

Acorn Aged Care

Standards Policy Framework

(MAPPING OF STRENGTHENED AGED CARE STANDARDS ACTION STATEMENTS TO PROCEDURES)

STANDARD 1 THE INDIVIDUAL¹



¹ Figure reproduced from Aged Care Quality and Safety Commission [Quick reference guide Provider fact sheet](#) Accessed Sept 2025

STANDARD 1 THE INDIVIDUAL²

INTENT OF STANDARD 1

Standard 1 underpins the way that providers and aged care workers are expected to treat older people and is relevant to all standards. Standard 1 reflects important concepts about dignity and respect, individuality and diversity, independence, choice and control, culturally safe care and dignity of risk. These are all important in fostering a sense of safety, autonomy, inclusion and quality of life for older people.

Older people are valuable members of society, with rich and varied histories, characteristics, identities, interests and life experiences.

Older people can come from a diverse range of backgrounds and groups, including, but not limited to, Aboriginal or Torres Strait Islander persons, people from culturally and linguistically diverse backgrounds, people living in rural or remote areas, people who are financially or socially disadvantaged, people who are veterans, people experiencing homelessness or at risk of becoming homeless, people who are care leavers (i.e. older people who spent time in care as a child), people who are parents separated from their children by forced adoption or removal, people who are lesbian, gay, bisexual, transgender or intersex, people of various religions, people experiencing mental health problems and mental illness, people living with cognitive impairment including dementia, and people living with disability.

A person's diversity does not define who they are, but it is critical that providers recognise and embrace each person's diversity and who they are holistically as a person, and that this drives how providers and aged care workers engage with older people and deliver their funded aged care services.

STANDARD 1 EXPECTATION STATEMENT FOR OLDER PEOPLE

I have the right to be treated with dignity and respect and to live free from any form of discrimination. I make decisions about my funded aged care services, with support when I want or need it. My identity, culture and diversity are valued and supported, and I have the right to live the life I choose. My provider understands who I am and what is important to me, and this determines the way my funded aged care services are delivered.

Outcome 1.1: Person-centred care

OUTCOME STATEMENT

We understand and can demonstrate that the safety, health, wellbeing and quality of life of individuals is the primary consideration in the delivery of funded aged care services.

We can demonstrate that we understand and value individuals, including their identity, culture, ability, diversity, beliefs and life experiences. We can demonstrate that we develop funded aged care services tailored to, individuals, taking into account their needs, goals and preferences.

ACTIONS	PROCEDURES
1.1.1 The way management and aged care workers engage with individuals and supports them to feel safe, welcome, included and understood.	<ul style="list-style-type: none"> Consumers Are Partners Complaints and Feedback

² Australian Government Department of Health, Disability and Ageing Strengthened Aged Care Quality Standards August 2025

ACTIONS	PROCEDURES
	<ul style="list-style-type: none"> • Living with Cognitive Impairment • Person-Centred Care
<p>1.1.2 We implement strategies to:</p> <ul style="list-style-type: none"> • Identify the individual's background, culture, diversity, beliefs and life experiences as part of assessment and planning and use this to direct the way their funded aged care services are delivered • Identify and understand the particular communication needs and preferences of the individual • Ask and record if an individual identifies as an Aboriginal or Torres Strait Islander person • Deliver funded aged care services that meet the needs of individuals with specific needs and diverse backgrounds, including Aboriginal or Torres Strait Islander persons and individuals living with dementia • Deliver funded aged care services that are culturally safe, trauma aware and healing informed, in accordance with contemporary, evidence-based practice • Support individuals to cultivate relationships and social connections, including, for individuals who are Aboriginal or Torres Strait Islander persons, connection to community, culture, Country and Island Home • Continuously improve its approach to inclusion and diversity. 	<ul style="list-style-type: none"> • Consumer Specific Needs and Diversity • Person-Centred Care • Working Towards Reconciliation • Mental Health Support • Continuous Improvement • About Us • Living with Cognitive Impairment
<p>1.1.3 Management and aged care workers recognise the rights, and respect the autonomy, of individuals, including their right to intimacy and sexual and gender expression.</p>	<ul style="list-style-type: none"> • Consumer Specific Needs and Diversity • Privacy and Confidentiality • Choice, Independence and Quality of Life • Person-Centred Care • Consumers Are Partners
<p>1.1.4 Aged care workers have professional and trusting relationships with individuals and work in partnership with them to deliver funded aged care services.</p>	<ul style="list-style-type: none"> • Person-Centred Care • Consumers Are Partners

Outcome 1.2: Dignity, respect and privacy

OUTCOME STATEMENT

We deliver funded aged care services to individuals in a way that is free from all forms of discrimination, abuse and neglect, treats individuals with dignity and respect, and respects the personal privacy of individuals.

We demonstrate that we understand the rights of individuals under the Statement of Rights. We have practices in place to ensure that we act compatibly with the Statement of Rights, in accordance with subsection 24(2) of the Act (acting compatibly with the Statement of Rights).

ACTIONS	PROCEDURES
1.2.1 We have implemented a system to recognise, prevent and respond to violence, abuse, racism, neglect, exploitation and discrimination.	<ul style="list-style-type: none"> • Abuse and Neglect • Incident Management • SIRS Management • Complaints and Feedback
1.2.2 Individuals are treated with kindness, dignity and respect.	<ul style="list-style-type: none"> • About Us • Codes of Conduct and Banning Orders
1.2.3 The relationship between individuals, their family and the supporters of individuals is recognised and respected.	<ul style="list-style-type: none"> • Consumers Are Partners • Consent, Substitute Decision Makers and Advance Care Planning
1.2.4 The personal privacy of individuals is respected and they have choice about how and when they receive intimate personal care or treatment, and this is carried out sensitively and in private.	<ul style="list-style-type: none"> • Privacy and Confidentiality • Person-Centred Care

Outcome 1.3: Choice, independence and quality of life

OUTCOME STATEMENT

We support individuals to exercise choice and make decisions about their funded aged care services, and provide them with support to exercise choice and make decisions when they want or need it.

We provide individuals with timely, accurate, tailored and sufficient information about their funded aged care services, in a way they understand.

We support individuals to exercise dignity of risk to achieve their goals and maintain independence and quality of life.

ACTIONS	PROCEDURES
1.3.1 We have implemented a system to ensure information given to individuals enables them to make informed decisions about their funded aged care services. Information is: <ul style="list-style-type: none"> • Current, accurate and timely • Plainly expressed and presented in a way the individual understands. 	<ul style="list-style-type: none"> • Communicating for Safety and Quality • Clinical Governance • Information Management

ACTIONS	PROCEDURES
1.3.2 We have implemented a system to ensure that individuals give their informed consent where this is required for a treatment, procedure or other intervention.	<ul style="list-style-type: none"> • Consent, Substitute Decision Makers and Advance Care Planning • Person-Centred Care
1.3.3 We have implemented a system: <ul style="list-style-type: none"> • To ensure individuals who require support with decision-making are identified and provided access to the support necessary to make, communicate and participate in decisions that affect their lives • That involves supporters of individuals where possible, for individuals who require support with decision-making • That uses substitute decision-makers only after all options to support an individual to make decisions, are exhausted. 	<ul style="list-style-type: none"> • Consent, Substitute Decision Makers and Advance Care Planning • Consumers Are Partners • Person-Centred Care • Living with Cognitive Impairment
1.3.4 We support individuals to access advocates of their choosing.	<ul style="list-style-type: none"> • Complaints and Feedback
1.3.5 We support individuals to live the best life they can, including by understanding the individual's goals and preferences and enabling positive risk-taking that promotes the individual's autonomy and quality of life.	<ul style="list-style-type: none"> • Choice, Independence and Quality of Life • Person-Centred Care • Rights and Responsibilities of Consumers
1.3.6 We record, monitor and respond to changes to the individual's quality of life.	<ul style="list-style-type: none"> • Communicating for Safety and Quality • Deterioration and Escalation • Clinical Governance

Outcome 1.4: Transparency and agreements

OUTCOME STATEMENT

Before entering into any agreements with individuals about the delivery of funded aged care services, we provide individuals with the opportunity to exercise autonomy, the time they need to consider the agreement and the opportunity to seek advice.

We support individuals to understand and make informed decisions about their agreements, fees and invoices.

ACTIONS	PROCEDURES
1.4.1 Prior to entering into any agreement or commencing funded aged care services (whichever comes first), we give individuals information to enable them to make informed decisions about their funded aged care services.	<ul style="list-style-type: none"> • Consumer Agreements and Fees • Information Management • Assessment and Care Support Planning Home Care • Assessment and Care Support Planning Residential
1.4.2 We support individuals to understand information provided to them, including any agreement they will be required to enter into, the terms relating to their rights and responsibilities, the funded aged care services to be provided and the fees and other charges to be paid.	<ul style="list-style-type: none"> • Consumer Agreements and Fees • Information Management • Rights and Responsibilities of Consumers
1.4.3 We allow individuals the time they need to consider and review their options and seek external advice before making decisions.	<ul style="list-style-type: none"> • Consumer Agreements and Fees
1.4.4 We inform the individuals of any changes to previously agreed fees and charges and seek their informed consent to implement these changes before they are made.	<ul style="list-style-type: none"> • Consumer Agreements and Fees • Information Management
1.4.5 We have implemented a system to ensure prices, fees and payments are accurate and transparent for individuals.	<ul style="list-style-type: none"> • Consumer Agreements and Fees • Information Management • Governance
1.4.6 We ensure invoices are timely, accurate, clear and presented in a way the individual understands.	<ul style="list-style-type: none"> • Information Management • Consumer Agreements and Fees
1.4.7 We promptly address any overcharging and provide refunds to individuals.	<ul style="list-style-type: none"> • Consumer Agreements and Fees