



NEW - Aged Care Quality Standards ¹	OLD - Aged Care Accreditation Standards ²
<p>Standard 1: Consumer Dignity and Choice <i>I am treated with dignity and respect and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.</i></p> <p>Linked Standards – Standard 1 supports all the other Aged Care Quality Standards and is essential to providing consumer-centred care.</p>	<ul style="list-style-type: none"> ✓ Standard 1 - 1.4/ 1.5/ 1.6/1.7/ 1.8 ✓ Standard 2 - 2.5/ 2.16 ✓ Standard 3 - 3.4/3.5/3.6/3.7/3.8/3.9 ✓ Standard 4 - 4.4/ 4.5 ✓ Continuous Improvement- 1.1/2.1/3.1/4.1 ✓ Regulatory Compliance - 1.2/2.2/3.2/4.2 ✓ Education and Staff Development - 1.3/ 2.3/3.3/ 4.3
What is Required (New)	
<ul style="list-style-type: none"> ✓ Organisation policy/procedures including: <ul style="list-style-type: none"> • Consumer dignity and respect policy • Cultural safety policy detailing consumer driven practices, timely response to issues and supports appropriate workforce responses • Privacy and record management system • Diversity policy and action plan • LGBTIQ policy • Access to interpreters • Gender, sexuality and sexual expression policy • Policies and procedures that are reflective of the Charter of Aged Care Rights • Disability discrimination policy • Consumer communication policy that ensures information is provided in a timely, accurate and current manner; and communicated in a clear and easy to understand way to support consumer choice. ✓ Updates in the lifestyle and wellbeing program aligned to the requirements of the Standard, including a choice and decision-making policy outlining work practices/and consumer communication procedures reflective of principles of respect, privacy and dignity. ✓ Evidence that the living environment and available equipment and resources support consumer choice, needs, goals and preferences. ✓ Feedback and complaints system aligned to the requirements of the Standard, including for reporting a concern that a consumer’s dignity wasn’t being upheld. ✓ Workforce feedback systems to include procedures for reporting disrespectful or unkind behaviour, or breaches of the staff code of conduct. ✓ Risk management program aligned to the requirements of the Standard and includes supporting consumers in exercising choice and independence, and decision-making to take risks to enable them to live the best possible life they can. ✓ Care planning systems that reflect a consumer-centred approach, including recognition of diversity, supports inclusive care and services, advanced care planning and directives, record of consumer representatives and consumer decision-making choices. ✓ Capability to demonstrate ways of tailoring work practices to the needs of consumers, including provision of feedback and complaints. ✓ Internal procedure for reporting any deficiency in consumer dignity and choice. ✓ Workforce behaviour standards that support consumer dignity and choice are detailed in key documents including staff code of conduct and position descriptions ✓ Recruitment procedures that support the organisation’s value-based requirements and supports a culture of choice, dignity and respect. ✓ Provision of staff training programs (including orientation) aligned to the Standard that support organisation policy understanding, provide ongoing workforce development, and record keeping systems for training, including following up with staff who have failed to complete the training. 	

¹ NEW – refers to the Aged Care Quality Standards (Standards) effective from 1 July 2019, further information available at <https://www.agedcarequality.gov.au/providers/standards>

² OLD - refers to the Aged Care Accreditation Standards. Transitional arrangements to the new Standards is available at <https://www.agedcarequality.gov.au/resources/transitional-arrangements-key-changes-fact-sheet-aged-care-quality-standards>



- ✓ Continuous improvement processes to measure and review outcomes and implement ongoing improvements aligned to the Standard, including areas of regulatory compliance and updating of policy and procedures. This includes:
 - internal and external audits to ensure that provided care meets the outcomes of the Standard, and in response to consumer needs, goals and preferences
 - consumer surveys to ensure continued satisfaction and confidence in the level of care and services being provided by the organisation and identify improvements that can be made
 - regular review of policies, procedures and training programs to ensure they are effective and fit for purpose
 - review of feedback and complaints systems
 - related monitoring of complaints, feedback and incident data to ensure timely implementing of corrective actions and improvements in care and services.

Requirements

<p>Requirement 3(a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.</p>	<ul style="list-style-type: none"> ✓ Standard 1 - 1.4/ 1.5 ✓ Standard 3 - 3.4/3.5/3.6/3.7/3.8/3.9 ✓ Standard 4 - 4.4 ✓ Continuous Improvement - 1.1/2.1/3.1/4.1 ✓ Regulatory Compliance - 1.2/2.2/3.2/4.2 ✓ Education and Staff Development - 1.3/ 2.3/3.3/ 4.3
<p>Requirement 3 (b) Care and services are culturally safe.</p>	<ul style="list-style-type: none"> ✓ Standard 1 - 1.4/ 1.5/ 1.6 ✓ Standard 3 - 3.4/3.5/3.6/3.7/3.8/3.9 ✓ Continuous Improvement - 1.1/2.1/3.1/4.1 ✓ Education and Staff Development - 1.3/ 2.3/3.3/ 4.3
<p>Requirement 3 (c) Each consumer is supported to exercise choice and independence, including to:</p> <ul style="list-style-type: none"> i) make decisions about their own care and the way care and services are delivered; and ii) make decisions about when family, friends, carers or others should be involved in their care; and iii) communicate their decisions; and iv) make connections with others and maintain relationships of choice, including intimate relationships. 	<ul style="list-style-type: none"> ✓ Standard 1 - 1.2/ 1.4/ 1.5 and 1.6 ✓ Standard 3 - 3.4/3.5/3.6/3.7/3.8/3.9 ✓ Education and Staff Development - 1.3/ 2.3/3.3/ 4.3
<p>Requirement 3 (d) Each consumer is supported to take risks to enable them to live the best life they can.</p>	<ul style="list-style-type: none"> ✓ Standard 1 - 1.2/ 1.4/ 1.5/ 1.6/ 1.7 ✓ Standard 2 - 2.5 ✓ Standard 3 - 3.5/3.7/3.8/3.9 ✓ Standard 4 - 4.4/ 4.5 ✓ Continuous Improvement - 1.1/2.1/3.1/4.1 ✓ Education and Staff Development - 1.3/ 2.3/3.3/ 4.3
<p>Requirement 3 (e) Information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice.</p>	<ul style="list-style-type: none"> ✓ Standard 1 - 1.4/1.5/ 1.8 ✓ Continuous Improvement - 1.1/2.1/3.1/4.1 ✓ Regulatory Compliance - 1.2/2.2/3.2/4.2 ✓ Education and Staff Development - 1.3/ 2.3/3.3/ 4.3
<p>Requirement 3 (f) Each consumer's privacy is respected and personal information kept confidential.</p>	<ul style="list-style-type: none"> ✓ Standard 1 - 1.4/ 1.5/ 1.8 ✓ Continuous Improvement - 1.1/2.1/3.1/4.1 ✓ Regulatory Compliance - 1.2/2.2/3.2/4.2 ✓ Education and Staff Development - 1.3/ 2.3/3.3/ 4.3