



Strengthened Aged Care Quality Standards

Standard 2: The organisation

Provider fact sheet



Older people statement



I have confidence in my service provider.

Worker statement



I feel empowered to do my job well.

Strengthened Quality Standard 2 holds the governing body responsible for meeting the requirements to deliver quality care and services. It applies to providers in Categories 4, 5 and 6.

Standard 2 recognises it's the responsibility of the governing body to set strategic priorities and encourage a culture of safety and quality. Your staff and governance systems are key to the delivery of safe, quality, effective and person-centred care for every person in your care.

There are 10 outcomes and 43 actions in Standard 2. In this Standard, 6 of the 43 actions are new concepts or expectations.

The other 37 actions are in line with or clarify the current Quality Standards or other existing provider responsibilities.



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To prepare for the strengthened Quality Standards, we recommend you:

- 1 get to know the key concepts or themes in each of the Standards.
- 2 think about how you apply these concepts now.

What are the key concepts in strengthened Quality Standard 2?

Strengthened Quality Standard 2 includes **key new concepts** that mean you need to:

- understand that people receiving care have different backgrounds and different needs. Focusing particularly on the needs of Aboriginal and Torres Strait Islander peoples and people living with dementia as well as other diverse groups
- carry out strategic business planning
- have a governing body who invests in key areas to make sure the organisation delivers quality care and services
- use continuous improvement and risk management processes
- regularly report to people receiving care, their family, carers and staff about your systems and how you're performing
- make sure all workers regularly get competency-based training

- use strategies to support and maintain a satisfied and psychologically safe workforce. Psychologically safe means that your staff feel safe to speak up, ask questions and raise concerns
- create, regularly test and review emergency and disaster management plans. This must include working with people in your care, their families, carers and staff.

It also includes **clarified expectations** that mean you need to:

- support older people to be involved in partnerships
- understand that those partnerships need to meet the different needs and support accessibility for Aboriginal and Torres Strait Islander peoples
- understand that there are specific requirements for a quality aged care system. A system that considers a range of information such as quality indicator data and feedback from family, carers and workers
- use and maintain policies and procedures that are clear, accessible and used by staff and relevant people.

This Standard helps you **focus** on how you:

- partner with older people with different backgrounds
- promote a culture of quality and safety
- are accountable and have quality systems in place
- plan and support your workforce to deliver great care
- plan and manage emergencies and disasters.



You can find the key concepts in the **Standard 2 guidance**

<https://www.agedcarequality.gov.au/resource-library/draft-provider-guidance-standard-2>



How can you demonstrate conformance with strengthened Quality Standard 2?

To show that you conform with the strengthened Quality Standards, you should review your service's systems and processes. Then look at how these are put into practice.

This means you should:

- make sure you have clearly documented systems and processes
- use monitoring tools to check processes are being followed and find opportunities for improvement
- work with people receiving care to understand their experience and care outcomes
- observe how your service provides care
- ask for feedback from your governing body, managers, workers and others involved in delivering care and services
- use feedback to improve your care and services.

Examples of areas you should consider for strengthened Quality Standard 2 include how your service:

- works with people receiving care to support the governance, design, evaluation and improvement of quality care and services. You can do this by partnering with people in your care to create accessible, appropriate and culturally safe care and services
- supports older people to partner with you and your staff in their care. You can do this by making sure they understand how they can take part in ways that suit their needs
- assesses if staff are following your quality management system. You can do this with performance assessments and system checks
- makes sure there is an effective training system in place. This includes necessary skills so workers can effectively do their jobs.



Reflective questions for providers

- How do you make sure your governing body encourages a culture of safety and quality and drives and monitors quality improvements?
- How do you partner with people receiving care to improve the quality of care and workforce systems?
- How do you partner with people receiving care, their families, carers and staff to support your strategic planning and improvements to the quality of care and services?

What can you do to show that your staff:

- feel confident to contribute and improve how the service delivers safe, quality care to older people?
- know about your governance systems that support delivering safe, quality and person-centred care for everyone receiving care?
- are following your service's policies and procedures?





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Resources



Draft strengthened Aged Care Quality Standards guidance

www.agedcarequality.gov.au/get-involved/consultation-and-engagement-hub/standards-guidance-consultation



Draft evidence mapping framework

www.agedcarequality.gov.au/resource-library/draft-evidence-mapping-framework



Final draft strengthened Quality Standards

www.health.gov.au/resources/publications/the-strengthened-aged-care-quality-standards-final-draft?language=en



Strengthened Quality Standards Framework Analysis

www.agedcarequality.gov.au/resources/strengthened-quality-standards-framework-analysis

The strengthened Quality Standards will come into effect in line with the commencement of the new Aged Care Act. The information in this fact sheet should be considered draft only as it is dependent on the finalisation of the draft legislation.

Stay up to date:

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The Aged Care Quality and Safety Commission acknowledges 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 Elders both past and present.

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