



NEW - Aged Care Quality Standards ¹	OLD - Aged Care Accreditation Standards ²
<p>Standard 2: Ongoing Assessment and Planning with Consumers</p> <p><i>I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.</i></p> <p>Linked Standards 1, 3, 4, 7 and 8.</p>	<ul style="list-style-type: none"> ✓ Standard 1 - 1.4/ 1.6/1.8/1.9 ✓ Standard 2 - 2.4 - 2.6 and 2.7 -2.17. ✓ Standard 3 - 3.4/3.5/3.6/3.8/ 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
<h3>What is Required (New)</h3>	
<ul style="list-style-type: none"> ✓ Organisation policy/procedures including: <ul style="list-style-type: none"> • Assessment and planning policy aligned to the provision of consumer service and care (referencing a directory of approved external providers). • Cultural and social diversity planning policy that covers social, culture, language, religious and spiritual diversity • Consumer wellbeing and care planning policy supported by appropriate assessment tools • End of life care policy • Advanced care planning, aligned to relevant state and territory legislation. • Consumer communication policy that supports: <ul style="list-style-type: none"> ○ collaboration and consultation in accordance with assessment, planning and decision-making related to care and services, aligned to the consumer’s choice to participate or not ○ the provision of supportive opportunities to talk about dying so consumers can make their wishes known ○ the needs of a diverse range of consumers. ✓ Updates in the organisation’s care management system aligned to the requirements of the Standard, including the use of validated risk assessment and planning tools. ✓ Care assessment and planning reflects a consumer-centred approach, that is inclusive of all care and services, advanced care planning and directives, and consumer decision-making and choices. ✓ Evidence of collaboration and consultation with relevant, qualified practitioners about assessing and managing specific and common risks for older people, including diseases or conditions such as incontinence, hearing loss and cognitive impairment. ✓ Workforce planning (including skills needed), to ensure a skilled and qualified workforce to assess and plan care and services, including advanced care planning and end of life care planning. ✓ Relevant systems, including workforce instruction, to support the use of other (external) approved services. ✓ Operational risk management program aligned to the requirements of the Standard, that includes support of consumers in exercising choice and independence, and decision-making to take risks to enable them to live the best life they can. ✓ Demonstrate ways of tailoring work practices to the needs of consumers, including opportunities for improvement identified through the collection of feedback and complaints. ✓ Provision of staff training programs (including orientation) aligned to the Standard that support organisation policy understanding related to ongoing assessment and planning of consumer care and services. This includes record keeping systems for training and following up with staff who have failed to complete the training. ✓ Continuous improvement processes to measure whether assessment and planning processes are resulting in safe and effective care and services, and meet the goals and needs of the consumer. This should include the consumer’s social, cultural, language, religious, spiritual, psychological and medical needs and preferences. 	
<h3>Requirements</h3>	
<p>Requirement 3(a) Assessment and planning, including consideration of risks to the consumer’s health and well-being, informs the delivery of safe and effective care and services.</p>	<ul style="list-style-type: none"> ✓ Standard 1 - 1.6/1.9 ✓ Standard 2 - 2.4 – 2.17 ✓ 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

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>



<p>Requirement 3 (b) Assessment and planning identifies and addresses the consumer's current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes.</p>	<ul style="list-style-type: none"> ✓ Standard 2 - 2.4 – 2.6/ 2.9 ✓ Standard 3- 3.4/ 3.5/ 3.6/ 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) Assessment and planning:</p> <ul style="list-style-type: none"> i) is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumer's care and services; and ii) includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer. 	<ul style="list-style-type: none"> ✓ Standard 1 - 1.5/ 1.6/ 1.8/ 1.9 ✓ Standard 2 - 2.4 – 2.6 ✓ Standard 3 - 3.6/ 3.9 ✓ Regulatory Compliance - 1.2/ 2.2/ 3.2/ 4.2 ✓ Continuous Improvement - 1.1/ 2.1/ 3.1/ 4.1
<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) The outcomes of assessment and planning are effectively communicated to the consumer and documented in a care and services plan that is readily available to the consumer, and where care and services are provided.</p>	<ul style="list-style-type: none"> ✓ Standard 2 - 2.4 – 2.17 ✓ Standard 3 - 3.5/ 3.6/ 3.9 ✓ Continuous Improvement- 1.1/2.1/3.1/4.1
<p>Requirement 3 (f) Care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer.</p>	<ul style="list-style-type: none"> ✓ Standard 2 - 2.4 – 2.17 ✓ Standard 3 - 3.5/ 3.6/ 3.9 ✓ Continuous Improvement - 1.1/2.1/3.1/4.1