



**LASA**

**LEADING AGE SERVICES  
AUSTRALIA**

*The voice of aged care*

# Aged Care Quality Standards

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Transitioning whilst  
remaining compliant

# Objectives



- Further insights into the future
- Further insights into how the current standards can transition
- Robust conversation with your peers –

who all have to transition with you!!

You have About this long.....



# Important Dates

1 July 2019 – Aged Care Quality Standards

Expectations are:

- align your systems, policies and practices with the new standards
- support your staff to understand the requirements of the new standards
- Support consumers to understand what the changes mean for them



# Standards Overview

Standard 1 – Consumer dignity and choice

Standard 2 – Ongoing assessment and planning with consumers

Standard 3 – Personal care and clinical care

Standard 4 – Services and supports for daily living

Standard 5 – Organisation’s service environment

Standard 6 – Feedback and complaints

Standard 7 – Human resources

Standard 8 – Organisational governance



# Who are the standards for?



Aboriginal &  
Torres Strait  
Islander  
People

people from  
CALD  
backgrounds

LGBTI  
people

socio or  
economic  
disadvantage

People  
living with  
cognitive  
impairment  
including  
dementia

people who  
live in rural,  
remote or  
very remote  
areas

people  
with  
mental  
health  
problems  
and  
mental  
illness

veterans

care-leavers

people  
with a  
disability

People who are  
homeless or at risk  
of becoming  
homeless

# Diversity – the imperatives

- Equity of access and outcomes
- Empowerment
- Inclusion
- Quality
- Capacity Building
- Responsive and accountable



# Guidance Material

- Agency and DoH have provided you with Policy guidelines and referencing materials
- The references all interlink
- Some of the resources have links to free audit tools

# Remaining Compliant

- Residential Aged Care – Accreditation Standards
- Home Care – Home Care Common Standards

# Review what you have

## STANDARD 1

## NEW STANDARD

	1	2	3	4	5	6	7	8
1.1 Continuous Improvement	●	●				●	●	●
1.2 Regulatory Compliance	●							●
1.3 Education & Staff Development	●						●	●
1.4 Comments & Complaints	●					●		●
1.5 Planning & Leadership	●		●	●	●	●	●	●
1.6 Human Resource Management	●						●	●
1.7 Inventory & Equipment			●	●	●			
1.8 Information Systems	●	●	●	●				●
1.9 External Services					●			

# Review what you have

## STANDARD 2

## NEW STANDARD

	1	2	3	4	5	6	7	8
2.4 Clinical Care		•	•	•				
2.5 Specialised Nursing Care		•	•	•				
2.6 Other Health & Related Services		•	•	•				
2.7 Medication Management		•	•	•				
2.8 Pain Management		•	•	•				
2.9 Palliative Care		•	•	•				
2.10 Nutrition & Hydration		•	•	•				
2.11 Skin Care		•	•	•				
2.12 Continence Management		•	•	•				
2.13 Behavioural Management		•	•	•				
2.14 Mobility, Dexterity & Rehab		•	•	•				
2.15 Oral & Dental Care		•	•	•				
2.16 Sensory Loss		•	•	•				
2.17 Sleep		•	•	•				

# Review what you have

## STANDARD 3

## NEW STANDARD

	1	2	3	4	5	6	7	8
3.4 Emotional Support	●	●	●	●		●		
3.5 Independence	●	●	●	●	●			
3.6 Privacy & Dignity	●	●	●	●				
3.7 Leisure interests & Activities	●	●	●	●	●			
3.8 Cultural & Spiritual Life	●	●	●	●	●	●		
3.9 Choice & Decision Making	●	●	●	●		●		



# The Panel





**Leading Age Services Australia (LASA)**  
is the national peak body representing all providers of age services  
across residential care, home care and retirement living.