



NEW - Aged Care Quality Standards ¹	OLD - Aged Care Accreditation Standards ²
<p>Standard 4 Services and Supports for Daily Living</p> <p><i>I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.</i></p> <p>Linked Standards – 1, 2, 7 and 8.</p>	<ul style="list-style-type: none"> ✓ Standard 1 – 1.4/ 1.6/ 1.7/ 1.8/ 1.9 ✓ Standard 2- 2.4 – 2.6 and 2.10 ✓ Standard 3- 3.4/3.5/3.6/3.7/3.8/ 3.9 ✓ Standard 4 – 4.4/ 4.5/ 4.8 ✓ Continuous Improvement- 1.1/2.1/3.1/4.1 ✓ Regulatory Compliance – 1.2/2.2/3.2/4.2 ✓ Education and Staff Development – 1.3/ 2.3/3.3/ 4.3
What is Required (New)	
<ul style="list-style-type: none"> ✓ Organisation policies and procedures for: <ul style="list-style-type: none"> • consumer services and supports for daily living that tailors planning to the consumer’s needs, goals and preferences • care assessment and planning that reflects a consumer-centred approach and is inclusive of consumer decision-making and choices. This should support consumer independence, emotional, spiritual and psychological wellbeing. • cultural and inclusion that details procedures for meeting consumer social, culture, language, religious, and spiritual goals, needs and preferences • community engagement and support that promotes community involvement as well as personal and social relationships of the consumer’s choosing • communication including the sharing of consented consumer information with other providers/practitioners. This should facilitate providing of professional handover within the residential aged care home, and that supports privacy of information (e.g. ISOBAR), to ensure understanding and support of the provision of consumer needs and preferences. • consent and privacy policy (see previous Standard Mapping Documents) to support relevant consumer communication processes and information sharing when coordinating care with other organisations, services or individuals. • continuum of care of the consumer that details consumer transfer between services, including communication of information and sharing the responsibility of care and services with other service providers • contractor management for referral to care and services in line with needs and preferences of consumers e.g. social activities, community services and supports that the organisation is unable to provide. This needs to include review and monitoring processes that demonstrate safe, effective and quality services. • nutrition and hydration to support consumers’ wellbeing and reduce related risks e.g. risks related to dehydration and malnutrition • dining and food experience to connect and enhance social and wellbeing experience of consumers in relation to meals and food services • food services that encompass consumer needs and preferences and: <ul style="list-style-type: none"> ○ support wellbeing and to sustain life ○ support specific dietary needs ○ recognise and supports Consumer where dietary intolerances, allergies and medication contra-indications are evident ○ encompass and plan to meet cultural, religious and overall food preferences and preferred dining experiences ○ support meal arrangement and times • product evaluation for the purchase of new or replacement equipment and supports the appropriate use of equipment for intended purpose • organisation equipment safety, cleaning and maintenance. This needs to detail similar related systems for consumer equipment and engaging consumers in decisions related to maintaining and safety of these resources and subcontracted third party provided equipment and resources that detail ongoing review, maintenance and cleaning. ✓ Work instructions or similar in relation to the maintenance, cleaning and storage of specific equipment. ✓ Updates to the organisation’s care management system that demonstrates management by the workforce of information gaps and the follow up and reporting of any deficiencies. ✓ A leisure and lifestyle program that provides consumers with: <ul style="list-style-type: none"> • meaningful activities 	

¹ NEW – refers to the Aged Care Quality Standards (Standards) effective from 1 July 2019, further information available at <https://www.agedcarequality.gov.au/providers/standards>

² OLD - refers to the Aged Care Accreditation Standards. Transitional arrangements to the new Standards is available at <https://www.agedcarequality.gov.au/resources/transitional-arrangements-key-changes-fact-sheet-aged-care-quality-standards>



- opportunities to acknowledge and observe sacred, cultural and religious practices, including special days/events
- opportunities for unplanned and self-directed activities
- community interaction and being part of networks, including social and personal relationships. that are important to them and they want to continue
- ✓ Risk Management Program that assesses (and recognises any barriers), problem solves and manages risks to consumers, while supporting their individual preferences. This should include recognition and engagement with consumers at risk of being socially isolated and feeling lonely.
- ✓ List of available networks (and approved providers), including referral criteria that applies, to support spiritual, pastoral and religious goals, needs and preferences of consumers.
- ✓ Workforce planning to ensure a skilled and qualified workforce that can assess, and plan supports and services of daily living in accordance with what is important to the consumer. This includes overcoming of barriers that may stop consumers from taking part in their community and other activities.
- ✓ Relevant systems, including workforce instruction, to support the use of other (external) approved services and community networks.
- ✓ Operational risk management program aligned to the requirements of the standard, includes support of consumers in exercising choice and independence, and decision-making to take risks to enable them to live the best life they can.
- ✓ Provision of staff training programs (including orientation) aligned to standard and supports, including training on:
 - understanding the consumers' emotional, spiritual and psychological wellbeing
 - consumer safety, and independence, and supporting them in doing the things they want to do
 - cultural awareness as part of everyday activities, as well ensuring meaningful consumer activities and tailoring of services of daily living to meet individual goals, needs and preferences
- ✓ Provision of workforce competency that supports safe and appropriate use of equipment and resources.
- ✓ Continuous improvement processes to:
 - measure consumer satisfaction in respect to the available services and supports for daily living. This should include promotion of the consumer's emotional, spiritual and psychological wellbeing, and:
 - encourage independence and consumers to do things for themselves
 - measure meeting of consumer goals, preferences and needs.
 - monitor recognition of potential barriers, reporting and improved practices aligned to this requirement
 - measure consumer and representative feedback opportunities regarding how to change, innovate and improve services to both current as well as changing consumer needs and preferences
 - measure stakeholder feedback from external agencies, services and networks regarding referral and collaboration processes
 - monitor consumer nutritional and hydration intake and outcomes to prevent related risks including dehydration, weight loss/gain (see previous Standard Mapping Documents – Standard 3)

Requirements

Requirement 3(a)
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, well-being and quality of life.

- ✓ Standard 1 –1.9
- ✓ Standard 3- 3.4/3.5/3.6/3.7/3.8/ 3.9
- ✓ Standard 4 – 4.4/4.5
- ✓ Continuous Improvement- 3.1/4.1
- ✓ Education and Staff Development –3.3/ 4.3

Requirement 3 (b)
Services and supports for daily living promote each consumer's emotional, spiritual and psychological well-being.

- ✓ Standard 1 –1.4
- ✓ Standard 3- 3.4/ 3.5/ 3.6/ 3.8/ 3.9
- ✓ Continuous Improvement- 3.1
- ✓ Education and Staff Development –3.3

Requirement 3 (c)
Services and supports for daily living assist each consumer to:

- i) participate in their community within and outside the organisation's service environment; and
- ii) have social and personal relationships; and
- iii) do the things of interest to them.

- ✓ Standard 1 –1.6/1.9
- ✓ Standard 3- 3.4/3.5/3.6/3.7/3.8/ 3.9
- ✓ Continuous Improvement- 3.1
- ✓ Education and Staff Development –3.3



Requirement 3 (d) Information about the consumer's condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.	<ul style="list-style-type: none"> ✓ Standard 1 –1.6/1.9 ✓ Standard 2- 2.4 / 2.5 ✓ Standard 3- 3.4/3.5/3.6/3.7/3.8/ 3. ✓ Continuous Improvement- 3.1/4.1 ✓ Education and Staff Development –3.3/ 4.3
Requirement 3 (e) Timely and appropriate referrals to individuals, other organisations and providers of other care and services.	<ul style="list-style-type: none"> ✓ Standard 1 –1.4/ 1.6/ 1.8/ 1.9 ✓ Standard 2- 2.4 – 2.6 ✓ Standard 3- 3.4/3.5/3.6/3.7/3.8/ 3.9 ✓ Continuous Improvement- 1.1/2.1/3.1 ✓ Regulatory Compliance – 1.2/2.2/3.2 ✓ Education and Staff Development – 1.3/ 2.3/3.3/ 4.3
Requirement 3 (f) Where meals are provided, they are varied and of suitable quality and quantity.	<ul style="list-style-type: none"> ✓ Standard 1 –1.7/ 1.8/ 1.9 ✓ Standard 2- 2.4 – 2.6 and 2.10 ✓ Standard 3- 3.4/3.5/3.6/3.7/3.8/ 3.9 ✓ Standard 4 – 4.4/ 4.8 ✓ Continuous Improvement- 1.1/2.1/3.1/4.1 ✓ Education and Staff Development – 1.3/ 2.3/3.3/ 4.3
Requirement 3 (g) Where equipment is provided, it is safe, suitable, clean and well maintained.	<ul style="list-style-type: none"> ✓ Standard 1 –1.4/ 1.8/ 1.9 ✓ Standard 2- 2.4 – 2.6 ✓ Standard 3- 3.5/3.7/3.8/ 3.9 ✓ Standard 4 – 4.4/ 4.5/ 4.8 ✓ Continuous Improvement- 1.1/2.1/3.1/4.1 ✓ Regulatory Compliance – 1.2/2.2/3.2/4.2 ✓ Education and Staff Development – 1.3/ 2.3/3.3/ 4.3