

# **AGED CARE QUALITY STANDARDS - STANDARD 1**

## **CONSUMER DIGNITY AND CHOICE**

### *Objective*

- To ensure a culture of inclusion and respect for consumers
- To support consumers to make informed choices about their care and services
- To assist consumers to maintain their identity
- To respect consumer's privacy
- To prevent harassment or discrimination of any kind

### *Scope*

Applicable to services provided by Cooee Lodge Hostel, Jack Towney Hostel and Community Care.

### *Policy*

- 1.1 Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.
- 1.2 Care and services will be delivered in a manner that respects and values the customs, cultures and beliefs of consumers.
- 1.3 Each consumer is empowered to play an active role in decisions that affect their lives, their own care and the way care and services are delivered. Consumers:
  - will be informed about the opportunities for choice available to them
  - will be supported to make informed choices which will provide them opportunities
  - can determine when family, friends, carers or others should be involved in their care
  - will be supported in communicating their decisions
  - can make connections with others and maintain relationships of choice, including intimate relationships.
  - will be enabled to build self-reliance and maintain social inclusion
- 1.4 A consumer's cognitive impairment is not a reason for a person to be excluded from the decision-making process about their own life.
- 1.5 Not all consumer decisions require assistance, and consumers will be supported primarily when they make significant decisions which have immediate or long-term consequences regarding their health, finances or lifestyle.
- 1.6 Each consumer will be supported with complex care and communication needs to make their own decisions regarding their life.

- 1.7 Each consumer is supported to take risks to enable them to live the best life they can.
- 1.8 Information provided to each consumer is current, accurate and timely information and communicated in a way that is clear, easy to understand and enables them to exercise choice.
- 1.9 The will and preferences of a consumer will only be overridden if a decision is deemed by staff or advocates to be dangerous to the wellbeing of the consumer or others.
- 1.10 Records of consumer preferences will be documented and kept on file
- 1.11 Each consumer's privacy is respected and personal information kept confidential.
- 1.12 Each consumer has the right to privacy in the way we collect, store and use information about them, their needs and the services we provide to them.

## Relevant Legislation

Aged Care Act 1997 (Cth)  
Privacy Act 1988 (Cth)  
Anti-Discrimination and Human Rights Legislation Amendment (Respect at Work) Act 2022 (Cth)  
Age Discrimination Act 2004 (Cth)  
Australian Human Rights Commission Act 1986 (Cth)  
Disability Discrimination Act 1992 (Cth)  
Racial Discrimination Act 1975 (Cth)  
Sex Discrimination Act 1984 (Cth)

## Associated Documents

CHSP Manual & Guidelines (2018)  
National Guide to the CHSP Client Contribution Framework (2018)  
Living well at Home: CHSP Good Practice Guide (2015)  
Aged Care Diversity Framework  
Inclusive Service Standards  
Cultural Respect Framework for Aboriginal & Torres Strait Island Health 2016-2026  
Supported Decision-Making in Aged Care: A Policy Development Guideline for Aged Care Providers in Australia  
Gilgandra Shire Council's Privacy Management Plan  
Gilgandra Lifestyles' Procedure Manual  
Australian Privacy Principles

## AGED CARE QUALITY STANDARDS - STANDARD 2

### ONGOING ASSESSMENT AND PLANNING WITH CONSUMERS

#### Objective

- To ensure the consumer is involved in initial and ongoing assessment and planning for care and services
- To focus assessment and planning on optimising health and well-being in accordance with the consumer's needs, goals and preferences.

#### Scope

Applicable to services provided by Cooee Lodge Hostel, Jack Towney Hostel and Community Care

#### Policy

- 2.1 Assessment and planning, including consideration of risks to the consumer's health and wellbeing, informs the delivery of safe and effective care and services.
- 2.2 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.
- 2.3 Assessment and planning supports consumers to identify their individual needs and develop goals that will promote their independence and achieve optimal well-being and social participation.
- 2.4 Assessment and planning:
  - a) is based on ongoing partnership with the consumer and others that they wish to involve in assessment, planning and review of their care and services
  - b) includes other providers, organisations and individuals involved in the care of the consumer.
- 2.5 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.
- 2.6 Care plans and services are generally reviewed quarterly for effectiveness, however are also reviewed circumstances change or when incidents impact on the needs, goals or preferences of the consumer.



*Relevant Legislation*

Aged Care Act 1997 (Cth)  
Privacy Act 1988 (Cth)  
Health Records and Information Privacy Act 2002 (NSW)  
Work Health and Safety Act 2011 (NSW)  
Work Health and Safety Regulation 2017 (NSW)  
Guardianship Act 1987 (NSW)  
Powers of Attorney Act 2003 (NSW)  
Mental Health Act 2007 (NSW)

*Associated Documents*

A National Framework for Advance Care Directives (2011)  
National Palliative Care Standards (2018)  
Principles for Palliative and End-of-Life Care in Residential Aged Care  
Supported Decision-Making in Aged Care: A Policy Development Guideline for Aged Care Providers in Australia  
WHO Integrated care for older people guidelines on community level interventions to manage declines in intrinsic capacity  
Gilgandra Lifestyles' Procedure Manual  
User Rights Amendment (Charter of AC Rights) Principles 2019  
User Rights Principles 2014  
Quality of Care Principles 2014

## AGED CARE QUALITY STANDARDS – STANDARD 3

### PERSONAL CARE AND CLINICAL CARE

#### *Objective*


To ensure delivery of safe and effective personal care and/or clinical care in accordance with the consumer's needs, goals and preferences to optimise health and well-being

#### *Scope*

Applicable to services provided by Cooee Lodge Hostel, Jack Towney Hostel and Community Care

#### *Policy*

- 3.1 Each consumer receives safe and effective personal care and/or clinical care that:
  - a) is best practice
  - b) is tailored to their needs
  - c) optimises their health and wellbeing.
- 3.2 High-impact or high-prevalence risks associated with the care of each consumer will be effectively managed.
- 3.3 The needs of consumers with compromised mobility and dexterity will be accurately assessed and where possible, assistance, aids or therapy will be provided to maintain or improve current level of musculoskeletal function and coordination.
- 3.4 Fall prevention strategies and programs will be developed, identified on their care plans and implemented for all residents upon their admission and as per identified risk factors.
- 3.5 The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.
- 3.6 Deterioration or change of a consumer's mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.
- 3.7 Information about the consumer's condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared.
- 3.8 Timely and appropriate referrals will be arranged to individuals, other organisations and providers of other care and services.
- 3.9 Infection-related risks will be minimised through implementing:
  - a) standard and transmission-based precautions to prevent and control infection
  - b) practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.

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- 3.10 Each consumer will be supported to maintain their independence for as long as possible, including managing their own medicines in a safe and effective way
  - 3.11 Informed consent will be sought from the consumer for any assistance provided with medication management
  - 3.12 Each consumer will have access to a range of medical practitioners and allied health services

## Relevant Legislation

Aged Care Act 1997 (Cth)  
Privacy Act 1988 (Cth)  
Work Health and Safety Act 2011 (NSW)  
Work Health and Safety Regulation 2017 (NSW)  
Guardianship Act 1987 (NSW)  
Powers of Attorney Act 2003 (NSW)  
Mental Health Act 2007 (NSW)

## Associated Documents

Charter of Care Recipients' Rights and Responsibilities – Home Care (2017)  
A National Framework for Advance Care Directives (2011)  
Gilgandra Shire Council's Infection Control Plan  
Gilgandra Lifestyles' Business Continuity Plan  
Gilgandra Lifestyles' Procedure Manual  
User Rights Amendment (Charter of AC Rights) Principles 2019  
User Rights Principles 2014  
Quality of Care Principles 2014  
Quality of Care Amendment (Minimising the Use of Restraints) Principles 2019

## AGED CARE QUALITY STANDARDS - STANDARD 4

### SERVICES AND SUPPORTS FOR DAILY LIVING

#### Objective

To provide safe and effective services and support for daily living that optimise the consumer's independence, health, well-being and quality of life.

#### Scope

Applicable to services provided by Cooee Lodge Hostel, Jack Towney Hostel and Community Care

#### Policy

- 4.1 Each consumer receives safe and effective services and supports for daily living that meet their needs, goals and preferences and optimise their independence, health, well-being and quality of life.
- 4.2 Services and supports for daily living promote each consumer's emotional, spiritual and psychological well-being.
- 4.3 Services and supports for daily living assist each consumer to:
  - a) participate in their community within and outside the service
  - b) have social and personal relationships
  - c) do the things of interest to them.
- 4.4 Each consumer is involved in decisions that affect them and the services they receive
- 4.5 Each consumer is involved in service development, evaluation, planning and organisational management.
- 4.6 Information about the consumer's condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.
- 4.7 Timely and appropriate referrals to individuals, other organisations and providers of other care and services.
- 4.8 Varied meals of suitable quality and quantity are provided
- 4.9 Each consumer is provided with meals which consider nutritional needs, cultural considerations, dietary intolerances, allergies and medication contraindications.
- 4.10 Equipment provided is safe, suitable, clean and well-maintained



Relevant Legislation

Aged Care Act 1997 (Cth)  
Privacy Act 1988 (Cth)  
Work Health and Safety Act 2011 (NSW)  
Work Health and Safety Regulation 2017 (NSW)  
Guardianship Act 1987 (NSW)  
Powers of Attorney Act 2003 (NSW)  
Mental Health Act 2007 (NSW)  
Anti-Discrimination Act 1977 (NSW)  
Food Act 2003 (NSW)

Associated Documents

National Meal Guidelines: A Guide for Service Providers, Caterers and Health Professionals (2016)  
The Australian Institute of Food Safety (AIFS) Resource Centre  
National Guidelines for Spiritual Care in Aged Care (2016)  
What works to promote emotional well-being in older people: a guide for aged care staff working in community or residential settings (2014)  
Gilgandra Lifestyles' Procedure Manual  
Food Safety Standards (Australia) 2015  
Quality of Care Principles 2014  
User Rights Principles 2014



## AGED CARE QUALITY STANDARDS - STANDARD 5

### ORGANISATION'S SERVICE ENVIRONMENT

#### Objective

To provide a safe and comfortable service environment that promotes the consumer's independence, function and enjoyment.

#### Scope

Applicable to services provided by Cooee Lodge Hostel and Jack Towney Hostel

#### Policy

- 5.1 The service environment is welcoming and easy to understand and optimises each consumer's sense of belonging, independence, interaction and function.
- 5.2 The service environment:
  - a) is safe, clean, well-maintained and comfortable
  - b) enables consumers to move freely, both indoors and outdoors.
- 5.3 Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.
- 5.4 Laundry and cleaning services, where applicable, are provided with maximum efficiency
- 5.5 The service environment is equipped with preventative fire measures to ensure a safe environment
- 5.6 As hazards identified in the service environment are reported immediately and addressed appropriately

#### Relevant Legislation

Aged Care Act 1997 (Cth)

#### Associated Documents

Dementia Training Australia, Environmental Design Resources (2017)  
 Long Term Care for people with dementia: Environmental design guidelines (2010)  
 Dementia Friendly Environments  
 How to design dementia-friendly environments  
 Gilgandra Lifestyles' Procedure Manual  
 Relevant GSC policies and procedures  
 User Rights Amendment (Charter of AC Rights) Principles 2019  
 User Rights Principles 2014  
 Quality of Care Principles 2014  
 Australian Standards Fire Protection

## AGED CARE QUALITY STANDARDS - STANDARD 6

### FEEDBACK AND COMPLAINTS

#### Objective

- To ensure consumers feel safe, encouraged and supported to give feedback and make complaints.
- To engage consumers in processes to address their feedback and complaints and ensure appropriate action is taken to resolve their concern/s

#### Scope

Applicable to services provided by Cooee Lodge Hostel, Jack Towney Hostel and Community Care

#### Policy

- 6.1 Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.
- 6.2 Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.
- 6.3 Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.
- 6.4 Feedback and complaints are reviewed and used to improve the quality of care and services.

#### Relevant Legislation

Aged Care Act 1997 (Cth)

#### Associated Documents

Aged Care Quality and Safety Commission Fact Sheet: Resolving concerns about aged care  
Commonwealth Ombudsman Better Practice Guide to Complaint Handling  
Open Disclosure Following Adverse Events in Hospital  
The National Aged Care Advocacy Program  
Gilgandra Lifestyles' Procedure Manual  
Council's Complaints Handling Policy  
User Rights Amendment (Charter of AC Rights) Principles 2019  
User Rights Principles 2014  
Quality of Care Principles 2014

## AGED CARE QUALITY STANDARDS - STANDARD 7

### HUMAN RESOURCES

#### Objective

- To ensure consumers receive quality care and services when they need them
- To engage suitably skilled, caring and capable staff and volunteers

#### Scope

Applicable to services provided by Cooee Lodge Hostel, Jack Towney Hostel and Community Care

#### Policy

- 7.1 The workforce is planned and the number and mix of staff deployed enables the delivery and management of safe and quality care and services.
- 7.2 Workforce interactions with consumers are kind, caring and respectful of each consumer's identity, culture and diversity.
- 7.3 The workforce is competent and members of the workforce have the qualifications and knowledge to effectively perform their roles.
- 7.4 The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.
- 7.5 Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken.

#### Relevant Legislation

Aged Care Act 1997 (Cth)  
Privacy Act 1988 (Cth)  
Age Discrimination Act 2004 (Cth)  
Fair Work Act 2009 (Cth)  
Racial Discrimination Act 1975 (Cth)  
Sex Discrimination Act 1984 (Cth)  
Anti-Discrimination Act 1977 (NSW)  
Human Rights and Equal Opportunity Commission (Transitional Provisions and Consequential Amendments) Act 1986 (Cth)  
Disability Discrimination Act 1992 (Cth)



*Associated Documents*

National Standards for Volunteer Involvement  
Relevant Council policies – Recruitment, Grievances, Staff Training & Development,  
Performance Management  
GSC Organisation Structure  
GSC Code of Conduct  
Gilgandra Lifestyles' Procedure Manual  
Staff Personnel files  
Position Descriptions and Duty Lists  
Training records  
User Rights Amendment (Charter of AC Rights) Principles 2019  
User Rights Principles 2014  
Quality of Care Principles 2014

## AGED CARE QUALITY STANDARDS - STANDARD 8

### ORGANISATIONAL GOVERNANCE

#### Objective

- To maximise access to services for everyone within the agreed consumer group
- To be accountable for the delivery of safe and quality care and services.

#### Scope

Applicable to services provided by Cooee Lodge Hostel, Jack Towney Hostel and Community Care

#### Policy

- 8.1 Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement
- 8.2 A culture of safe, inclusive and quality care and services will be promoted and staff will be accountable for their delivery
- 8.3 Effective organisational management will be provided through Council's Integrated Planning & Reporting framework relating to financial governance and operational planning
- 8.4 Effective organisation-wide governance systems will be provided for:
  - a) information management
  - b) continuous improvement
  - c) workforce governance, including to assign clear responsibilities and accountabilities
  - d) regulatory compliance
  - e) feedback and complaints
- 8.5 Effective risk management systems are provided, including but not limited to:
  - a) managing high impact or high prevalence risks associated with the care of consumers
  - b) identifying and responding to abuse and neglect of consumers
  - c) supporting consumers to live the best life they can
- 8.6 A clinical governance framework is provided, including but not limited to:
  - a) antimicrobial stewardship
  - b) minimising the use of restraint
  - c) open disclosure.

*Relevant Legislation*

Aged Care Act 1997 (Cth)  
 Privacy Act 1988 (Cth)  
 Health Records and Information Privacy Act 2002 (NSW)  
 Age Discrimination Act 2004 (Cth)  
 Fair Work Act 2009 (Cth)  
 Racial Discrimination Act 1975 (Cth)  
 Sex Discrimination Act 1984 (Cth)  
 Anti-Discrimination Act 1977 (NSW)  
 Human Rights and Equal Opportunity Commission (Transitional Provisions and  
 Consequential Amendments) Act 1986 (Cth)  
 Disability Discrimination Act 1992 (Cth)  
 Food Act 2003 (NSW)  
 Work Health and Safety Act 2011(NSW)  
 Work Health and Safety Regulation 2017 (NSW)  
 Guardianship Act 1987 (NSW)  
 Powers of Attorney Act 2003 (NSW)  
 Mental Health Act 2007 (NSW)

*Associated Documents*

A National Framework for Advance Care Directives (2011)  
 National Meal Guidelines (Meals on Wheels): A Guide for Service Providers, Caterers  
 and Health Professionals Providing Home Delivered and Centre Based Meal Programs  
 for Older Australians (2016)  
 National Health and Medical Research Council: Australian Guidelines for the Prevention  
 and Control of Infection in Healthcare (2019)  
 The Australian Institute of Food Safety (AIFS) Resource Centre  
 Gilgandra Lifestyles' Procedure Manual  
 Gilgandra Shire Council's Infection Control Plan  
 Gilgandra Lifestyles' Business Continuity Plan  
 Relevant Council policies  
 GSC Community Strategic Plan  
 Operational Plan including Revenue Policy, Budget, Fees & Charges  
 Code of Conduct  
 Code of Meeting Practice  
 Admissions to Cooee Lodge Hostel and Accommodation Pricing Framework Policy  
 Admissions to Cooee Lodge Hostel Procedures  
 User Rights Amendment (Charter of AC Rights) Principles 2019  
 User Rights Principles 2014  
 Quality of Care Principles 2014  
 Australian Privacy Principles 2014  
 Food Safety Standards (Australia) 2015

<b>Responsible Officer:</b>	Director Aged Care and Disabilities		
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