

PARLIAMENTARY INQUIRY QUESTION ON NOTICE

Department of Health and Aged Care

Senate Standing Committee on Community Affairs Legislation Committee

Inquiry into the Aged Care Bill 2024 (Provisions)

03 October 2024

PDR Number: IQ24-000153

High-quality care alignment to the rights of older people

Written

Senator: Marielle Smith

Question:

How will the definition of high-quality care align with and uphold the rights of older people

Answer:

The Aged Care Bill encourages registered providers to 'do more' than just the minimum, with the concept of 'high quality care' defined in the legislation, as recommended by the Royal Commission.

We want aged care providers to aim higher and not just focus on meeting minimum standards.

High quality care is defined as the delivery of aged care services to a person in a manner that puts the person first and upholds their rights under the Statement of Rights, and prioritises:

- kindness, compassion and respect for the life experiences, self-determination, dignity, quality of life, mental health and wellbeing of the individual;
- the timely and responsive delivery of the services to the individual;
- specific tailoring of care to the personal needs, aspirations and preferences of the individual, including preferences regarding the time when the service is delivered;
- respecting the individual's preferences regarding privacy and time alone;
- supporting the improvement of the individual's physical and cognitive capacity, where the individual chooses to, including by keeping them mobile and engaged if they are living in an approved residential care home;

- supporting the individual to participate in meaningful and respectful activities and remain connected to friends, family, carers and the community, where the individual chooses to;
- supporting the individual to remain connected to the natural environment, and animals and pets, where the individual chooses to;
- implementing inclusive policies and procedures, in partnership with Aboriginal or Torres Strait Islander persons, family and community to ensure that culturally safe, culturally appropriate and accessible care is delivered to those persons at all times, which incorporates flexibility and recognises the unique experience of those persons;
- adapting policy, practices and environments to ensure that services are culturally appropriate for the diverse life experiences of individuals, including by engaging workers with lived experience of diversity in the provider's workforce and governing body;
- bilingual aged care workers and interpreters being made available if requested by the individual;
- training of the aged care workers to facilitate the delivery of the service by well skilled and empowered aged care workers who are able to develop and maintain a relationship with the individual; and
- recruitment and retention of aged care workers to ensure the needs of individuals are able to be met.