

# National Aboriginal and Torres Strait Islander Flexible Aged Care Program Quality Standards

## Standard 1

### Care delivery and information

**Principle:** Each service user has access to and receives quality aged care services that meet their needs and respects their dignity and individuality. This is achieved through assessment, planning and regular review of each service user's needs, in consultation with them and their nominated representative/family member/people.

Each service user is fully informed about service choices and their rights and responsibilities as a service user. This information is provided in a format appropriate to their needs and communicated in a way that is culturally acceptable to each service user.

#### 1.1 Assessment

Each service user is supported to actively participate in an assessment of their care needs. The assessment is conducted by appropriately experienced staff and considers: eligibility, priority of access, independence, physical, social, emotional and cultural care needs and clinical care needs, where applicable and with the agreement of the service user.

#### 1.2 Care planning

Each service user has a documented care plan that addresses their identified care needs and preferences. This includes a cultural support plan which describes how assessed needs and service user preferences will be met in a culturally safe way. The care/cultural support plan includes strategies to maintain privacy and dignity, individual interests, customs and beliefs, independence and family connectedness.

#### 1.3 Review

Each service user is monitored to ensure: service delivery occurs as planned, their needs are regularly reassessed and the care plan is updated in consultation with the service user to reflect any change in needs and service user preferences.

#### 1.4 Clinical care

Each service user's clinical care needs are met.

Note: The requirements within this outcome may have limited applicability, or not be applicable to some providers, depending upon the type of services provided to service users/care recipients.

#### 1.5 Information

Each prospective service user is fully informed about service choices and their rights and responsibilities as a service user.

## Standard 2

### Management and accountability

**Principle:** Each service user (and prospective service user) has access to services and service users receive appropriate services that are planned, delivered and evaluated in partnership with themselves and/or their representative.

#### 2.1 Governance

The service provider has clear, effective governance processes in place.

#### 2.2 Management Systems

The service provider has clear and effective management systems and practices in place.

#### 2.3 Risk management

A risk management framework is in place to ensure the safety of service users, staff and other stakeholders, and that quality care services are delivered.

#### 2.4 Human resources

Effective staff recruitment and retention ensure that service users' needs are met.



Australian Government

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