



NEW - Aged Care Quality Standards ¹	OLD - Aged Care Accreditation Standards ²
<p>Standard 5: Organisation's Service Environment <i>I feel I belong and I am safe and comfortable in the organisation's service environment.</i></p> <p>Linked Standards – 1, 7 and 8.</p>	<ul style="list-style-type: none"> ✓ Standard 1 - 1.7/ 1.8/ 1.9 ✓ Standard 2- 2.4 – 2.6 ✓ Standard 3 - 3.5/ 3.6/ 3.8/ 3.9/ 3.10 ✓ Standard 4 - 4.4/ 4.5/ 4.6/ 4.7/ 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 policy/procedures that include: <ul style="list-style-type: none"> • links across from the policies listed for Standard 1 that recognise the diversity and individual needs and preferences of the consumer. This includes: <ul style="list-style-type: none"> ○ Consumer Dignity and Respect Policy ○ Diversity Policy and Action Plan ○ LGBTIQ Policy ○ Gender, Sexuality and Sexual Expression Policy ○ Disability Discrimination Policy ○ Consumer Communication Policy ○ Sensory Loss Policy ○ changes in the resident health needs e.g. specialist nursing needs and care of the deteriorating consumer. • a Product Evaluation Policy that overviews decision-making pertaining to furniture, fittings and equipment that supports the consumer's quality of life, independence, ability and enjoyment as well as safety. This should include changing needs of the consumer. • an Equipment Purchasing and Inventory Policy includes maximising support for consumer independence and ability. This includes consideration for consumers with sensory loss e.g. hearing or vision loss or a cognitive impairment. • a Communicating with Consumers Policy • an External Providers and Services Management Policy that includes Selection and Approval Procedures, an External Services and Suppliers Agreement Policy and arrangements by which these contracted arrangements meet the organisation's specifications and consumer needs and preferences • a Facility Cleaning Policy and Procedures that ensure a safe, clean and comfortable living environment but equally encourage consumers to make their living areas personal. This needs to include both internal and external living environments of the organisation. • a Waste Management Policy that includes arrangements for waste management within the organisation as well as removal of general and hazardous waste • a Security Policy to ensure the safety and security of the service environment in line with the consumer's assessed care plan and service needs and reflective of best practice • an Emergency Policy and Procedures that include understanding by the Consumer and external visitors about the operation of these systems. Consideration for consumers with sensory loss e.g. hearing or vision loss or a cognitive impairment needs to be reflected in this documentation. ✓ Preventative Maintenance Program, including policies, that ensures all works pertaining to equipment, furnishing and fixtures is provided by suitable qualified members of the workforce or through contracted arrangements with third party contractors. ✓ Systems to assess and manage equipment, furnishing and fixtures used in the provision of care and services to ensure appropriate levels of cleanliness, safety and well maintained. This needs to include: <ul style="list-style-type: none"> • assessment systems to monitor and review appropriate levels of cleanliness, safety and maintenance of equipment, furnishing and fixtures • a schedule of replacement for equipment, furnishing and fixtures • processes to promptly manage when equipment, furnishing and fixtures needs to be replaced • records of equipment, furnishing and fixtures maintenance, including contracted arrangements, monitoring and review processes with third party contractors, as arranged and servicing the organisation. 	

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>



- ✓ Risk Management Program that support dignity of risk and enables consumers' independence and self-determination to make their own choices. The Risk Management Program should clearly define third party responsibilities regarding the service environment and detail monitoring and management of any issues that arise in respect to work by contracted external services.
- ✓ Environmental audits that ensure the organisation's service environment (internal and external) maximises the support for consumers' independence and ability e.g. noise management, lighting, colour and texture contrast, wayfinding and design. This includes consideration for consumers with sensory loss e.g. hearing or vision loss or a cognitive impairment.
- ✓ Understanding of the Charter of Aged Care Rights by the consumer and the workforce.
- ✓ Learning systems that support workforce understanding of the service environment, and include assessing, meeting and evaluating consumer needs and preferences, comfort and safety aligned to best practice guidelines. This should include communication to the workforce of new and revised practices for safe and effective care and services, as well as specific modules as part of the staff orientation program and inclusive of clinical and non-clinical work areas.
- ✓ Continuous improvement processes to measure the outcome of the standard. This should include:
 - the consumer experience and feedback in respect to the service environment, as well as that of family, representatives and carers
 - seeking consumer participation, advice and opinion related to decisions about the service environment and where changes are proposed
 - meeting of consumers' social, cultural, language, religious, spiritual, psychological and medical needs and preferences.
 - overall layout of the service environment including is it welcoming, way finding allows ease of movement, availability of spaces to support interaction with others, as well as provide individual, quiet reflective areas
 - monitoring and meeting of varied and changing needs of the consumer in accessing and moving around the service environment.
- ✓ Links to operational reporting systems related to incidents and near misses, complaints and feedback, and risk management to inform about the appropriateness, comfort, maintenance and suitability of the service environment in meeting the meeting the needs of the consumer.

Requirements

Requirement 3(a) The service environment is welcoming and easy to understand, and optimises each consumer's sense of belonging, independence, interaction and function.	<ul style="list-style-type: none"> ✓ Standard 1 - 1.7/ 1.9 ✓ Standard 3 - 3.5/ 3.6/ 3.8/ 3.9/ 3.10 ✓ Standard 4 - 4.4/ 4.5/ 4.6/ 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
Requirement 3 (b) The service environment: i) is safe, clean, well maintained and comfortable; and ii) enables consumers to move freely, both indoors and outdoors.	<ul style="list-style-type: none"> ✓ Standard 1 - 1.7/ 1.8/ 1.9 ✓ Standard 3 - 3.5/ 3.6/ 3.8/ 3.9/ 3.10 ✓ Standard 4 - 4.4/ 4.5/ 4.6/4.7/ 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
Requirement 3 (c) Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.	<ul style="list-style-type: none"> ✓ Standard 1 - 1.7/ 1.8/ 1.9 ✓ Standard 2 - 2.4 – 2.6 ✓ Standard 3 - 3.5/ 3.6/ 3.8/ 3.9/ 3.10 ✓ Standard 4 - 4.4/ 4.5/ 4.6/ 4.7/ 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