NEW - Aged Care Quality Standards [1]	OLD - Aged Care Accreditation Standards [2]
Standard 7 Human Resources *I get quality care and services when I need them from people who are knowledgeable, capable and caring.* **Linked Standards –** Standard 7 supports all of the other Aged Care Quality Standards.	✓ Standard 1 – 1.2/1.4/ 1.5/ 1.6/1.8 ✓ Standard 2 – 2.5 ✓ Continuous Improvement- 1.1/2.1/3.1/4.1 ✓ Education and Staff Development – 1.3/ 2.3/3.3/ 4.3

What is Required (New)

✓ Recruitment procedures that support the organisation's values and supports a culture of care and respect.
✓ Credentialing procedures and record keeping systems for the workforce, as well as external, contracted health professionals.
✓ Competency system to include guiding policy, corrective action plans and reporting, to facilitate staff assessment and monitoring of knowledge, skills and attributes.
✓ Statement of workforce/individual staff commitment to respectful care, including the provision of staff duty/responsibility lists that support linked practices.
✓ Performance review system that evaluates workforce capability and attributes, including review during staff induction and probationary periods.
✓ Workforce planning (including skills needed), appropriate supervision, assessment of needs and monitoring tools.
✓ Processes to manage workforce variances, including workforce or staff shortage.
✓ Processes to ensure work practices are tailored to the needs of consumers, and reactive to feedback and complaints.
✓ Internal procedures for monitoring customer care and reporting any deficiencies.
✓ Workforce behaviour standards are detailed in key documents including staff code of conduct and position descriptions.
✓ Feedback and complaints system aligned to the Standard.
✓ Workforce feedback systems, including on the topics of staff numbers and skill mix, and for reporting disrespectful or unkind behaviour, or breaches of the staff code of conduct.
✓ Provision of staff training programs aligned the Standard that provide ongoing workforce development and include record keeping systems for training to follow up with staff who have failed to complete the training.
✓ Continuous improvement processes to measure and review outcomes and implement ongoing improvements aligned to the requirements of the standard. This includes:
  • internal and external audits to ensure that the workforce is suitably trained, support and supervised to provide care to meet the outcomes of the Standard, and in response to consumer needs, goals and preferences
  • consumer surveys to ensure continued satisfaction and confidence in the level of care and services being provided by the workforce
  • workforce surveys to identify improvements that can be made to workforce systems, training and support provided
  • regular review of policies, procedures and training programs to ensure effectiveness and fit for purpose
  • related monitoring of complaints, feedback and incident data to ensure timely implementing of corrective actions and improvements in care and services.

Requirements

Requirement 3(a) The workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services.	✓ Standard 1 –1.4/ 1.5/ 1.6
Requirement 3 (b) Workforce interactions with consumers are kind, caring and respectful of each consumer's identity, culture and diversity.	✓ Standard 1 – 1.4/ 1.5/ 1.6 ✓ Continuous Improvement- 1.1/2.1/3.1/4.1 ✓ Education and Staff Development – 1.3/ 2.3/3.3/ 4.3

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Requirement 3 (c) The workforce is competent, and members of the workforce have the qualifications and knowledge to effectively perform their roles.	✓ Standard 1 –1.2/ 1.4/ 1.5 and 1.6 ✓ Standard 2 – 2.5 ✓ Education and Staff Development – 1.3/ 2.3/3.3/ 4.3
Requirement 3 (d) The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards	✓ Standard 1 – 1.2/ 1.4/ 1.5/ 1.6 ✓ Standard 2 – 2.5 ✓ Continuous Improvement- 1.1/2.1/3.1/4.1 ✓ Education and Staff Development – 1.3/ 2.3/3.3/ 4.3
Requirement 3 (e) Regular assessment, monitoring and review of the performance of each member of the workforce.	✓ Standard 1 – 1.5/ 1.6/1.8 ✓ Education and Staff Development – 1.3/ 2.3/3.3/ 4.3 ✓ Continuous Improvement- 1.1/2.1/3.1/4.1