Transcript

Aged Care Quality and Safety Commission

Preparing for the Aged Care Quality Standards

 **Presented by:**

Speaker

[*Opening visual of slide with text saying ‘Australian Government with Crest (logo)’, ‘Aged Care Quality and Safety Commission’, ‘What should aged care services do to prepare for the new Aged Care Quality Standards?’*]

[*The visuals during this video are of info-graphic images and animations representing visually what is said at that time during the video*].

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**Speaker:**

On the 1st of July 2019 a single set of Aged Care Quality Standards came into effect and apply to all Commonwealth funded aged care services. The new Standards focus on improved outcomes for consumers.

There are eight Standards. Consumer dignity and choice. Ongoing assessment and care planning with consumers. Personal care and clinical care. Services and supports for daily living. Organisation service environment. Feedback and complaints. Human resources and organisational governance.

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It is essential your aged care organisation meets the new Standards and is able to demonstrate this during a quality assessment. Here are five ways to get started. One, get to know the Standards and the guidance materials. How will they influence your culture and inform your practice?

Two, create awareness. Everyone needs to know how the new Standards apply to their work.

Think about the consumers in your organisation and how you can support them to understand the Standards. Talk to consumers and their families about the Standards and what they’ll mean for them.

Three, undertake a self-assessment. Reflect on your everyday practices. Do they meet the new requirements? What are the opportunities for improvement and are there any areas where you risk not meeting the Standards?

Four, create a plan to improve performance. Consult with individuals in your organisation. Let them know how they can get involved. Look for ways to improve your organisation’s outcomes. This could include exploring new ways of engaging directly with consumers, reviewing existing systems or processes and training for staff and volunteers.

Finally put the plan into action. To be ready for July 1st 2019 you need to take action now. To help we’ve created guidance information that explains the Standards and how you might meet them. Access these on our website. The new Aged Care Quality Standards focus on outcomes for consumers so we can all have greater confidence in the quality of aged care across Australia.

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[*Closing visual of slide text with saying ‘*www.agedcarequality.gov.au*’*]

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