



Strengthened Aged Care Quality Standards

Strengthened Quality Standard 2: The organisation

Community Nursing provider fact sheet



Strengthened Quality Standard 2 supports the governing body to meet certain requirements to deliver community nursing services.

Strengthened Quality Standard 2 recognises it's the responsibility of the organisation to set strategic priorities and encourage a culture of safety, quality and inclusion. Your workers and governance systems are key to the delivery of safe, quality, effective and person-centred care for every person in your care.

Client statement

**I have confidence in my
Community Nursing provider**

Worker statement

**I feel empowered to do my job
well**



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To understand the strengthened Quality Standards, we recommend you:

- **Get to know the key topics in each of the strengthened Quality standards**
- **Think about how you apply these topics now**

What are the key topics in strengthened Quality Standard 2?

Strengthened Quality Standard 2 includes **key topics** that can be demonstrated by:

- understanding that clients receiving care have different backgrounds and different needs. Focusing particularly on the needs of Aboriginal and Torres Strait Islander persons and people living with dementia as well as other diverse groups
- carrying out strategic business planning
- having an organisation that invests in key areas to make sure the organisation delivers quality care and services
- having an organisation that proactively engages, listens and consults with workers
- using continuous improvement and risk management processes
- regularly reporting to clients receiving care, their supporters, and workers about your systems and how you're performing
- making sure all Registered Nurses, Enrolled Nurses and Personal Care Workers regularly complete competency-based training

- using strategies to support and maintain a satisfied and psychologically safe workforce. Psychologically safe means that your workers feel safe to speak up, ask questions and raise concerns
- creating, regularly testing and reviewing emergency and disaster management plans. This must include working with clients in your care, their supporters and workers

It also includes **expectations** that can be demonstrated by:

- supporting clients to be involved in partnership with their care
- understanding that those partnerships need to meet the different needs and support accessibility for Aboriginal and Torres Strait Islander persons
- considering a range of information such as quality indicator data and feedback from supporters and workers
- using and maintaining policies and procedures that are clear, accessible and used by workers and relevant people.

This Standard helps you **focus** on how you:

- partner with clients from different backgrounds
- promote a culture of quality, safety and inclusion that supports both clients and workers
- are accountable and have quality systems in place
- plan and support your workforce to deliver great care
- plan and manage emergencies and disasters.



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How can you demonstrate conformance with strengthened Quality Standard 2 and DVA Community Nursing Program requirements?

Community Nursing providers should review service systems and processes. Then look at how these are put into practice.

This means you should:

- make sure you have clearly documented systems and processes
- use monitoring tools to show how workers are following these processes and find opportunities for improvement
- work with clients receiving care to understand their experience and care outcomes
- ask for feedback from your governing body, managers, workers and others involved in delivering care and services
- use feedback to improve your care and services.

Examples of areas you should consider for strengthened Quality Standard 2 include how your service:

- works with clients receiving care to support the governance, design, evaluation and improvement of quality care and services. You can do this by partnering with clients in your care to create accessible, appropriate and culturally safe care and services
- supports clients to partner with you and your workers in their care. You can do this by making sure they understand how they can take part in ways that suit their needs
- assesses if workers are following your quality management system. You can do this with performance assessments and system checks
- makes sure there is an effective training system in place including for required competencies outlined in the Notes for Community Nursing providers.

Reflective questions for Community Nursing providers

- How do you make sure your organisation encourages a culture of safety and quality and drives and monitors quality improvements?
- How do you partner with clients receiving care to improve the quality of care and workforce systems?
- How do you partner with clients receiving care, their supporters, and workers to support your strategic planning and improvements to the quality of care and services?

What can you do to show that your workers:

- understand the clients they are providing care for and support them to make choices that impact their lives, including choices about risk taking?
- are delivering care consistent with your service's policies and procedures and in line with DVA Community Nursing Program requirements?





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Resources

For further information visit the training and resources for DVA contracted Community Nursing providers webpage available at <https://www.dva.gov.au/providers/community-nursing-services-and-providers/training-and-resources-for-dva-contracted-community-nursing-providers>

The standards are incorporated into the contractual requirements outlined in the [Notes for Community Nursing Providers](#). Community Nursing providers can contact nursing@dva.gov.au for questions regarding the application of the Strengthened Aged Care Quality Standards when delivering community nursing services.