



Aged Care Quality Standards

Standard 1 Consumer dignity and choice

Consumer outcome:

- 1(1) I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

Organisation statement:

- 1(2) The organisation:
- 1(2) (a) has a culture of inclusion and respect for consumers; and
- 1(2) (b) supports consumers to exercise choice and independence; and
- 1(2) (c) respects consumers' privacy.

Requirements

- 1(3) The organisation demonstrates the following:
- 1(3) (a) Each consumer is treated with **dignity and respect**, with their identity, **culture and diversity** valued.
- 1(3) (b) Care and services are **culturally safe**.
- 1(3) (c) Each consumer is supported to exercise **choice and independence**, including to:
- make decisions** about their own care and the way care and services are delivered; and
 - make decisions** about when family, friends, carers or others should be involved in their care; and
 - communicate their decisions**; and
 - make connections with others and **maintain relationships** of choice, including intimate relationships.
- 1(3) (d) Each consumer is **supported to take risks** to enable them to live the best life they can.
- 1(3) (e) **Information** provided to each consumer is **current, accurate and timely**, and communicated in a way that is clear, easy to understand and enables them to exercise choice.
- 1(3) (f) Each consumer's **privacy is respected** and personal **information kept confidential**.

Standard 2 Ongoing assessment and planning with consumers

Consumer outcome:

- 2(1) I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

Organisation statement:

- 2(2) 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 well-being in accordance with the consumer's needs, goals and preferences.

Requirements

- 2(3) The organisation demonstrates the following:
- (a) **Assessment and planning**, including consideration of risks to the consumer's health and well-being, informs the delivery of **safe and effective care** and services.
- 2(3) (b) Assessment and planning identifies and addresses the consumer's **current needs**, goals and preferences, including advance care planning and **end of life planning** if the consumer wishes.
- 2(3) (c) Assessment and planning:
- is based on ongoing **partnership with the consumer** and others that the consumer wishes to involve in assessment, planning and review of the consumer's care and services; and
 - includes other organisations**, and individuals and providers of other care and services, that are involved in the care of the consumer.
- 2(3) (d) The outcomes of assessment and planning are effectively communicated to the consumer and documented in a **care and services plan** that is readily available to the consumer, and where care and services are provided.
- 2(3) (e) Care and **services are reviewed regularly** for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer.



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Standard 3

Personal care and clinical care

Consumer outcome:

- 3 (1) I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

Organisation statement:

- 3 (2) The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer's needs, goals and preferences to optimise health and well-being.

Requirements

- 3 (3) The organisation demonstrates the following:
- 3 (3) (a) Each consumer gets **safe and effective personal care, clinical care**, or both personal care and clinical care, that:
- is **best practice**; and
 - tailored** to their needs; and
 - optimises their **health and well-being**.
- 3 (3) (b) Effective **management of high-impact** or high-prevalence **risks** associated with the care of each consumer.
- 3 (3) (c) The needs, goals and **preferences** of consumers **nearing the end of life** are recognised and addressed, their comfort maximised and their dignity preserved.
- 3 (3) (d) Deterioration or change of a consumer's mental health, cognitive or physical function, capacity or condition is **recognised and responded to** in a timely manner.
- 3 (3) (e) Information about the consumer's condition, needs and preferences is **documented and communicated** within the organisation, and with others where responsibility for care is shared.
- 3 (3) (f) Timely and appropriate **referrals** to individuals, other organisations and providers of other care and services.
- 3 (3) (g) **Minimisation of infection**-related risks through implementing:
- standard and transmission-based precautions to prevent and **control infection**; and
 - practices to promote **appropriate antibiotic prescribing** and use to support optimal care and reduce the risk of increasing resistance to antibiotics.

Standard 4

Services and supports for daily living*

Consumer outcome:

- 4 (1) I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

Organisation statement:

- 4 (2) The organisation provides safe and effective services and supports for daily living that optimise the consumer's independence, health, well-being and quality of life.

Requirements

- 4 (3) The organisation demonstrates the following:
- 4 (3) (a) Each consumer gets **safe and effective services** and supports for daily living that meet the consumer's needs, goals and preferences and optimise their independence, health, well-being and quality of life.
- 4 (3) (b) Services and **supports for daily living** promote each consumer's emotional, spiritual and psychological well-being.
- 4 (3) (c) Services and supports for daily living assist each consumer to:
- participate in their **community** within and outside the organisation's service environment; and
 - have social and personal **relationships**; and
 - do the things of **interest** to them.
- 4 (3) (d) Information about the consumer's condition, needs and **preferences** is **communicated** within the organisation, and with others where responsibility for care is shared.
- 4 (3) (e) Timely and appropriate **referrals** to individuals, other organisations and providers of other care and services.
- 4 (3) (f) Where **meals** are provided, they are varied and of suitable **quality and quantity**.
- 4 (3) (g) Where **equipment** is provided, it is safe, suitable, clean and **well maintained**.

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



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Standard 5 Organisation's service environment*

Consumer outcome:

- 5 (1) I feel I belong and I am safe and comfortable in the organisation's service environment.

Organisation statement:

- 5 (2) The organisation provides a safe and comfortable service environment that promotes the consumer's independence, function and enjoyment.

Requirements

- 5 (3) The organisation demonstrates the following:
- 5 (3) (a) The service **environment is welcoming** and easy to understand, and optimises each consumer's sense of belonging, independence, interaction and function.
- 5 (3) (b) The service **environment**:
- is **safe, clean, well maintained** and comfortable; and
 - enables consumers to **move freely**, both **indoors and outdoors**.
- 5 (3) (c) Furniture, fittings and equipment are **safe, clean, well maintained** and suitable for the consumer.

* An organisation's **service environment** refers to the physical environment through which care and services are delivered, including aged care homes, cottage style respite services and day centres. An organisation's service environment does not include a person's privately owned/occupied home through which in-home services are provided.

Standard 6 Feedback and complaints

Consumer outcome:

- 6 (1) I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

Organisation statement:

- 6 (2) The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

Requirements

- 6 (3) The organisation demonstrates the following:
- 6 (3) (a) Consumers, their family, friends, carers and others are encouraged and supported to **provide feedback and make complaints**.
- 6 (3) (b) Consumers are made aware of and have access to advocates, **language services** and other methods for raising and resolving complaints.
- 6 (3) (c) Appropriate **action is taken** in response to complaints and an **open disclosure** process is used when things go wrong.
- 6 (3) (d) Feedback and complaints are **reviewed and used** to improve the quality of care and services.



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Standard 7 Human resources

Consumer outcome:

- 7(1) I get quality care and services when I need them from people who are knowledgeable, capable and caring.

Organisation statement:

- 7(2) The organisation has a workforce that is sufficient, and is skilled and qualified to provide safe, respectful and quality care and services.

Requirements

- 7(3) The organisation demonstrates the following:
- 7(3) (a) The **workforce is planned** to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services.
- 7(3) (b) Workforce interactions with consumers are **kind, caring and respectful** of each consumer's identity, culture and diversity.
- 7(3) (c) The workforce is **competent** and members of the workforce have the **qualifications and knowledge** to effectively perform their roles.
- 7(3) (d) The workforce is recruited, **trained, equipped and supported** to deliver the outcomes required by these standards.
- 7(3) (e) Regular assessment, **monitoring and review** of the performance of each member of the workforce.

Standard 8 Organisational governance

Consumer outcome:

- 8(1) I am confident the organisation is well run. I can partner in improving the delivery of care and services.

Organisation statement:

- 8(2) The organisation's governing body is accountable for the delivery of safe and quality care and services.

Requirements

- 8(3) The organisation demonstrates the following:
- 8(3) (a) Consumers are **engaged** in the development, delivery and evaluation of care and services and are supported in that engagement.
- 8(3) (b) The organisation's governing body promotes a **culture of safe, inclusive and quality care** and services and is accountable for their delivery.
- 8(3) (c) Effective organisation wide **governance** systems relating to the following:
i) **information** management
ii) continuous **improvement**
iii) **financial** governance
iv) **workforce** governance, including the assignment of clear responsibilities and accountabilities
v) **regulatory** compliance
vi) **feedback** and complaints.
- 8(3) (d) Effective **risk management** systems and practices, including but not limited to the following:
i) managing **high-impact** or high-prevalence risks associated with the care of consumers
ii) identifying and responding to **abuse and neglect** of consumers
iii) supporting consumers to **live the best life** they can
iv) managing and preventing incidents, including the use of an incident management system.
- 8(3) (e) Where clinical care is provided — a **clinical governance framework**, including but not limited to the following:
i) **antimicrobial** stewardship
ii) minimising the **use of restraint**
iii) open **disclosure**.