



I am writing to advise you and your organisation's members that the Aged Care Quality and Safety Commission has released two new videos aimed at helping people receiving and providing aged care services to understand the new Aged Care Quality Standards, which commence on 1 July 2019.

New video resources

For consumers

The animated video titled 'What the new Aged Care Quality Standards mean for you', provides examples of how the new Standards will underpin their care, and help to frame their expectations about the quality aged care services they will receive - whether in a residential setting or in their own homes.

Told from the perspective of a Commission Quality Assessor, our brief video explains in practical terms what the new Standards mean for consumers, and suggests what they can do if they have questions or concerns about their care and services.

This resource was developed with the support of member organisations of the National Aged Care Alliance consumer forum, which facilitated discussions with consumers.

The video is available online: **agedcarequality.gov.au/consumers/standards/new-standards-resources**

For providers

The Commission has also released a 30 minute video to help service providers to understand and ensure their compliance with the new Aged Care Quality Standards. The 'Aged Care Quality Standards' video is a collaboration between the Commission and online training services provider, Altura Learning.

The Aged Care Quality Standards video can also be viewed online:
agedcarequality.gov.au/resources/altura-learning-standards-educational-video

Closing comments

I appreciate your willingness to assist in promoting the availability of these two videos through your respective organisation's members. These resources will support aged care recipients and their families, and providers and their staff with the important changes coming into effect from 1 July 2019.

Yours sincerely

J. M. Anderson

Janet Anderson PSM
Commissioner
6 May 2019