Standard 1 – Consumer dignity and choice

Consumer outcome
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.

Organisation statement
The organisation:
- Has a culture of inclusion and respect for consumers
- Supports consumers to exercise choice and independence
- Respects consumers’ privacy.

Requirements
The organisation demonstrates the following:

1.1. Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.
1.2. Care and services are culturally safe.
1.3. Each consumer is supported to exercise choice and independence, including to:
   a. make decisions about their own care and the way care and services are delivered
   b. make decisions about when family, friends, carers or others should be involved in their care
   c. communicate their decisions
   d. make connections with others and maintain relationships of choice, including intimate relationships.
1.4. Each consumer is supported to take risks to enable them to live the best life they can.
1.5. 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.
1.6. Each consumer’s privacy is respected and personal information kept confidential.
**Standard 2 – Ongoing assessment and planning with consumers**

**Consumer outcome**
I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and wellbeing.

**Organisation statement**
The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and wellbeing in accordance with the consumer's needs, goals and preferences.

**Requirements**
The organisation demonstrates the following:

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:
   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.

2.4 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.

2.5 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.
**Standard 3 – Personal care and clinical care**

**Consumer outcome**
I get personal care and/or clinical care that is safe and right for me.

**Organisation statement**
Personal care and clinical care is safe and effective and delivered in accordance with the consumer's needs, goals and preferences to optimise health and wellbeing.

**Requirements**
The organisation demonstrates the following:

3.1. Each consumer gets safe and effective personal care and/or clinical care that is:
   a. best practice
   b. tailored to their needs
   c. optimises their health and wellbeing.

3.2. Effective management of high-impact or high-prevalence risks associated with the care of each consumer.

3.3. The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.

3.4. 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.

3.5. 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.

3.6. Timely and appropriate referrals to other providers, organisations and individuals.

3.7. Minimisation of infection-related risks 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.
**Standard 4 – Services and supports for daily living**

**Consumer outcome**
I get the services and supports that are important for my health and wellbeing and that enable me to do the things I want to do.

**Organisation statement**
The organisation provides safe and effective services and supports that optimise the consumer’s independence, health, wellbeing and quality of life.

**Requirements**
The organisation demonstrates the following:

4.1. Each consumer gets safe and effective services and supports for daily living that meet the consumer’s needs, goals and preferences and optimise their independence, health, wellbeing and quality of life.

4.2. Services and supports for daily living promote each consumer’s emotional, spiritual and psychological wellbeing.

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. Information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.

4.5. Timely and appropriate referrals to other providers, organisations and individuals.

4.6. Where meals are provided, they are varied and of suitable quality and quantity.

4.7. Where equipment is provided, it is safe, suitable, clean and well maintained.

*Services and supports for living include, but are not limited to, food services, domestic assistance, home maintenance, transport, recreational and social activities.*
Standard 5 – Organisation's service environment*

Consumer outcome
I feel I belong and I am safe and comfortable in the organisation’s service environment.

Organisation statement
The organisation provides a safe and comfortable service environment that promotes the consumer’s independence, function and enjoyment.

Requirements
The organisation demonstrates the following:

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.

*An organisation’s service environment refers to the physical environment through which care and services are delivered, including aged care homes, cottage style respite services and day centres. An organisation’s service environment does not include a person’s privately owned/occupied home through which in-home services are provided.
Standard 6 – Feedback and complaints

Consumer outcome
I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

Organisation statement
Regular input and feedback from consumers, carers, the workforce and others is sought and is used to inform individual and organisation-wide continuous improvements.

Requirements
The organisation demonstrates the following:

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.
Standard 7 – Human resources

Consumer outcome
I get quality care and services when I need them from people who are knowledgeable, capable and caring.

Organisation statement
The organisation has sufficient skilled and qualified workforce to provide safe, respectful and quality care and services.

Requirements
The organisation demonstrates the following:

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 has the qualifications and knowledge to effectively perform their role.
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.
Standard 8 – Organisational governance

Consumer outcome
I am confident the organisation is well run. I can partner in improving the delivery of care and services.

Organisation statement
The governing body is accountable for safe and quality care and services.

Requirements
The organisation demonstrates the following:

8.1. Engaging consumers in the development, delivery and evaluation of care and services (including supporting consumers to do so).
8.2. The organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.
8.3. Effective organisation wide governance systems relating to:
   a. information management
   b. continuous improvement
   c. financial governance
   d. workforce governance, including to assign clear responsibilities and accountabilities
   e. regulatory compliance
   f. risk management, including but not limited to:
      - managing high impact or high prevalence risks associated with the care of consumers
      - identifying and responding to abuse and neglect of consumers
      - supporting consumers to live the best life they can
   g. feedback and complaints
   h. a clinical governance framework (where clinical care is provided), including but not limited to:
      - antimicrobial stewardship
      - minimising the use of restraint
      - open disclosure.