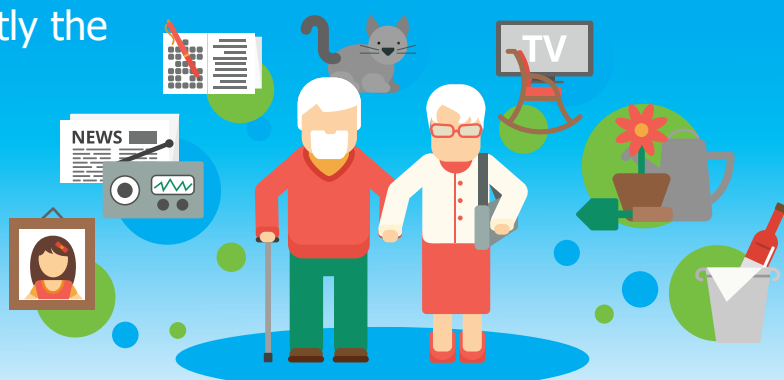


# Aged Care Providers' Pressure Points

With new Standards, a Royal Commission and new regulator, Aged Care is currently the most scrutinised industry in Australia.



**1 JUL 2018**

Aged Care Quality Standards Released

Royal Commission Aged Care established

**8 OCT 2018**

**1 JAN 2019**

New regulator and changes to assessment contacts

New Aged Care Quality Standards Come into Effect

**1 JUL 2019**

**1 JUL 2019**

Aged Care Quality Indicator Program Participation

**8 Standards**



"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."

- Standard 1 Consumer Outcome

Each Standard includes a series of requirements that are in themselves compliance essentials. There are over 40 of these requirements.



**40+ Requirements**



## Each Standard Includes

**Reflective Questions**  
for providers to consider to ensure they are meeting the requirements of the Standard through everyday practices.

**Consumer Outcomes**  
for providers to ensure that they are meeting the expected outcome for consumers.

**Workforce Outcomes**  
that outline the expectations for the organisation's workforce in relation to the Standard.

**Organisational Expectations**  
for providers to meet to demonstrate that the Standard has been met.

**214** Reflective Questions | **204** Workforce Questions | **150** Consumer Outcomes | **217** Organisational Outcomes

## Other Compliance Requirements & Resources

- ✓ Commonwealth Aged Care Act 1997 - Aged Care Act 1997 (Cth), User Rights Amendment (Charter of Aged Care Rights) Principles 2019
- ✓ Privacy Act - Privacy Act 1988 (Cth), Schedule 1, Australian Privacy Principles
- ✓ State and Territory Mental Health Legislation
- ✓ State and Territory Guardianship and Administration Legislation
- ✓ State and Territory Enduring Power of Attorney and Medical Directive Legislation
- ✓ State and Territory Work Health and Safety Legislation
- ✓ Commonwealth Anti-discrimination Legislation
- ✓ Fair Work Act 2009 (Cth)
- ✓ Racial Discrimination Act 1975 (Cth)
- ✓ Sex Discrimination Act 1984 (Cth)

## How Can Providers Stay Informed?

**AgedCareEssentials**  
[www.agedcareessentials.com.au](http://www.agedcareessentials.com.au)

### Other Helpful Resources:

[www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)  
[www.nhmrc.gov.au](http://www.nhmrc.gov.au)  
[www.agedcare.royalcommission.gov.au](http://www.agedcare.royalcommission.gov.au)  
[www.nps.org.au](http://www.nps.org.au)

## How Can Providers Comply?



**CompliCare**

The complete online solution for policy, training and reporting requirements to support the Aged Care Quality Standards.

[www.complispace.com.au](http://www.complispace.com.au)  
[contactus@complispace.com.au](mailto:contactus@complispace.com.au)  
(02) 9299 6105



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