

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2014-15 Additional Estimates Hearings

Outcome Number: 3.5 Workforce and Quality

Question No: SQ15-000104

Topic: Indicators

Written Question on Notice

Senator Polley, Helen asked:

What are the indicators of quality of life?

What is considered a good life?

What is considered a good death?

Answer:

The Department is working with the National Aged Care Alliance (NACA) Quality Indicators Reference Group and KPMG to determine suitable measures for quality of life and consumer experience to pilot for Australian aged care consumers. The quality of life/consumer experience indicators will be piloted in cycle two (commencing in July 2015) of the National Aged Care Quality Indicator (QI) pilot.

The World Health Organization defines quality of life as being an individual's perception of their position in life in the context of their culture and value systems and in relation to their goals, expectations, standards and concerns. The Organisation for Economic Co-operation and Development defines quality of life for aged care consumers as the ability to live at their highest physical, mental, emotional and social potential. These definitions will be taken into consideration in the development of quality of life indicators as part of the national QI programme.

In 2012, NACA, in advice provided to the then Government relating to the proposed aged care reforms, noted that all Australians should be able to expect to die with dignity and have as much control as possible over the circumstances of their death. This includes being with the people they wish to be present and, whenever possible, in the place of their choice.

Aged care providers must comply with the Accreditation Standards. The Accreditation Standards, as detailed in the *Quality of Care Principles 2014*, include the expectation that the comfort and dignity of terminally ill aged care residents will be maintained. In addition, the Charter of care recipients' rights and responsibilities in residential care include:

- being treated with dignity and respect; and
- being consulted on, and maintaining control over, decisions about their life.

There is also a charter of care recipients' rights and responsibilities for home care.