Single Quality Framework

The work currently being undertaken to develop the Single Quality Framework (SQF) comprises:

- a single set of aged care quality standards; and
- improved information on the quality of aged care services.

Single set of standards

The Quality Standards Technical Advisory Group (TAG) is reviewing the existing aged care standards with the aim of:

- forming one set of standards that support an end-to-end aged care system;
- increasing the focus on outcomes for consumers;
- reducing unnecessary regulatory burden by minimising duplication between the standards and with other legislated obligations; and
- improving the clarity of the standards and addressing any identified deficiencies within the existing standards.

The draft standards are being prepared in a way that places the focus on the consumer and the outcomes that the consumer experiences – rather than expressing them in terms of outputs or systems required by the provider. The development of the standards involves close examination of quality standards in similar sectors, particularly health and disability.

The Department is committed to a consultative approach with consumers and the aged care sector to inform the development of the SQF and has sought the NACA Quality Advisory Group's input on this.

Quality information

Currently, there is limited information about the quality of aged care services available to enable consumers to make informed decisions about the care and services they need. As aged care moves to a consumer directed model, people will need more information about the quality of aged care services.

As part of the SQF, the Department has commenced working with the NACA Quality Advisory Group to identify information on the quality of aged care services that could be published on My Aged Care.

Improved information on quality will:

- enable consumers to make informed choices and have more control over their care and services; and
- encourage providers to continuously improve their delivery of care and services.