



Standard 1

Management systems, staffing and organisational development

Principle: Within the philosophy and level of care offered in the residential care service, management systems are responsive to the needs of care recipients, their representatives, staff and stakeholders, and the changing environment in which the service operates.

Intention of standard: This standard is intended to enhance the quality of performance under all Accreditation Standards, and should not be regarded as an end in itself. It provides opportunities for improvement in all aspects of service delivery and is pivotal to the achievement of overall quality.

1.1 Continuous improvement

The organisation actively pursues continuous improvement.

1.2 Regulatory compliance

The organisation's management has systems in place to identify and ensure compliance with all relevant legislation, regulatory requirements, professional standards and guidelines.

1.3 Education and staff development

Management and staff have appropriate knowledge and skills to perform their roles effectively.

1.4 Comments and complaints

Each care recipient (or his or her representative) and other interested parties have access to internal and external complaints mechanisms.

1.5 Planning and leadership

The organisation has documented the residential care service's vision, values, philosophy, objectives and commitment to quality throughout the service.

1.6 Human resource management

There are appropriately skilled and qualified staff sufficient to ensure that services are delivered in accordance with these standards and the residential care service's philosophy and objectives.

1.7 Inventory and equipment

Stocks of appropriate goods and equipment for quality service delivery are available.

1.8 Information systems

Effective information management systems are in place.

1.9 External services

All externally sourced services are provided in a way that meets the residential care service's needs and service quality goals.

Standard 2

Health and personal care

Principle: Care recipients' physical and mental health will be promoted and achieved at the optimum level in partnership between each care recipient (or his or her representative) and the health care team.

2.1 Continuous improvement

The organisation actively pursues continuous improvement.

2.2 Regulatory compliance

The organisation's management has systems in place to identify and ensure compliance with all relevant legislation, regulatory requirements, professional standards, and guidelines, about health and personal care.

2.3 Education and staff development

Management and staff have appropriate knowledge and skills to perform their roles effectively.

2.4 Clinical care

Care recipients receive appropriate clinical care.

2.5 Specialised nursing care needs

Care recipients' specialised nursing care needs are identified and met by appropriately qualified nursing staff.

2.6 Other health and related services

Care recipients are referred to appropriate health specialists in accordance with the care recipient's needs and preferences.

2.7 Medication management

Care recipients' medication is managed safely and correctly.

2.8 Pain management

All care recipients are as free as possible from pain.

2.9 Palliative care

The comfort and dignity of terminally ill care recipients is maintained.

2.10 Nutrition and hydration

Care recipients receive adequate nourishment and hydration.

2.11 Skin care

Care recipients' skin integrity is consistent with their general health.

2.12 Continence management

Care recipients' continence is managed effectively.

2.13 Behavioural management

The needs of care recipients with challenging behaviours are managed effectively.

2.14 Mobility, dexterity and rehabilitation

Optimum levels of mobility and dexterity are achieved for all care recipients.

2.15 Oral and dental care

Care recipients' oral and dental health is maintained.

2.16 Sensory loss

Care recipients' sensory losses are identified and managed effectively.

2.17 Sleep

Care recipients are able to achieve natural sleep patterns.

Accreditation Standards

Standard 3

Care recipient lifestyle

Principle: Care recipients retain their personal, civic, legal and consumer rights, and are assisted to achieve active control of their own lives within the residential care service and in the community.

3.1 Continuous improvement

The organisation actively pursues continuous improvement.

3.2 Regulatory compliance

The organisation's management has systems in place to identify and ensure compliance with all relevant legislation, regulatory requirements, professional standards, and guidelines, about care recipient lifestyle.

3.3 Education and staff development

Management and staff have appropriate knowledge and skills to perform their roles effectively.

3.4 Emotional support

Each care recipient receives support in adjusting to life in the new environment and on an ongoing basis.

3.5 Independence

Care recipients are assisted to achieve maximum independence, maintain friendships and participate in the life of the community within and outside the residential care service.

3.6 Privacy and dignity

Each care recipient's right to privacy, dignity and confidentiality is recognised and respected.

3.7 Leisure interests and activities

Care recipients are encouraged and supported to participate in a wide range of interests and activities of interest to them.

3.8 Cultural and spiritual life

Individual interests, customs, beliefs and cultural and ethnic backgrounds are valued and fostered.

3.9 Choice and decision-making

Each care recipient (or his or her representative) participates in decisions about the services the care recipient receives, and is enabled to exercise choice and control over his or her lifestyle while not infringing on the rights of other people.

3.10 Care recipient security of tenure and responsibilities

Care recipients have secure tenure within the residential care service, and understand their rights and responsibilities.

Standard 4

Physical environment and safe systems

Principle: Care recipients live in a safe and comfortable environment that ensures the quality of life and welfare of care recipients, staff and visitors.

4.1 Continuous improvement

The organisation actively pursues continuous improvement.

4.2 Regulatory compliance

The organisation's management has systems in place to identify and ensure compliance with all relevant legislation, regulatory requirements, professional standards, and guidelines, about physical environment and safe systems.

4.3 Education and staff development

Management and staff have appropriate knowledge and skills to perform their roles effectively.

4.4 Living environment

Management of the residential care service is actively working to provide a safe and comfortable environment consistent with care recipients' care needs.

4.5 Occupational health and safety

Management is actively working to provide a safe working environment that meets regulatory requirements.

4.6 Fire, security and other emergencies

Management and staff are actively working to provide an environment and safe systems of work that minimise fire, security and emergency risks.

4.7 Infection control

An effective infection control program.

4.8 Catering, cleaning and laundry services

Hospitality services are provided in a way that enhances care recipients' quality of life and the staff's working environment.



Australian Government
Australian Aged Care Quality Agency