

Aged Care Quality Standards: Workforce self-assessment checklist

Standard	(✓) Description of competency
1 Consumer Dignity and Choice	I have received orientation and training relative to consumer dignity and choice
	I know what to do if a consumer's dignity is not being upheld
	I can describe in my everyday practice how I recognise, promote and value differences in identity as well as respect and promote cultural awareness
	I know how to adapt care and services to ensure cultural safety
	I understand the rights of consumers and have the skills to support consumers to exercise choice
	I can describe how I use problem-solving solutions to minimise risk and tailor solutions to help the consumer live the life they choose
	I can provide examples of different ways information is communicated to make sure it's easy to understand and accessible to diverse consumers
2 Ongoing Assessment and Planning with Customers	I have received orientation and training relative to assessment and planning with customers
	I can describe the assessment and care planning processes and how they inform how care and services are delivered
	I can provide examples of inclusive care planning which is tailored to meet the cultural preferences of consumers from diverse backgrounds
	I can describe the ways in which I work with consumers, other organisations and health professionals to deliver a tailored care and services plan and monitor and review the plan as needed.
	I know how to access a care and services plan, how they are updated and how changes are communicated to consumers
3 Personal and Clinical Care	I have received orientation and training relative to personal and clinical care
	I can describe how I deliver safe, effective, best-practice care in line with relevant policies and tailored to meet the needs, goals and preferences of the consumer
	I understand effective management of high-prevalence risks and where to find information regarding best-practice personal or clinical care
	I can describe how the needs, goals and preferences of consumers nearing end of life are recognised, their comfort maximised, and dignity preserved
	I can recognise a change or deterioration in a consumer's health and understand to procedure to respond accordingly
	I can describe the procedure for documenting and communicating consumer information within the organisation and outside the organisation if appropriate
	I understand referral procedures and criteria including the role and involvement of consumers in this process
4 Services and Supports for Daily Living	I have received training and orientation relative to services and supports for daily living
	I can describe the process to determine what a consumer can do for themselves and what they want to do in order to maintain their independence and quality of life
	I can demonstrate how I adapt to assist consumers to participate in their community, have social and personal relationships and do things that interest them
	I receive updated information about consumer condition relative to their needs or goals which that may impact upon my role, duties or responsibilities
	I understand the referral process and can describe the ways in which consumers are actively involved in decisions regarding referrals
	I can create an engaging mealtime experience with food that is varied and of appropriate quality and quantity
	I understand consumers' nutrition and hydration needs including special dietary needs and the procedure to report changes
	I know how to safely use the equipment we provide to consumers and the procedure to report any potential risk for safe use
I can describe the maintenance and cleaning routines for the equipment we provide to consumers	

5 Organisation's Service Environment	I have received orientation and training relevant to the organisation's service environment
	I can describe the ways in which the organisation removes barriers that might exclude some consumers
	I can describe the ways in which the service environment supports consumer dignity, ability and independence to ensure that the environment is welcoming to all consumers
	I understand my responsibility relative to policy and procedures to protect consumers from avoidable harm
	I can describe how to report a safety hazard, incident or emergency
	I can describe procedures for cleaning and maintenance of furniture, fittings and/or equipment and understand the process for adaptations to meet consumer need
	I can describe ways in which landmarks are used in the service environment to support consumer way-finding and maintenance of their independence
6 Feedback and complaints	I have received orientation and training relative to feedback and complaints
	I can describe the organisation's complaints and feedback procedure and can provide examples of ways in which consumers are encouraged to provide feedback
	I can identify if a consumer requires advocacy services and know how to support consumers through the process including locating interpreter services
	I can describe examples of complaint resolution including how I communicate with consumers regarding the outcome
	I understand how the organisation documents and analyses feedback and can describe how this is used to improve the quality of care and services
7 Human resources	I understand how the rostering system works and have confidence that the right number of staff and mix of skills is provided to deliver quality services
	I can describe how I interact with consumers in a way that is kind, caring and respectful of each consumer's identity, culture and diversity within my day-to-day practice
	I possess the knowledge and skills to perform my role and I feel that I am adequately supervised and have access to professional development opportunities
	I have opportunity to provide feedback to my organisation regarding training and professional development
	I have received performance review or have one scheduled and I understand how this links to my own development
8 Organisational Governance	I have received orientation and training relative to organisational governance
	I can describe ways in which consumers are involved in the development, delivery and evaluation of services including the use of consumer feedback to improve service delivery
	I can describe how the organisation demonstrates the values and behaviours that are promoted by our governing body
	I understand and can describe the organisation's vision, aims and strategic objectives that impact my practice
	I can provide examples of how my organisation delivers safe, inclusive and quality care and services
	I can describe examples of how the organisation supports openness, discussion, engagement, respect, trust and a culture of good governance
	I understand my own authority to make decisions and the policies that inform the decision-making process
	I can describe the systems and practices I use to reduce common risks to consumer health and wellbeing
	I understand my responsibility relative to the reporting requirements of harm, abuse and neglect
	I feel confident I could recognise different types of abuse and neglect
	I understand my responsibility and accountability relative to the effectiveness, safety and quality of clinical services
I can describe how data is collected to inform clinical performance indicators and describe how this leads to improvements in clinical care	

Once the checklist is complete, identify the areas where there are gaps in your skills and/or knowledge. Take the initiative to contact your supervisor for support or undertake some appropriate professional development.

*Adapted from Aged Care Quality and Safety Commission. (2019). *Guidance and resources for providers to support the Aged Care Quality Standards*.