

# The Residential Services (Accreditation) Regulation 2018

## Fact Sheet for service providers

The Residential Services (Accreditation) Regulation 2018 commences on 1 September 2018 and will continue to complement the Residential Services (Accreditation) Act 2002 with some provisions to commence on 1 December 2018.

On 1 September 2018:	
Section 6(2) Privacy and confidentiality	A resident's correspondence and other confidential information can only be accessed or disclosed if the resident gives consent.
Section 6(2) Prevention of abuse and neglect	(a) The service provider must implement and comply with policies and procedures protecting the right of residents. (b) Residents have the right to live in an environment free of verbal, emotional, sexual or physical abuse, neglect and financial abuse.
Section 6(2) Access to external providers	(a) Residents have full access to external service providers. An external service provider could be an advocate, professional case worker or other providers of health, disability, welfare or other professional services. (b) Residents have the freedom to choose external service providers, who are independent of the service provider, without fear of retaliation.
Section 6(3) Living Environment	(a) A safe, secure and comfortable living environment is provided to residents. (b) All areas of the registered premises including internal and external areas and common areas are kept clean and in good repair and free from hazards. (c) Furnishings and equipment supplied for use by residents are appropriate, comfortable, kept clean and good repair and replaced as required. (d) Bedrooms, bathroom and toilet facilities provide appropriate personal space to residents and provide security and privacy to residents including having lockable doors. (e) Passages and stairways are well lit and kept free of objects to allow safe and unimpeded movement through them at all times. (f) 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.
Section 7(3) Kitchens For level 2 services	The kitchen facilities comply with the service provider's accredited food safety program, if any, or the food standards code, standard 3.2.3.
Section 7(3) Food handling and storage For level 2 services	Persons preparing and serving 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 3.2.3.



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Section 8(2) Assistance with medication For level 3 services	If residents ask for help in taking their medication in accordance with medical directions, help is given in accordance with the <i>Guideline for Medication Assistance</i> in residential services published on the Department of Housing and Public Works website.
<b>On 1 December 2018:</b>	
Section 6(3) Security and emergencies	<p>(a) The service provider has a safety and emergency plan that includes procedures for any situation requiring immediate attention and remedial action including a serious incident or extreme weather event at the service.</p> <p>(b) Staff and associates of the service provider are aware of, trained in and capable of implementing the procedures in the safety and emergency plan.</p> <p>(c) The service provider takes reasonable action to ensure residents are aware of the procedures in the safety and emergency plan.</p> <p>(d) The service provider takes reasonable action to ensure emergency services personnel and vehicles have access to the registered premises at all times.</p>
Section 6(4) Business management	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.
Section 7(2) Food and nutrition For level 2 services	Residents are provided with food and nutrition complying with the best practice guide <i>for healthy eating in supported accommodation</i> published by the health department on the website of the Metro South Hospital and Health Service.
Section 8(2) Human resource management For level 3 services	The service provider ensures staff who provide personal care services hold a current qualification for the administration of first aid and cardiopulmonary resuscitation.
Section 11 Prescribed records S77 of the Act	<p>Records must be kept for each serious incident that occurs at the service including:</p> <ul style="list-style-type: none"> <li>(i) the nature of the incident; and</li> <li>(ii) the date of the incident; and</li> <li>(iii) the name of each resident affected by the incident; and</li> <li>(iv) the name of staff of the residential service who witnessed the incident; and</li> <li>(v) the name of staff of the residential service to whom the incident was reported; and</li> <li>(vi) the action the service provider took in relation to the incident; and</li> <li>(vii) the date the service provider took the action.</li> </ul> <p>A service provider for a residential service must keep a register of the records required to be kept under this section at the registered premises for the service.</p>