



## Media Release

1 July 2019

### **New aged care standards aiming to lift performance across the sector**

Today marks the commencement of the new national Aged Care Quality Standards which apply to all aged care settings including residential and in-home aged care services.

Aged Care Quality and Safety Commissioner Janet Anderson PSM said the new standards raise the bar by strengthening the focus on consumer-centred care which respects the dignity and identity of the individual and seeks to improve their experiences and outcomes of care.

“The new standards require aged care providers to work with each of their consumers to ensure that they receive safe, quality care that is shaped by the consumer’s needs, goals and preferences,” she said.

“The new standards are an important step in aged care reform which will help providers to clarify their responsibilities and help consumers to know what they can expect from aged care services.

“The new standards were developed following extensive consultation with consumers, service providers, experts and the wider community.”

Ms Anderson said she was impressed by the commitment shown by aged care providers in their preparation for the introduction of the new standards, and that support from the Commission will continue after 1 July.

“Over the last year, we have seen more than 30,000 people across Australia access the face-to-face education sessions and online training videos regarding the new standards.

“Recently, the Commission distributed a provider education pack to over 5,000 aged care services to support their preparations, and all material is available for download on the Commission website.”

The new standards complement the single Charter of Aged Care Rights, which also comes into effect from today to support the rights of all people receiving aged care services.

The new standards and single charter cover all aged care services including residential services, home care, short-term restorative care, the Commonwealth Home Support Program and the National Aboriginal and Torres Strait Islander Flexible Aged Care Program.

The Aged Care Quality and Safety Commission begins monitoring and assessing provider performance against the Aged Care Quality Standards from 1 July 2019.

Information on the new standards and copies of the charter are available on the Commission website [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au).

**Media contact: Carla Tuffy - 0437 911 991**