



NEW - Aged Care Quality Standards ¹	OLD - Aged Care Accreditation Standards ²
<p>Standard 8 Organisational Governance</p> <p><i>I am confident the organisation is well run. I can partner in improving the delivery of care and services.</i></p> <p>Linked Standards –Standard 8 supports all of the other Aged Care Quality Standards.</p>	<ul style="list-style-type: none"> ✓ Standard 1 –1.4/ 1.5/ 1.6/1.7/1.8 ✓ Standard 2- 2.5/2.6 ✓ Standard 3- 3.10 ✓ Standard 4 – 4.4/ 4.5/ 4.6/4.7 ✓ 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 including: <ul style="list-style-type: none"> • Consumer feedback and engagement policy that explains the organisation’s policy on supporting and encouraging consumers to be involved in designing and improving care and services, and ways that they can actively participate. • Feedback and complaints system aligned to the requirements of the Standard to identify potentially wide-spread issues, aspects of care and services that consumers require to be improved or where they are not being engaged appropriately. • Organisational Service Culture Statement, including vision, aims and strategic objectives. ✓ Board of Directors experience and expertise policy and register. ✓ Governance framework policy that incorporates both corporate and clinical governance procedures for developing strategic, business and diversity action to ensure a consumer-centred aged care service. ✓ Governance reporting structure to inform outcomes from quality system, data information systems, consumer feedback and participation in developing, delivering and evaluation care and services, and the organisation’s performance across all Quality Standards. ✓ Strategic, business and diversity action plans that need to reflect how the Board receives information, understands and sets priorities, communicates, and monitors the organisation’s performance and the Board’s performance. ✓ Governance management across key areas of information management, continuous improvement, financial, human resources (clear assigning of responsibilities and accountabilities), regulatory compliance and feedback and complaints. ✓ Risk management systems and processes that (1) manage high impact or high prevalence risks associated with the care of consumers; (2) identify and respond to abuse and neglect of consumers; and (3) support consumers to live the best life they can. ✓ Clinical governance framework to ensure that clinical care is underpinned by evidence-based practice and includes, but not limited to, antimicrobial stewardship, minimising the use of restraint and practices and open disclosure. ✓ Continuous improvement processes that measure and report outcomes from across all areas of the Quality Standards and enable decision-making and strategic directing of areas for ongoing improvements. 	
Requirements	
<p>Requirement 3(a)</p> <p>Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.</p>	<ul style="list-style-type: none"> ✓ Standard 1 –1.4/ 1.5/ 1.8 ✓ Continuous Improvement- 1.1/2.1/3.1/4.1 ✓ Regulatory Compliance – 1.2/2.2/3.2/4.2
<p>Requirement 3 (b)</p> <p>The organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.</p>	<ul style="list-style-type: none"> ✓ Standard 1 –1.4/ 1.5/ 1.6/1.7/1.8 ✓ Standard 2- 2.5/2.6 ✓ Standard 4 – 4.4 ✓ 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

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>



<p>Requirement 3 (c) Effective organisation wide governance systems relating to the following:</p> <ul style="list-style-type: none"> i) information management ii) continuous improvement iii) financial governance iv) workforce governance, including the assignment of clear responsibilities and accountabilities v) regulatory compliance vi) feedback and complaints 	<ul style="list-style-type: none"> ✓ Standard 1 –1.4/ 1.5/ 1.6/1.8 ✓ Standard 2- 2.5/2.6 ✓ Standard 3- 3.10 ✓ 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
<p>Requirement 3 (d) Effective risk management systems and practices, including but not limited to the following:</p> <ul style="list-style-type: none"> i) managing high-impact or high-prevalence risks associated with the care of consumers ii) identifying and responding to abuse and neglect of consumers iii) supporting consumers to live the best life they can 	<ul style="list-style-type: none"> ✓ Standard 1 –1.4/ 1.5/ 1.6/1.8 ✓ Standard 3- 3.10 ✓ Standard 4 – 4.4/ 4.5/ 4.6/4.7 ✓ 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
<p>Requirement 3 (e) Where clinical care is provided — a clinical governance framework, including but not limited to the following:</p> <ul style="list-style-type: none"> i) antimicrobial stewardship ii) minimising the use of restraint iii) open disclosure. 	<ul style="list-style-type: none"> ✓ Standard 1 –1.4/ 1.5/ 1.6/1.8 ✓ Standard 2- 2.5/2.6 ✓ Standard 4 – 4.4/ 4.7 ✓ 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