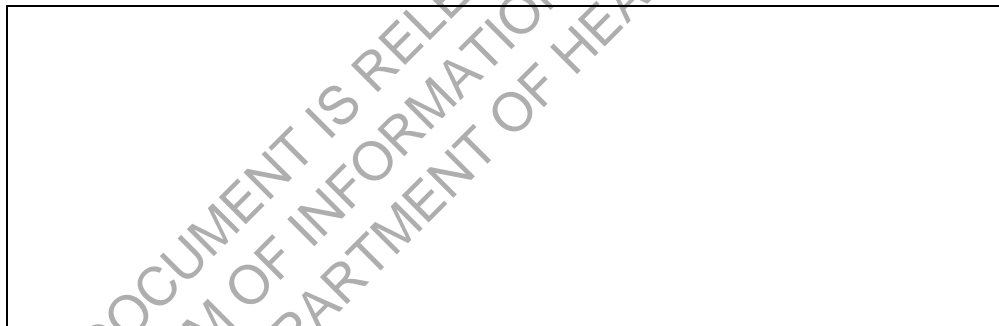
General questions about the draft standards

Please give us your views on the draft standards by answering the questions below. You will also have an opportunity to provide feedback on each standard in the next section.

10. Do the consumer outcomes in the draft standards reflect the matters that are most important to consumers?

- ☐ Yes, always
- ☐ Yes, mostly
- ☐ Yes, sometimes
- ☐ No
- ☐ Don't know

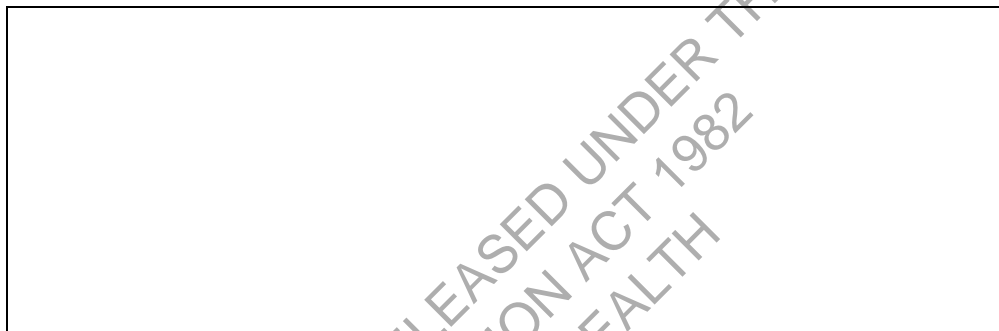
Why? Do you have any suggestions about how they could be improved?



11. Are the organisation statements and requirements in the draft standards achievable for providers?

- ☐ Yes, always
- ☐ Yes, mostly
- ☐ Yes, sometimes
- ☐ No
- ☐ Don't know

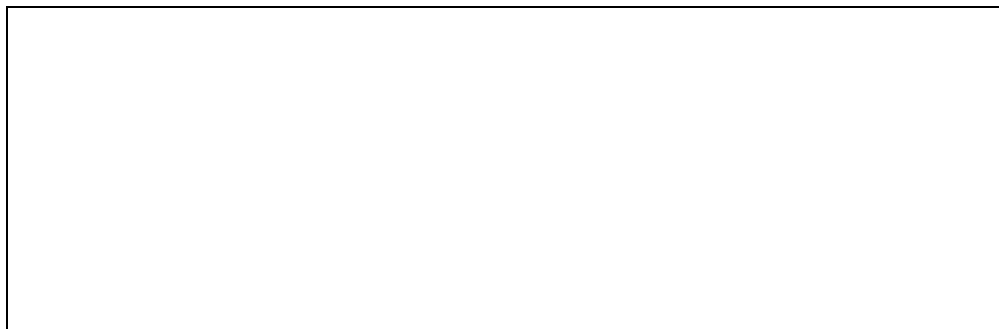
Why? Do you have any suggestions about how they could be improved?



12. Are the draft standards measurable?

- ☐ Yes, always
- ☐ Yes, mostly
- ☐ Yes, sometimes
- ☐ No
- ☐ Don't know

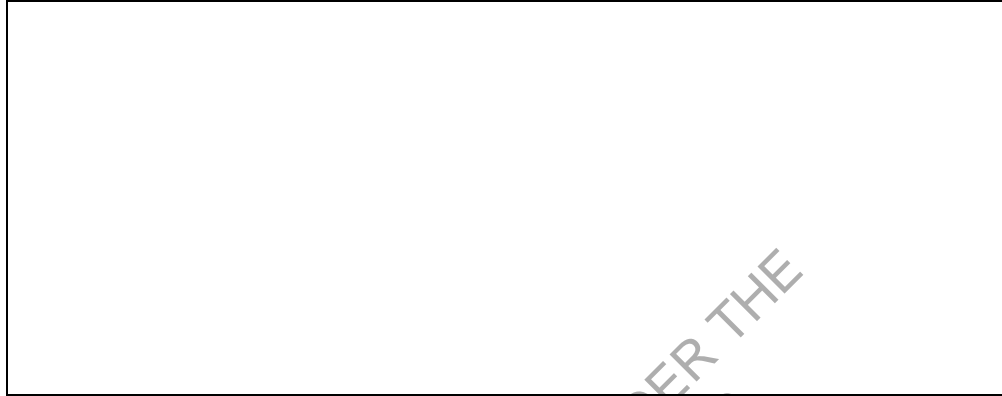
Why? Do you have any suggestions about how they could be improved?



13. Are there any gaps in the draft standards? If so, what are they?

☐ Yes

☐ No



14. Is the wording and the intent of the draft standards clear?

☐ Yes, always

☐ Yes, mostly

☐ Yes, sometimes

☐ No

☐ Don't know

Why? Do you have any suggestions about how they could be improved?



15. Are any draft standards or requirements NOT relevant to the following services? If so, please provide details below.

- Residential care
- Home care
- Commonwealth Home Support Programme services
- Transition care
- National Aboriginal and Torres Strait Islander Program services
- Multi-purpose services
- Innovative care services
- Short term restorative care services

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Specific suggestions about each draft standard

If you have any additional comments on how to improve any of the individual draft standards and requirements, please provide these in the relevant spaces below.

16. Do you have any specific suggestions in relation to draft Standard 1: Consumer dignity, autonomy and choice? If so, what are they?

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Draft Standard 1

1. Consumer dignity, autonomy and choice

Consumer outcome
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.
Organisation statement
The organisation: <ul style="list-style-type: none">has a culture of inclusion, acceptance and respect for consumerssupports consumers to exercise choice and independence.
Requirements
The organisation demonstrates the following: <ul style="list-style-type: none">1.1 Each consumer is treated with dignity and respect.1.2 Each consumer's identity, culture and diversity is respected.1.3 Consumers are able to (or, when needed, supported to):<ul style="list-style-type: none">a. exercise autonomyb. exercise choice and make decisions about their own care and the way that care and services are deliveredc. make connections with others and maintain relationships of choice.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.1.5 Information provided to consumers:<ul style="list-style-type: none">a. is current, accurate and effectively communicated in a form that the consumer understandsb. is timely and supports them to exercise choice.1.6 Each consumer's personal privacy and confidentiality is respected and upheld.

17. Do you have any specific suggestions in relation to draft Standard 2: Ongoing assessment and planning with consumers? If so, what are they?

Draft Standard 2

2. Ongoing assessment and planning with consumers

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

18. Do you have any specific suggestions in relation to draft Standard 3: Delivering personal care and/or clinical care? If so, what are they?

Draft Standard 3

3. Delivering personal care and/or clinical care

Consumer outcome
I get personal care and/or clinical care that is safe and right for me.
Organisation statement
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.
Requirements
<p>The organisation demonstrates the following:</p> <ul style="list-style-type: none"> 3.1 Personal care is safe, effective, aligns with the consumer's preferences, and optimises their health and wellbeing. 3.2 Clinical care is best practice, appropriate to the consumer, involves shared decision making and optimises the consumer's health and wellbeing. 3.3 The needs and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved. 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. 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. 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. 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. 3.8 Minimisation of infection-related risks to consumers, workforce and the broader community through implementing: <ul style="list-style-type: none"> a. standard and transmission-based precautions to prevent and control infection b. antimicrobial stewardship.

19. Do you have any specific suggestions in relation to draft Standard 4: Delivering lifestyle services and supports? If so, what are they?

Draft Standard 4

4. Delivering lifestyle services and supports

Consumer outcome
I get the services and supports I need to help me do the things I want to do.
Organisation statement
The organisation facilitates the consumer's access to services and supports that enhance wellbeing and quality of life.
Requirements
<p>The organisation demonstrates the following:</p> <ul style="list-style-type: none">4.1. Lifestyle services and supports:<ul style="list-style-type: none">a. are aligned with the consumer's needs and preferencesb. focus on optimising the consumer's wellbeing and quality of life.4.2. Consumers are supported to:<ul style="list-style-type: none">a. participate in the community within and outside the serviceb. select and maintain social and personal relationshipsc. do the things of interest to them.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.

20. Do you have any specific suggestions in relation to draft Standard 5: Service environment? If so, what are they?

Draft Standard 5

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">5.1. Consumers experience:<ul style="list-style-type: none">a. a safe, clean, secure, well-maintained and comfortable service environmentb. a welcoming and culturally appropriate service environment comfortable internal temperatures, ventilation and noise levelsc. suitable furniture and equipment.5.2. The design and layout of the service optimises consumer independence and function.5.3. Consumers can move freely within the service environment, including both indoor and outdoor areas.5.4. Consumers can personalise their environment.

21. Do you have any specific suggestions in relation to draft Standard 6: Feedback and complaints? If so, what are they?

Draft Standard 6

6. Feedback and complaints

Consumer outcome
When I give feedback or make complaints, I see appropriate action taken. I feel safe and comfortable making complaints.
Organisation statement
Regular input and feedback from consumers, carers, the workforce and others is sought and is used to inform individual and organisation-wide continuous improvements.
Requirements
<p>The organisation demonstrates the following:</p> <ul style="list-style-type: none">6.1. The organisation uses an effective feedback and complaints resolution system based on fairness, accessibility, responsiveness, open disclosure, resolution and learning.6.2. Regular feedback is sought from consumers, carers, the workforce and others about their experiences of the service.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.6.4. The workforce is supported to recognise, report and appropriately respond to complaints.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.

22. Do you have any specific suggestions in relation to draft Standard 7: Human resources? If so, what are they?

Draft Standard 7

7. Human resources

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

23. Do you have any specific suggestions in relation to draft Standard 8: Organisational governance? If so, what are they?

Draft Standard 8

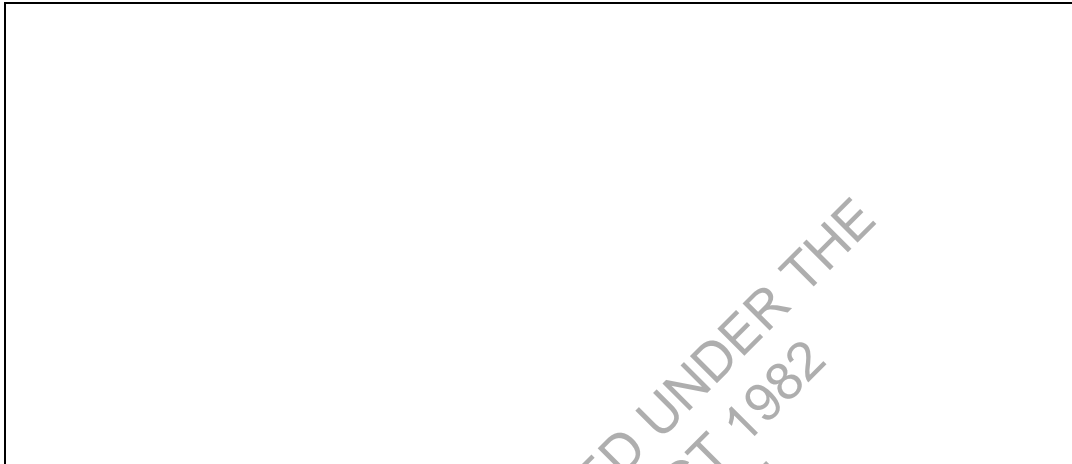
8. Organisational governance

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

Other Comments

Please provide details below about any other suggestions or comments you may have about the draft standards.

24. Do you have any other comments or suggestions about the draft standards?



Please send your submission to:

Email: qualityagedcare@health.gov.au

Mail: The Director
Quality Standards Section
Quality Reform Branch
Aged Care Access and Quality Division
Department of Health
MDP 463
GPO Box 9848
CANBERRA ACT 2601