Aligning Inclusive Service Standards Performance Measures with Aged Care Quality Standards

The Australian Aged Care Quality and Safety Commission references the Inclusive Service Standards as a key resources in assisting providers to comply with the Aged Care Quality Standards. As such, meeting some or all of the performance measures in the Inclusive Service Standards provides evidence that an organisation is working to embed an inclusive non-discriminatory approach to its delivery of care and services.

The table below aligns each performance measure with the relevant Aged Care Quality Standards requirements as set out in the 'Guidance and Resources for Providers to Support the Aged Care Quality Standards' published by the Aged Care Quality and Safety Commission.

Inclusive Service Standard	Inclusive Service Standards Performance Measure	Aged Care Quality Standard
Standard 1: Commitment to inclusive Services	1.1 Key organisational documents such as commitment statements, strategic plans and policies demonstrate a commitment to inclusive service provision.	*Standard 1: Consumer dignity and choice* 1 (3) (a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. 1 (3) (b) Care and services are culturally safe. *Standard 8: Organisational governance* 8 (3) (b) The organisation's governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.
Standard 1: Commitment to inclusive Services	1.2 The organisation's commitment to inclusive service provision is promoted to all key stakeholders.	*Standard 1: Consumer dignity and choice* 1 (3) (a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. 1 (3) (b) Care and services are culturally safe. *Standard 8: Organisational governance* 8 (3) (b) The organisation's governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.

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Standard 1: Commitment to inclusive Services	1.3 Quality and continuous improvement processes include the monitoring of inclusive service strategies.	*Standard 1: Consumer dignity and choice* 1 (3) (a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. 1 (3) (b) Care and services are culturally safe. *Standard 8: Organisational governance* 8 (3) (b) The organisation's governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.
Standard 1: Commitment to inclusive Services	1.4 The organisation identifies key roles and responsibilities which drive and promote inclusive service provision.	*Standard 1: Consumer dignity and choice* 1 (3) (a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. 1 (3) (b) Care and services are culturally safe. *Standard 8: Organisational governance* 8 (3) (c) Effective organisation wide governance systems.
Standard 1: Commitment to inclusive Services	1.5 Service provision procedures reflect an inclusive service approach	*Standard 1: Consumer dignity and choice* 1 (3) (a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. 1 (3) (b) Care and services are culturally safe. *Standard 2: Ongoing assessment and planning with consumers* 2 (3) (B) Assessment and planning identifies and addresses the consumer's current needs, goals and preferences, including advanced care planning and end of life planning if the consumer wishes. *Standard 3: Personal care and clinical care* 3 (3) (c) The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved. *Standard 4: Services and supports for daily living* 4 (3) (a) Each consumer gets safe and effective services and supports for daily living that meet the consumer's needs, goals and preferences and optimize their independence, health, well-being and quality of life. *Standard 5: Organisation's service environment* 5 (3) (a) The service environment is welcoming and easy to understand, and optimises each consumer's sense of belonging, independence, interaction and function.

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Standard 1: Commitment to inclusive Services	1.6 The organisation's printed and online collateral is reflective of a commitment to delivering services in an inclusive way.	*Standard 1: Consumer dignity and choice* 1 (3) (a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. 1 (3) (b) Care and services are culturally safe. *Standard 8: Organisational governance* 8 (3) (b) The organisation's governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.
Standard 2: Developing systems that support inclusive services	2.1 The organisation undertakes an analysis of strengths, gaps, capabilities and readiness to implement and maintain an inclusive approach to service delivery.	*Standard 1: Consumer dignity and choice* 1 (3) (a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. 1 (3) (b) Care and services are culturally safe. *Standard 8: Organisational governance* 8 (3) (b) The organisation's governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery. 8 (3) (c) Effective organisation wide governance systems.
Standard 2: Developing systems that support inclusive services	2.2 Stakeholder consultation processes include and facilitate consultation with special needs groups.	*Standard 1: Consumer dignity and choice* 1 (3) (a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. 1 (3) (b) Care and services are culturally safe. *Standard 6: Feedback and complaints* 6 (3) (b) Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints. 6 (3) (d) Feedback and complaints are reviewed and used to improve the quality of care and services.
Standard 2: Developing systems that support inclusive services	2.3 The organisation has mechanisms for identifying and removing barriers that consumers from special needs groups may experience in accessing services (e.g. language barriers, lack of information, physical barriers and affordability).	*Standard 1: Consumer dignity and choice* 1 (3) (a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. 1 (3) (b) Care and services are culturally safe.

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Standard 2: Developing systems that support inclusive services	2.4 A system is in place for receiving feedback from consumers from special needs groups and for using this feedback to improve services	*Standard 1: Consumer dignity and choice* 1 (3) (a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. 1 (3) (b) Care and services are culturally safe. *Standard 6 : Feedback and complaints* 6 (3) (b) Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.
Standard 2: Developing systems that support inclusive services	2.5 The organisation's communication strategies include specific actions to target special needs groups	*Standard 1: Consumer dignity and choice* 1 (3) (a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. 1 (3) (b) Care and services are culturally safe. *Standard 6 : Feedback and complaints* 6 (3) (b) Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.
Standard 3: Capacity building for inclusive services	3.1 The organisation identifies key skills required for management and staff to be able to fulfil their responsibilities in implementing inclusive service provision.	*Standard 1: Consumer dignity and choice* 1 (3) (a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. 1 (3) (b) Care and services are culturally safe. *Standard 7: Human resources* 7 (3) (a) The workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services. 7 (3) (b) Workforce interactions with consumers are kind, caring and respectful of each consumer's identity, culture and diversity. 7 (3) (c) The workforce is competent and members of the workforce have the qualifications and knowledge to effectively perform their roles.

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Standard 3: Capacity building for inclusive services	3.2 Management and staff have access to up-to-date training, information, tools and resources to effectively respond to the diverse needs of consumers from special needs groups.	*Standard 1: Consumer dignity and choice* 1 (3) (a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. 1 (3) (b) Care and services are culturally safe. *Standard 7: Human resources* 7 (3) (a) The workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services. 7 (3) (b) Workforce interactions with consumers are kind, caring and respectful of each consumer's identity, culture and diversity. 7 (3) (c) The workforce is competent and members of the workforce have the qualifications and knowledge to effectively perform their roles.
Standard 3: Capacity building for inclusive services	3.3 Management and staff key performance indicators include meeting inclusive service standards.	*Standard 1: Consumer dignity and choice* 1 (3) (a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. 1 (3) (b) Care and services are culturally safe. *Standard 7: Human resources* 7 (3) (e) Regular assessment, monitoring and review of the performance of each member of the workforce.
Standard 3: Capacity building for inclusive services	3.4 Induction and ongoing professional development reflects the organisational commitment to inclusive services.	*Standard 1: Consumer dignity and choice* 1 (3) (a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. 1 (3) (b) Care and services are culturally safe. *Standard 7: Human resources* 7 (3) (d) The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.
Standard 3: Capacity building for inclusive services	3.5 The organisation allocates budget items that support the development and implementation of inclusive service provision (e.g. interpreter services, translations, inclusive service training and targeted media campaigns).	*Standard 1: Consumer dignity and choice* 1 (3) (a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. 1 (3) (b) Care and services are culturally safe. *Standard 8: Organisational governance* 8 (3) (c) Effective organisation wide governance systems