

# Accreditation Standards

## *Residential Services (Accreditation) Regulation 2018*

### Fact Sheet for Service Providers

## Level 1 Accreditation Standards

### Privacy and confidentiality

- Each resident's right to privacy, dignity and confidentiality in all aspects of the resident's life is recognised and respected by the service provider, each associate of the service provider and all staff of the residential service.
- A resident's correspondence and other confidential information is accessed or disclosed only with the resident's consent.

### Agreement for residency

- The service provider gives information to residents, prospective residents, or representatives of residents or prospective residents, about the type of accommodation and services available.
- The service provider uses an individual resident agreement for each resident.

### Prevention of abuse and neglect

- The service provider:
  - (a) recognises the right of residents to live in an environment free of:
    - verbal, emotional, sexual or physical abuse; and
    - neglect; and
    - financial abuse; and
  - (b) implements and complies with policies and procedures protecting the right mentioned in paragraph (a).
- The service provider or an associate of the service provider acts to uphold the legal and human rights of residents.

### Grievance mechanism

- Residents and representatives of residents, including, for example, advocates, are free to raise and have resolved with the service provider, and associate of the service provider or an external agency, including, for example, the Residential Tenancies Authority, any complaint or dispute they may have about the residential service without fear of retaliation.

### Management of residents with complex or difficult behaviour

- Needs of residents with complex or difficult behaviour are managed effectively in a way that is respectful of their dignity.

### Access to external service providers

- Residents have full access to each of the following (each an **external service provider**):
  - (a) an advocate;
  - (b) a professional case worker;

(c) other providers of health, disability, welfare or other professional services.

- Residents who have asked for help from an external service provider have full access to the external service provider by way of visits to or from the external service provider.
- Residents have the freedom to choose external service providers, who are independent of the service provider, without fear of retaliation.

### Entitlement of residents to independence and freedom of choice

- Each resident's right of independence and freedom of choice is recognised and respected, if the right does not unreasonably infringe on the rights of other residents.

### Living environment

- A safe, secure and comfortable living environment is provided to residents.
- All areas of the registered premises, including, for example, internal and external areas and common areas, are kept clean and in good repair, and free from hazards.
- Furnishings and equipment supplied for use by residents are appropriate, comfortable, kept clean and in good repair, and are replaced as required.
- Bedrooms and bathroom and toilet facilities provide appropriate personal space to residents and provide security and privacy to residents, including, for example, by having lockable doors.
- Passages and stairways are well lit and kept free of objects to allow safe and unimpeded movement through them at all times.
- Rubbish is removed regularly and in a way that does not impact on the health and wellbeing of residents and staff of the residential service.

### Security and emergencies

- The service provider has a safety and emergency plan that includes procedures for any situation requiring immediate attention and remedial action, including, for example, a serious incident or extreme weather event at the service.
- Staff and associates of the service provider are aware of, trained in and capable of implementing the procedures in the safety and emergency plan.
- The service provider takes reasonable action to ensure residents are aware of the procedures in the safety and emergency plan.
- The service provider takes reasonable action to ensure emergency services personnel and vehicles have access to the registered premises at all times.

### Business management

- The service provider applies transparent and accountable business principles to the management and operation of the residential service.
- The service provider is aware of and meets obligations under workplace health and safety legislation.
- The service provider takes reasonable action to ensure the service and the residents do not adversely impact on the peace and amenity of the neighbourhood.

### Human resource management

- The service provider plans and implements fair and consistent strategies for the recruitment, selection and development of staff of the residential service.
- The service provider ensures staff are on duty in sufficient numbers to provide agreed services and support to residents.



- The service provider ensures staff are adequately trained to carry out assigned duties within a safe and supportive environment.

## Level 2 Accreditation Standards

### Food and nutrition

- Residents are provided with food and nutrition complying with the best practice guide for healthy eating in supported accommodation published by the health department on the website of the Metro South Hospital and Health Service.  
[A toolkit for healthy eating in supported accommodation: A best practice guide.](#)

### Kitchens

- The kitchen facilities comply with the service provider's accredited food safety program, if any, or the food standards code, standard 3.2.3.

### Food handling and storage

- Procedures are in place to ensure the safe delivery and storage of food.
- Persons preparing and service food observe personal hygiene and cleanliness practices, take reasonable action to minimise the risk of food contamination, and comply with the service provider's accredited food safety program, if any, or the food standards code, standard 3.2.2.

## Level 3 Accreditation Standards

### Human resource management

- The service provider ensures staff who provide personal care services hold a current qualification for the administration of first aid and cardiopulmonary resuscitation.

### Access to externally provided support services

- Personal care services for residents are delivered, to the extent possible, through entities external to the residential service.

### Financial and clerical support

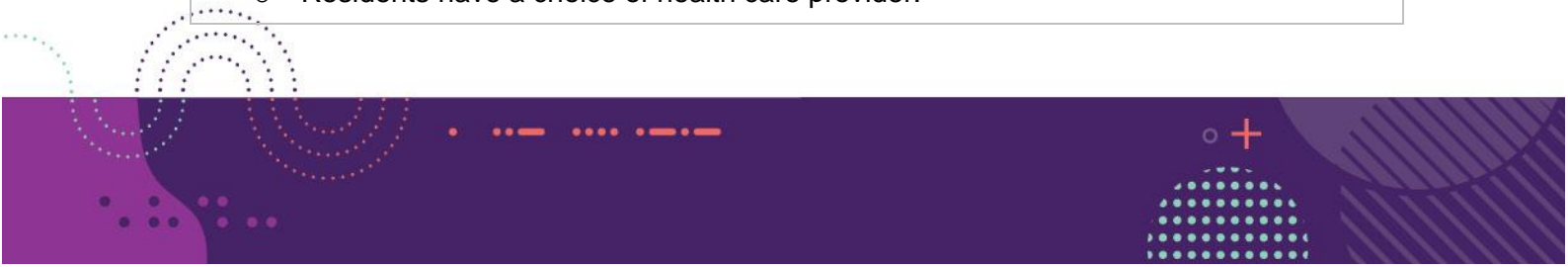
- Residents have management of their own financial affairs to the extent possible or have entities external to the residential service help with financial decisions.
- If residents require clerical support or help in managing their daily finances, practices are transparent and ensure accountability for funds held for residents.

### Assistance with medication

- If residents ask for help in taking their medication in accordance with medical directions, help is given in accordance with the guideline for medication assistance in residential services with level 3 accreditation published by the department on the department's website.  
[Guideline for medical assistance \(chde.qld.gov.au\)](#)

### Health care

- Residents have a choice of health care provider.



- If necessary, residents are encouraged and helped to maintain their physical, dental and mental health.

### Clothing

- Residents are supported to ensure they have access to and wear clothing appropriate to the situation and climate.

### Hygiene management

- The personal hygiene needs of residents are met in a way consistent with individual needs and respect for dignity and privacy.

### Preservation of social networks

- The importance of preserving family relationships and informal social networks is recognised and supported.

### Choice and decision making

- Residents participate in decisions about the services they receive.
- Residents are able to exercise choice and control over their lifestyle if this does not unreasonable infringe on the rights of other residents.

## For more information

You can contact Regulatory Services on (07) 3013 2666



or email [RegulatoryServices@chde.qld.gov.au](mailto:RegulatoryServices@chde.qld.gov.au)



The *Residential Services (Accreditation) Act 2002* and the *Residential Services (Accreditation) Regulation 2018* are available at [www.legislation.qld.gov.au](http://www.legislation.qld.gov.au)

