Transcript

Aged Care Quality and Safety Commission

Up to Standard  
Timing of Implementation and the Commission’s Role

**Presented by:**

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[*Opening visual of slide with text saying ‘Australian Government with Crest (logo)’, ‘Aged Care Quality and Safety Commission’, ‘Up to Standard’, ‘Answering your questions about the draft strengthened Aged Care Quality Standards’*]

[*The visuals during this video are of Tara Pamula speaking to camera, with reference to the content of a PowerPoint presentation being played on screen*]

**Tara Pamula:**

Hi and welcome to today’s edition of Up to Standard. This is a new initiative where we will aim to answer your top questions about the draft strengthened Aged Care Quality Standards. Through this video series we’re aiming to support the sector to be prepared for the upcoming changes to the Standards.

My name is Tara Pamula and I am the Acting Assistant Commissioner for the Sector Capability and Regulatory Strategy Division at the Aged Care Quality and Safety Commission. We’ve received lots of questions about the timing of the implementation for the draft strengthened Standards and the Commission’s role in regulating those Standards.

So for our first episode I’d like to focus on when we expect the new Standards to apply, when the Commission will start assessing aged care providers against these Standards and our role in developing them.

[*Visual of slide with text saying ‘When will the new Aged Care Quality Standards be introduced?’, ‘Australian Government with Crest (logo)’, ‘Aged Care Quality and Safety Commission’, ‘Stronger Standards’, ‘Better aged Care’*]

The first question that we have been asked is when will the new Aged Care Quality Standards be introduced? You all know that the aged care system is undergoing significant reform. Following recommendations from the Royal Commission into Aged Care Quality and Safety and public consultations the Department of Health and Aged Care is drafting a new Aged Care Act, a new regulatory framework and a strengthened set of Aged Care Quality Standards. These are all due to be implemented on the 1st of July 2024 subject of course to being passed by Parliament.

[*Visual of slide with text saying ‘What is the Commission’s role in the development and implementation of the strengthened Standards?’, ‘Australian Government with Crest (logo)’, ‘Aged Care Quality and Safety Commission’, ‘Stronger Standards’, ‘Better aged Care’*]

The second question we’ve been asked is what is the Commission’s role in the development and implementation of the strengthened Standards. Three Government agencies have collaborated with older people, their families and aged care providers to develop the draft strengthened Standards. The Department of Health and Aged Care led the development working closely with us and the Australian Commission on Safety and Quality in Health Care. The Department has overall responsibility for developing the strengthened Aged Care Quality Standards. The Australian Commission on Safety and Quality in Health Care has developed the clinical care components of the draft strengthened Standards. They are also working with us to codevelop the guidance materials for Standard 5, clinical care.

As the national regulator of aged care services the Aged Care Quality and Safety Commission is responsible for assisting you as providers to implement the strengthened Standards and regulate against them. We’re currently working with our staff, providers and older Australians to make sure our resources, training and tools are effective to support the successful rollout of the final strengthened Standards.

[*Visual of slide with text saying ‘How is the Commission preparing the sector?’, ‘Australian Government with Crest (logo)’, ‘Aged Care Quality and Safety Commission’, ‘Stronger Standards’, ‘Better aged Care’*]

The final question for today is how is the Commission preparing the sector. We really want to make sure that everybody is ready for the strengthened Standards. That includes providers, older Australians and our own staff. Currently we’re working with providers to develop guidance and education products. We really want to make sure we understand what you need to successfully implement the strengthened Standards. We’re also working with older Australians receiving aged care and their carers and representatives. Again we want to make sure that people understand how the Standards will be applied and drive improvement in their care experience.

Preparing our own staff is also really important. We’re developing a revised audit methodology and identifying the support and resources we need to deliver improved processes and systems to support the strengthened Standards.

That’s our top three questions for today. If you have any other questions about the Standards you want answered please email us at agedcarereform@agedcarequality.gov.au.

[*Visual of slide with text saying ‘Send us your questions:’, ‘agedcarereform@agedcarequality.gov.au’, ‘Stronger Standards’, ‘Better Aged Care’*]

Your questions and feedback are really critical to helping us prepare the sector. Thanks and see you next time.

[*Closing visual of slide with text saying ‘Australian Government with Crest (logo)’, ‘Aged Care Quality and Safety Commission’, ‘For more information:’, ‘www.agedcarequality.gov.au’, ‘Stronger Standards’, ‘Better aged Care’*]

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