



**Australian Government**  
**Aged Care Quality and Safety Commission**

Engage  
Empower  
**Safeguard**

A photograph of a young woman with blonde hair, wearing a beige cardigan, kneeling on a paved path and smiling at an elderly man. The man is sitting in a wheelchair, wearing a blue sweater and light-colored trousers, and is also smiling. They are outdoors in a park-like setting with trees and greenery in the background. Several pigeons are visible on the path. The text 'Qassist: Getting to know the Aged Care Quality Standards for aged care staff' is overlaid in large white font on the lower half of the image.

# **Qassist: Getting to know the Aged Care Quality Standards for aged care staff**

**1800 951 822**  
[agedcarequality.gov.au](http://agedcarequality.gov.au)

# Learning outcomes

- Describe the new Aged Care Quality Standards and what they mean.
- Build a shared understanding about your role in demonstrating performance against the requirements.



Australian Government

Aged Care Quality and Safety Commission

# **Why do we have a new set of Aged Care Quality Standards?**

## **What does this mean for our organisation?**



**Australian Government**

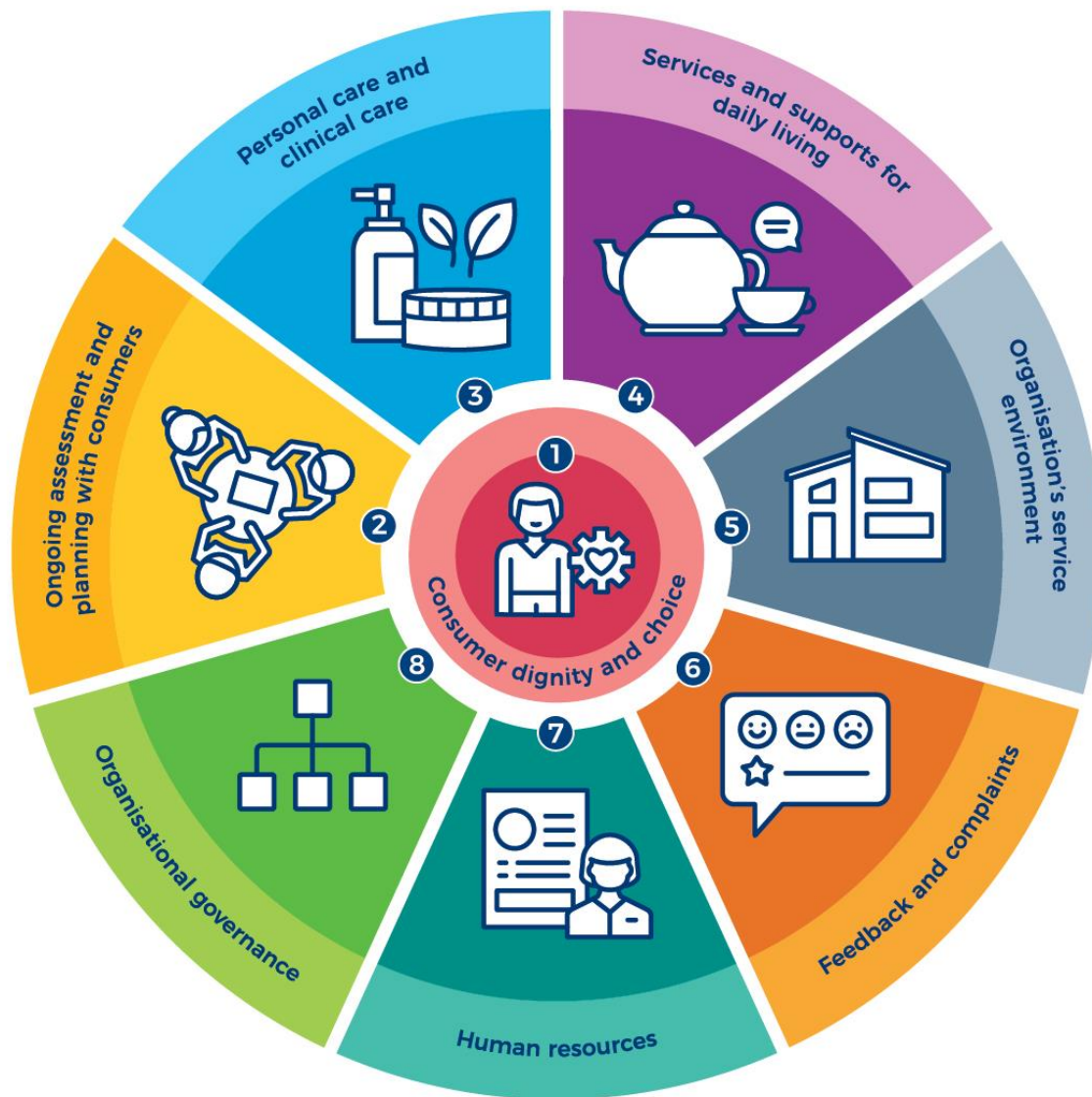
**Aged Care Quality and Safety Commission**

# Exploring what is new and what it means for us

- The new Aged Care Quality Standards have a stronger focus on quality outcomes for consumers.
- There is one set of Standards for all aged care services.
- Aged care services will be assessed against all or a subset of the eight standards depending on the type of services they provide.
- We will be having new and different conversations in our workplace.



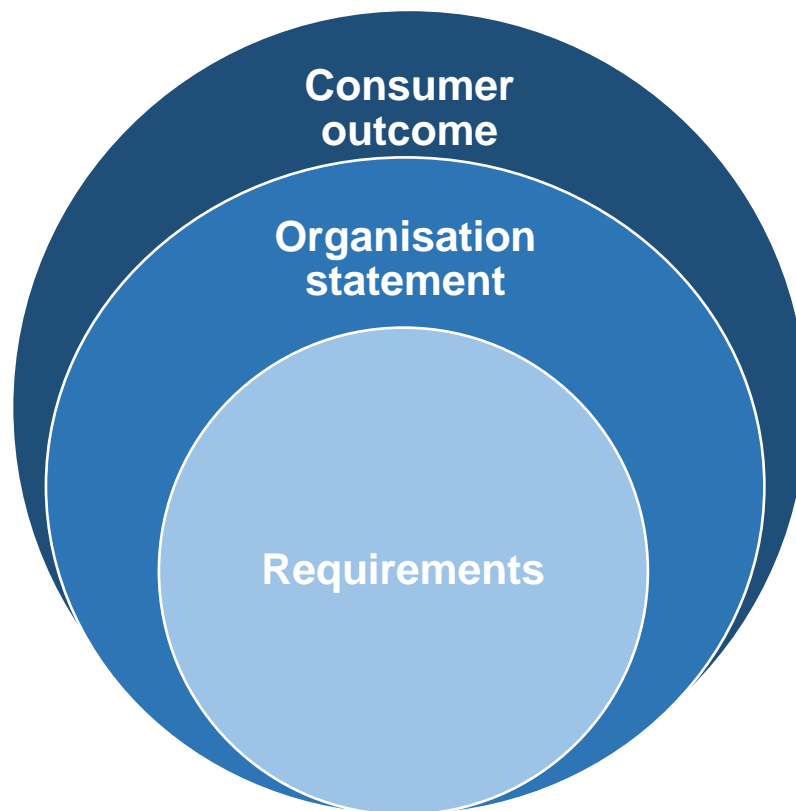


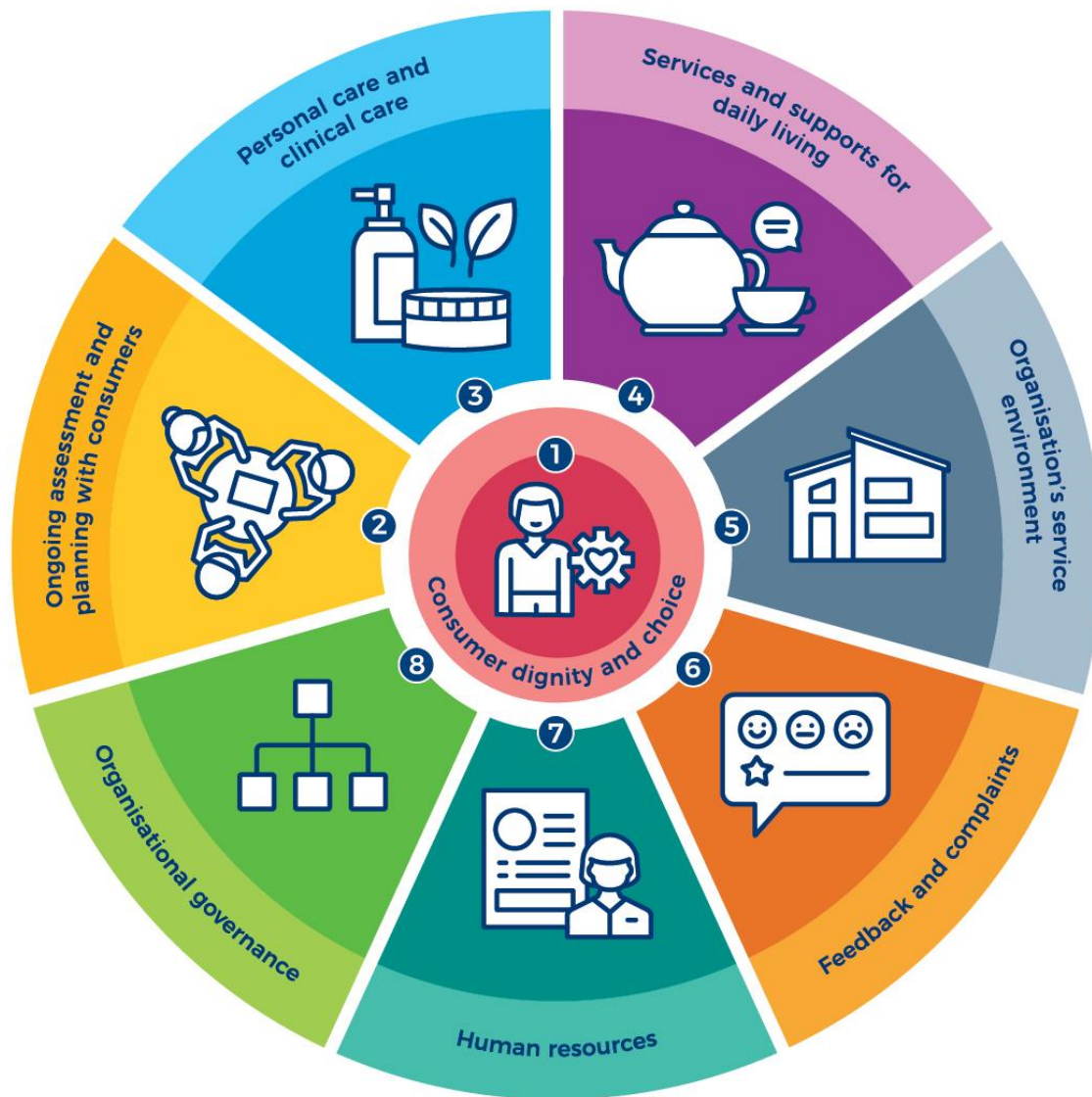


# The NEW Aged Care Quality Standards



# Each of the Standards is expressed in three ways





# Get to know the Standards

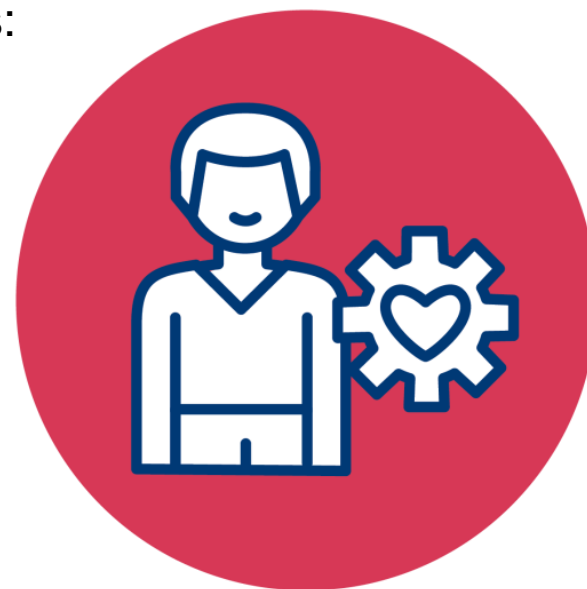


# Standard 1 – Consumer dignity and choice

## Foundation Standard with six requirements

Standard 1 contains seven important concepts:

- Dignity and respect
- Identity, culture and diversity
- Cultural safety
- Choice
- Dignity of risk
- Information
- Personal privacy





# Standard 1 – Consumer dignity and choice

*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.*

- What does this look, sound and feel like in our organisation?
- What does this mean to me in my role?
- What might need to change to meet this Standard?
- What will the changes mean for me in my role?
- What are the risks if we don't change?



# Standard 1 – Consumer dignity and choice

If you were asked, can you talk about how you:

- Treat consumers with **dignity** and **respect** and what this looks like.
- Know about consumers **diversity** and what this means for the way you do your work.
- Help others to do the right thing, if you see something that is not respecting consumers for **who they are**, what they **believe** or how they **choose** to live their lives.
- Help consumers to make day-to-day **choices** so they have control over their lives, this includes taking **risks**.
- Get **information** that is up to date and accurate and easy to understand for consumers.
- Support consumers **privacy**.



## Standard 2 – Ongoing assessment and care planning with consumers

*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.*

- What does this look, sound and feel like in our organisation?
- What does this mean to me in my role?
- What might need to change to meet this Standard?
- What will the changes mean for me in my role?
- What are the risks if we don't change?



## Standard 2 – Ongoing assessment and care planning with consumers

If you were asked, can you talk about how you:

- Are involved in working with consumers to identify their **needs**, **choices** and **preferences**.
- Work with consumers to provide care and services that meets their needs, choices and preferences.
- Work with consumers to makes **changes** to the way you provide care and services.
- Act on and report issues if there is an **incident or risk** with the way care and services are provided.
- Support all aspects of a consumers **health** and **well-being** including taking risks.



## Standard 3 – Personal and clinical care

*I get personal care, clinical care or both personal and clinical care,  
that is safe and right for me.*

- What does this look, sound and feel like in our organisation?
- What does this mean to me in my role?
- What might need to change to meet this Standard?
- What will the changes mean for me in my role?
- What are the risks if we don't change?





## Standard 3 – Personal and clinical care

If you were asked, can you talk about how you:

- Provide personal and clinical care within your **scope of practice** that is focused on the consumers needs, goals and preferences.
- Find out about the **best ways** to provide personal and clinical care.
- Know if a consumer has personal or clinical care needs that might need **extra care** or **precautions** to support them.
- Support the wishes of consumers that are nearing their **end-of-life**.
- Act on and report any **incidents** or **risks** with the way care and services are provided.



## Standard 4 – Services and supports for daily living

*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.*

- What does this look, sound and feel like in our organisation?
- What does this mean to me in my role?
- What might need to change to meet this Standard?
- What will the changes mean for me in my role?
- What are the risks if we don't change?



## Standard 4 – Services and supports for daily living

If you were asked, can you talk about how you:

- Support consumers to do as much as they can **for themselves**.
- Support the **whole person's well-being** (emotional, psychological and spiritual).
- Know about and support the **cultural** needs and preferences of consumers.
- Help consumers to **do the things that interest them**, have social and personal relationships and be part of the community.
- **Report and act** upon something a consumer tells you they want or need that you might not be able to do.
- Support consumers to **eat and drink** what they want and need to maintain their health and well-being.
- Use and operate **equipment safely** and identify risks.



## Standard 5 – Organisation's service environment

*I feel I belong and I am safe and comfortable in the organisation's service environment.*

- What does this look, sound and feel like in our organisation?
- What does this mean to me in my role?
- What might need to change to meet this Standard?
- What will the changes mean for me in my role?
- What are the risks if we don't change?



## Standard 5 – Organisation's service environment

If you were asked, can you talk about how you:

- Contribute to the service being **welcoming** to all consumers.
- Support consumers to be **independent** and to get around the inside and outside areas, including those with limited mobility.
- Know the environment is **safe** for consumers.
- Respond if there is a **safety incident, hazard or emergency**.
- Use equipment **safely and report** if there is an issue.
- Know **what equipment** is being used to meet consumers needs.





## Standard 6 – Feedback and complaints

*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.*

- What does this look, sound and feel like in our organisation?
- What does this mean to me in my role?
- What might need to change to meet this Standard?
- What will the changes mean for me in my role?
- What are the risks if we don't change?



## Standard 6 – Feedback and complaints

If you were asked, can you talk about how you:

- **Support** consumers/families/representatives to provide feedback or make a complaint.
- **Respond** to consumers/families/representatives feedback or complaints.
- Know about how the organisation complaints **system works**.
- Would go about getting support for a consumer that may need an **advocate or translator**.
- Know if a complaint is **resolved** and what you might say to consumers/families/representatives.
- Know that things have **changed or improved** as a result of acting on and resolving a complaint.



## Standard 7- Human Resources

*I get quality care and services when I need them from people who are knowledgeable, capable and caring.*

- What does this look, sound and feel like in our organisation?
- What does this mean to me in my role?
- What might need to change to meet this Standard?
- What will the changes mean for me in my role?
- What are the risks if we don't change?



## Standard 7 – Human resources

If you were asked, can you talk about how you:

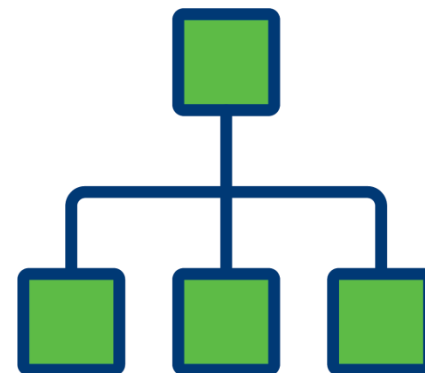
- Are **kind, caring and respectful** and what you might do if you saw someone being disrespectful or unkind to a consumer.
- Do your work and ensure it meets the **needs, goals and preferences of consumers**.
- Are provided with training and support to **do your work well** and within your scope of practice.
- Can provide feedback on your **training and support needs**.
- Are provided with feedback about how well you do your job and where **you might need to change your practice** to meet consumers needs or improved outcomes for consumers.



## Standard 8 – Organisational governance

*I am confident the organisation is well run.  
I can partner in improving the delivery of care and services.*

- What does this look, sound and feel like in our organisation?
- What does this mean to me in my role?
- What might need to change to meet this Standard?
- What will the changes mean for me in my role?
- What are the risks if we don't change?

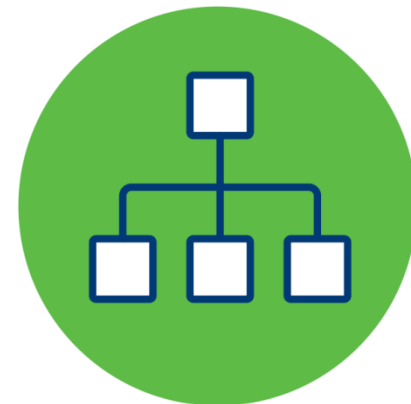




## Standard 8 – Organisational governance

If you were asked, can you talk about how you:

- **Work with consumers** to provide high quality care and services.
- Use consumers **feedback** to improve the way things get done.
- Make sure that everyone is **respected for who they are**.
- Seek feedback from both staff and consumers to **improve the organisations systems and processes**.
- Support staff to **identify and manage risk**.
- Ensure consumers are **safe from harm, abuse or neglect**.
- **Monitor** how care and services are provided.
- **Respond** in an **open and transparent** way when things go wrong.
- Provide staff with **training and support**.



# Learning and reflection

## What?

- What have you learned?

## So what?

- What does this mean for you and your role?

## Now what?

- What are you going to do differently or change that will make a difference?

**“We do not learn from  
experience...**

**we learn from reflecting  
on experience.”**

- John Dewey

