

## **Productivity Commission Submission: Quality of Care Standards**

CAPS wishes to draw the Commission's attention to the key place that cultural and spiritual matters should occupy in the funding and delivery of quality residential and community care in Australia. The Aged Care Act 1997 and the supporting Aged Care Accreditation and Standards Regime clearly provide for an expected outcome with respect to cultural and spiritual life as per National Standard 3 : " residents retain their personal, civic, legal and consumer rights, and are assisted to achieve active control of their lives within the residential care service and in the community."

The mandatory standards contain clear definitions of quality of care; and quality of life that are particularly helpful to advancing knowledge on productive ageing and wellbeing. The Accreditation Agency is required to assess homes with respect to their performance in meeting responsibilities to residents in relation to emotional support, independence, privacy, leisure interests and activities, cultural and spiritual life, choice and decision-making, and security of tenure and residents rights. Continuing education to improve understanding of this standard, and community acceptance and support for its implementation should be a touchstone for the Australian aged care system.