

QUALITY ASSURANCE AND ACCREDITATION

From January 1998, Residential Aged Care homes (nursing homes, hostels, community aged care packages) are being assessed against four standards as part of the new accreditation-based quality assurance process.

The quality assurance process involves management, staff, residents and their representatives (relatives, carers) making judgement, as partners, about how to achieve the best outcomes for their service and taking the appropriate action to do so.

A major focus of the new quality assurance framework is the requirement for services to continue to improve the services that they provide.

Accreditation is the formal recognition that rewards and Aged Care home's effort in implementing and maintaining a quality service. The level of accreditation indicates their performance as assessed against the Standards.

Assessment for accreditation requires the management of an Aged Care home to demonstrate that their system works to deliver quality services.

The key assessment questions are:

- Is a system in place to deliver quality services?
- Is the system used?
- Does the system work?
- How will the system be improved?

Essential to this assessment for accreditation process is input from residents and their representatives / relatives as to their level of satisfaction with the quality of the service.

THE AGED CARE STANDARDS AND ACCREDITATION AGENCY

The Aged Care Standards and Accreditation Agency has three key functions:

- Accreditation;
- Education and the promotion of best practice;
- Risk Management.

Their mission is to:

- Ensure legislated Standards are achieved;
- Promote innovation and best practice;
- Enhance quality of life for all residents;
- Work with the Aged Care industry to continuously improve services.

Contact ERA

Phone: (03) 9602 3066, 1800 700 600

Email: era@era.asn.au

Mail: Elder Rights Advocacy
Level 2 – 85 Queen Street
Melbourne VIC 3000

Website: www.era.asn.au

Empowering older Victorians

Elder Rights Advocacy is the registered business name of Residential Care Rights Inc. (ABN 63 367 539 827) which is part of the National Aged Care Advocacy Program - an Australian Government Initiative.

Note, the information in this fact sheet is general information about the law in Victoria— it is not legal advice.

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