



Strengthened Aged Care  
Quality Standards

# Standard 7: The residential community

Provider fact sheet



## Older people statement



**I contribute to the community  
I live in.**

## Worker statement



**We work together  
to build a connected  
residential community.**

Strengthened Quality Standard 7 applies only to residential care providers.

When people move into a residential service, the new community becomes a central part of their lives. It's important for people to feel safe, included and respected. This includes supporting them to continue personal and cultural connections and to take part in the community.

You need to organise planned transitions to residential care that can help people keep their sense of personal and cultural connection.

There are 2 outcomes and 9 actions in Standard 7. This Standard doesn't have new concepts or expectations.

All 9 actions 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 7?

You can find the key concepts in the Standard 7 guidance.

Strengthened Quality Standard 7 includes **key concepts** that mean you need to:

- support a person's wellbeing by managing transitions that make sure their safety, privacy, choice, decision making and continuity of care are respected
- recognise and respect diversity and culture
- encourage physical and psychological safety.

It also includes **clarified expectations** for Standard 7 that mean you need to:

- reduce boredom and loneliness as well as monitoring people's daily activities
- develop strategies to protect the physical and psychological safety of people receiving care
- allow people receiving care to meet visitors in private, including making sure they can engage in sexual activity without judgement if they want to
- support continuity of care by helping with access to other services if needed
- maintain connections with people receiving care's specialist services.

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

- make sure people receiving care can access services and supports for daily living to improve their quality of life and encourage a sense of belonging
- manage times where transitions in care are necessary to make sure the person has continuity in their care wherever possible.



You can find the key concepts in the **Standard 7 guidance**

<https://www.agedcarequality.gov.au/resource-library/draft-provider-guidance-standard-7>



## How can you demonstrate conformance with strengthened Quality Standard 7?

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 show how staff are following these processes 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, staff 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 7 include how your service:**

- makes sure your assessment and planning system supports a community experience for each person. You can do this by supporting each person to be involved in the strategies that protect their physical and psychological safety
- makes sure policies and processes support a person's daily living. You can do this by recognising and respecting the rights and independence of older people
- develops and applies processes for transitioning older people into care in line with their care needs. You can do this by using a risk management system when planning transitions.



## Reflective questions for providers

- How do you make sure this Standard's key concepts are shown in the design of a culturally safe community environment?
- How do you work with people receiving care to make sure they feel supported to take part, build and maintain connections and relationships in the community?
- How do you ask for feedback from people in your care and make sure what they say is valued so they feel at home and safe in their residential community?

### **What can you do to show that staff understand:**

- each person's culture and can support them to feel respected and valued in the residential community?
- how to provide person-centred care through transition processes?





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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](http://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](http://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](http://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](http://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:

### Website

[agedcarequality.gov.au/about-us/stronger-standards-better-aged-care-program](http://agedcarequality.gov.au/about-us/stronger-standards-better-aged-care-program)

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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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