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Aged Care Quality and Safety Commission

Supporting sector readiness for the new strengthened Aged Care Quality Standards

6 February 2024





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Agenda

- Overview of the strengthened Quality Aged Care Standards
- How we are supporting sector readiness
- Consultation and how to provide feedback
- Panel Q&A





Panellists

- **Janet Anderson PSM**, Aged Care Quality and Safety Commissioner
- **Ingrid Leonard**, Assistant Secretary, Department of Health and Aged Care
- **Lisa Peterson PSM**, Assistant Commissioner, Sector Capability and Regulatory Strategy
- **Tara Pamula**, Executive Director, Education, Engagement and Communications Group, Aged Care Quality and Safety Commission
- **Emily McGrath**, Acting Program Manager, Aged Care Quality Standards - Clinical Care, Australian Commission on Safety and Quality in Health Care
- **Simon Christopher**, Acting Assistant Secretary, Harmonisation and Regulatory Strategy Branch, Department of Health and Aged Care



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Ingrid Leonard

Assistant Secretary
Department of Health and Aged Care



Strengthened Quality Standards

- **Final draft published December 2023.**
- **Improvements from:**
 - **Pilot program**
 - **Legislative drafting**

Improve clarity and
auditability

Reduce duplication

Align terminology

Statement of Rights



Final Draft



Key changes from current standards



- **Simplified, comprehensive, measurable**
- **Strengthened focus areas**
- **Each standard has:**
 - **intent and expectation statement**
 - **outcomes and actions**
- **Overall:**
 - **8 to 7 standards**
 - **42 requirements to 33 outcomes with 146 supporting actions**

Strengthened Quality Standards and the proposed new Regulatory Model

- New regulatory model to be introduced with new Aged Care Act.
- Service types grouped into six registration categories based on common characteristics and associated risks.
- Quality Standards will apply to providers in Categories 4-6.

Category	Description	Service types	Application to registration categories		
			Provider Obligations	Aged Care Quality standards – Core 1-4	Aged care quality standards modules 5-7
Category 1	Home and community services	<ul style="list-style-type: none"> • Domestic assistance • Home maintenance and repairs • Meals and nutrition • Transport 	✓		
Category 2	Assistive technology and home modifications	<ul style="list-style-type: none"> • Goods, equipment and assistive technologies (non-digital) • Home modifications 	✓		
Category 3	Advisory services	<ul style="list-style-type: none"> • Care management (basic) • Assistance with care and housing • Specialised supports 	✓		
Category 4	Personal and Social care in the home or community (including respite)	<ul style="list-style-type: none"> • Transition care services • Allied health • Personal Care • Social support and community engagement • Flexible, Centre based and cottage respite 	✓	Standard 1: The Person Standard 2: The Organisation ✓ Standard 3: The Care and Services Standard 4: The Environment	
Category 5	Nursing and complex care management	<ul style="list-style-type: none"> • Nursing • Care management (complex) 	✓	Standard 1: The Person Standard 2: The Organisation ✓ Standard 3: The Care and Services Standard 4: The Environment	Standard 5: Clinical Care ✓
Category 6	Residential care	<ul style="list-style-type: none"> • Accommodation services • Care and services • Residential respite 	✓	Standard 1: The Person Standard 2: The Organisation ✓ Standard 3: The Care and Services Standard 4: The Environment	Standard 5: Clinical Care Standard 6: Food and Nutrition ✓ Standard 7: The Residential Community

Table: Proposed registration categories and associated application of Quality Standards

Implementation

- **Legislative drafting into new Act**
 - Outcome Statements into Rules
 - Actions into notifiable instrument/ 'Guidelines'
- **Support Commission to develop guidance and communications**





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Lisa Peterson PSM

Assistant Commissioner
Sector Capability and
Regulatory Strategy





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We are committed to supporting providers, workers, older people, their families and carers to be ready for these changes.





Registration categories and auditing

Provider Types	Audit arrangements	Which Aged Care Quality Standards apply?
Type A - Category 1-3 (home or community based)	No audit	No standards
Type B - Category 1, 2, 3 and 4 (home and community based)	One provider level audit for service types in Category 4	Standards 1-4 (Category 4 only)
Type C - Category 1, 2, 3, 4 and 5 (home or community based)	One provider level audit across service types in Categories 4 and 5	Standards 1-5 (Categories 4 and 5 only)
Type D - Category 1, 2, 3, 4, 5 and 6 (home or community based and residential care)	One provider level audit across service types in Categories 4 and 5 and one audit for each Residential Care Home	All Standards (Categories 4, 5 and 6 only)
Type E - Category 6 (residential care)	One audit for each Residential Care Home	All Standards



Piloting the strengthened Quality Standards

Aims	Assessment grades	Feedback
Fit for purpose?	Conformance	More transparent
Audit methodology	Minor non-conformance	Easier to understand
Support for providers?	Major non-conformance	Enabled better engagement with the Commission
Support for older people?	Exceeding	

Key products

Aged Care Act & Standards

Standards Guidance

Information to understand provider obligations and how to achieve outcomes under the Standards.

Evidence mapping framework

Evidence we will look for when assessing performance against the Standards

Request for information

Information that providers will need to send to the Commission as a first step in the audit process

Pre-audit preparation tool

Information to enable providers to assess their own performance and achieve continuous improvement

Audit methodology

The processes we will use to assess provider performance

Framework analysis - not for consultation

Comparison of current Standards and strengthened Standards

Glossary of Terms

Information to assist in understanding the guidance material

National Conference

Fact sheets

Webinars & videos

Online modules

Train the trainer

Facilitated Workshops

Training slides

Checklists & Tools



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Tara Pamula

Executive Director
Education, Engagement
and Communications





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Engage
Empower
Safeguard

Hearing from people directly involved
in receiving or providing aged care is
**crucial to developing tools and resources that
are fit-for-purpose.**



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**Visit our website
to download the
draft resources
discussed today
and additional
information**

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



**Consultation closes
12pm (AEST) 30 April 2024**



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Uplifting our engagement and support for CALD and First Nations providers, workers, older people and their communities

- The Commission is securing expertise to co-design and support delivery of communication, engagement and education products for CALD and First Nations providers, workers, older people and their communities
- Working groups including sector representatives will oversee the development and implementation of the Commission's First Nations and CALD approaches and delivery.

In 2023 we explored how our education and communications materials can help the sector to get ready.

Sector representatives asked us to:

1. Focus on what is new

2. Tailor content based on role and type of service

3. Translate changes into actions, with practical examples

4. Clearly articulate expectations and evidence required

5. Prioritise accessibility and simplicity

Sector representatives also told us that they need as much time as possible to get ready. Taking this into account, we are consulting with the sector about our materials to make sure they are fit for purpose. We are:

- 1 Providing access to draft versions of guidance products as early as possible – early February 2024.
- 2 Webinar on 6 February 2024 to launch the public consultation process on draft guidance products.
- 3 Commission Consultation Forum and key provider and consumer peak groups.
- 4 Targeted consultations:
 - Provider groups (remote, single service, medium to large, metro and regional)
 - CALD providers (incl. FECCA)
 - First Nations providers (incl. NACCHO and NATSIAACC)
 - Providers supporting vulnerable groups (eg homeless older people)
 - Commission’s Consumers and Families Panel and Provider Panel
- 5 Developing ways to tailor materials (eg by service type) and developing new types of learning products.



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Panel Q&A



Further information



Consultation page

<https://www.agedcarequality.gov.au/get-involved/consultation-and-engagement-hub/>



Questions and targeted consultation

engagement@agedcarequality.gov.au

