

What the new Aged Care Quality Standards mean for you

What are the new Standards?

The Australian Government has set some new Aged Care Quality Standards that clearly define what good care should look like. These new Standards have been published and we will be using them from 1 July 2019.

The new Standards make it easier to check that people receive good care. Good care is not about us 'ticking boxes'. It's about us caring for you and your individual needs.

There is a video on the Aged Care Quality and Safety Commission's website that will show you what the new Standards mean in practice for you (www.agedcarequality.gov.au). A link to this video has also been uploaded to our website (www.rsllifecare.org.au).

There are eight standards and each one is about an aspect of care that contributes to your safety, health and wellbeing. The graphic shows you which part of your care these standards relate to:

Standard 1 Consumer dignity and choice

Standard 2 Ongoing assessment and planning with consumers

Standard 3 Personal care and clinical care

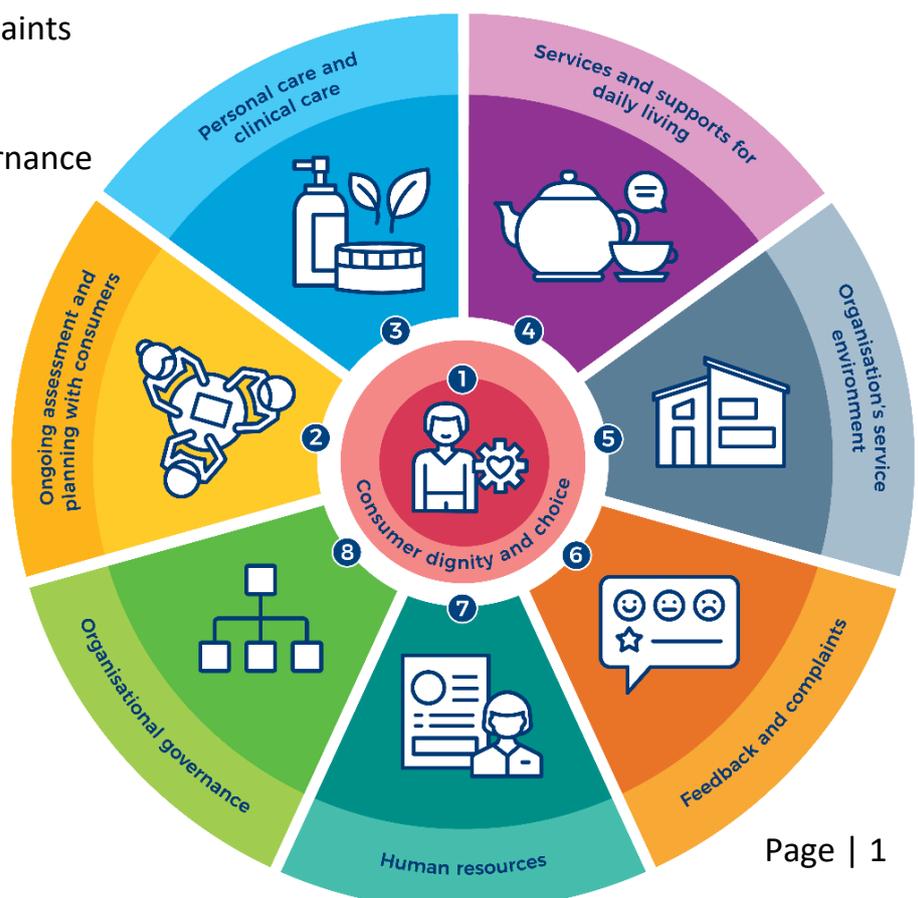
Standard 4 Services and supports for daily living

Standard 5 Organisation's service environment

Standard 6 Feedback and complaints

Standard 7 Human resources

Standard 8 Organisational governance



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Each Standard says what you, our resident or client, can expect. As your aged care provider, we have to meet an “outcome” for you and then we have to demonstrate how we are meeting that outcome.

Most people know what good care feels like

The staff are friendly and respectful, and they respond to your particular needs. You are well cared for by people who know their jobs. You have people to talk to about the things that matter to you. The organisation providing your care is well-run.

What you can expect in aged care

It doesn't matter whether you are getting care at home or you are living in a residential aged care home. It doesn't matter who you are, where you live, your life experience, identity, beliefs or culture. Every person receiving care has a right to be treated with dignity and respect, and to have their personal and clinical needs attended to.

If you believe your care isn't up to the standard that you expect, let someone know. Raising concerns isn't 'being difficult', it's a normal part of service delivery.

New Charter of Aged Care Rights

To underpin the new Aged Care Quality Standards, the Federal Government has released a new Charter of Aged Care Rights. From the 1st of July, 2019, the new Charter will provide the same rights to all residents and consumers receiving Government-subsidised aged care. This single Charter will make sure that all residents in residential care homes and those receiving care in their home have the same rights and know what they can expect from an aged care service. The comprehensive new Charter covers 14 fundamental protections - from safe, quality care, to independence, information, personal privacy, control, fairness and choice.

A copy of the 14 protections in the Charter is on Page 3, or you can read more on the Department of Health's website (<https://agedcare.health.gov.au/quality/single-charter-of-aged-care-rights>).

Over the coming weeks, one of our staff members will give you a personally signed copy of the Charter and explain the new Charter and what it means for you.

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Australian Government
Department of Health



Australian Government
Aged Care Quality and Safety Commission

Charter of Aged Care Rights

I have the right to:

1. safe and high quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

If you have any questions about the new Standards or the new Charter, or would like a bit more information, please ask any of our staff.

You and your family should feel comfortable that you can raise questions and issues with us if you feel your care isn't up to standard. If you don't feel comfortable talking about these issues with us, you can contact the Aged Care Quality and Safety Commission. You can contact the Commission to give feedback about the quality of care and services you have

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received. This is different to making a complaint. This information helps the Commission in accrediting, assessing and monitoring services against the quality standards.

🌐 www.agedcarequality.gov.au

📞 1800 951 822

✉️ audit.feedback@agedcarequality.gov.au.

If you're not sure about raising an issue, advocates are available who can help you work out what your rights are and what your options may be. You can speak to an advocate by calling **1800 700 600** or visiting the Older Persons Advocacy Network (OPAN) website (www.opan.com.au).

Translating and interpreting services are also available:

- Translating and Interpreting Service (TIS) – 131 450
- Aboriginal Interpreter Service (AIS) – 1800 334 944
- Kimberley Interpreting Service (KIS) – 08 9192 3981

If you are hearing or speech impaired you can contact the National Relay Service (www.relayservice.com.au):

- TTY users: phone **1800 555 677** then ask for our number 1800 951 822
- Speak and Listen users: phone **1800 555 727** then ask for our number 1800 951 822
- Internet relay users: connect to the National Relay Service (www.relayservice.com.au) and enter 1800 951 822.

All of these services are free.