

# Response ID ANON-E7DX-RG5H-E

Submitted to **Single Aged Care Quality Framework - Options for assessing performance against aged care quality standards**  
Submitted on **2017-04-20 20:32:55**

## Introduction

### 1 What is your email address?

**Email:**

marcia.balzer@baptistcareaustralia.org.au

### 2 Are you answering on behalf of an organisation? If so, please provide your organisation's name.

Yes

**Organisation:**

Baptist Care Australia

### 3 Do you give consent for your submission to be published in whole or in part?

Yes

## More detail about you

### 4 What role best describes you? Please select all that apply.

Peak body - provider

roles - describe other roles:

### 5 Do you identify with any special needs groups, or, does your organisation provide support or services to any special needs groups? Please select all that apply.

People from Aboriginal and/or Torres Strait Islander communities, People from culturally and linguistically diverse (CALD) backgrounds, People who live in rural or remote areas, People who are financially or socially disadvantaged, People who are veterans of the Australian Defence Force or an allied defence force including the spouse, widow or widower of a veteran, People who are homeless, or at risk of becoming homeless, People who are care leavers (which includes Forgotten Australians, Former Child Migrants and Stolen Generations), Parents separated from their children by forced adoption or removal, People from lesbian, gay, bisexual, trans/transgender and intersex (LGBTI) communities.

### 6 Where do you live, or, where does your organisation operate? Please select all that apply.

NSW, VIC, QLD, WA, SA, TAS, ACT, NT

### 7 What is your location, or, the location where your organisation operates. Please select all that apply.

Metropolitan, Regional, Rural/Remote

### 8 If you are an aged care provider, please select all the types of care your service delivers.

Residential care, Home care, Commonwealth Home Support Programme services, Transition care

### 9 If you are an aged care service provider, which option below best describes the size of your organisation?

Large

## Questions about how service provider performance is assessed against the aged care draft standards

### 10 What are the features of the existing assessment and monitoring process that should be retained?

**Existing features you want retained:**

Baptist Care Australia contributed to the submission prepared by the National Aged Care Alliance, and is generally supportive of the points raised in that submission.

The standards are clearly articulated and the support material, including the self- assessment tool, assists providers to understand what evidence is required to support successful compliance. The support material developed alongside the new standards will need to clearly explain how compliance will be measured and the evidence that providers will need to make available to assessors to assist in this determination.

The feedback and reports provided by accreditors have been useful for organisations to identify areas for improvement and support them to pursue best practice.

Unscheduled visits should be continued as they assist to ensure ongoing compliance with accreditation, outside the scheduled accreditation/quality review visit. We also support the introduction of spot checks for home services providers.

## **11 What are the features of the existing assessment and monitoring process that need to be changed?**

### **Existing features that need to be changed:**

Greater engagement of consumers, including development of feedback options will allow a more diverse group of consumers, including CALD consumers and special needs groups, to give their perspective on the organisation and how it is meeting their unique requirements.

Providers are currently responsible for selecting which consumers will give feedback to accreditors. Random selection of consumers is recommended to enhance the accuracy and integrity of the consumer feedback process.

The significance of the role that carers and responsible persons can play in providing consumer feedback should be more acknowledged, particularly for consumers who have significant communication difficulties or cognitive impairment.

Improved training of assessors will ensure that there is a consistent approach to accreditation, and that review is conducted objectively.

There needs to be further clarification around what constitutes a high risk versus a low risk service, and how this determination is made. The integrity and effectiveness of provider assessment mechanisms for high or low risk services will be vital for the protection of consumers who are most vulnerable.

## **Questions about the Options Proposed**

### **12 Which option do you prefer? Please give reasons.**

Option 2

#### **Reasons for preferred option :**

A single set of standards applicable to all care types, except those readily available to the broader population, will minimise the administrative burden for providers delivering a range of aged care services, as staff will only need to be familiar with this one set of standards. This will further support the development of staff expertise, and allow providers to utilise the skills and knowledge of these staff across a range of aged care settings.

Option 2 helps consumers to understand what they can expect aged care providers to deliver, regardless of the care setting. This is particularly helpful for consumers who might transition between different care settings, as they can be re-assured that the setting itself does not dictate the quality of care they will receive, but rather it is the standards that do this.

### **13 Please provide details of any other options that we should consider.**

#### **other options:**

No other option recommended for consideration.

### **14 Will your preferred option/s maintain appropriate safeguards for consumers? Please explain your answer.**

#### **Text box appropriate safeguards for consumers:**

Yes, through the emphasis on consumer choice and control. Protections for vulnerable consumers must be specifically taken into account throughout the system of standards and assessment.

### **15 Will your preferred option/s decrease the regulatory burden on aged care organisations? Please explain your answer.**

#### **Regulatory burden textbox:**

Yes, particularly if providers who have demonstrated compliance against another accreditation standard can use this as evidence to support their compliance with the aged care standards.

## **Other Comments**

### **16 Do you have any other comments or specific suggestions about the matters discussed in the Options Paper?**

**Text box - other comments:**