

Planning person-centred care and services for older mob

Strengthened Aged Care Quality Standards
Standard 3: Care and services

The strengthened Quality Standards protect older Australians and help providers and aged care workers understand what they need to do. They come into effect with the new Aged Care Act from 1 July 2025.

Standard 3 is about planning care and services for each person.



When planning how to care for older mob, it's important to think about the whole person and what that means for all their needs.

The people you care for want to be included in plans for their care.

Supporting people with their independence, especially after illness or injury, is important to help older mob live the lives they want.

What can you do?



Yarn with mob and their families and find out who they want included in their assessment and planning. Check in regularly with them to make sure they're still happy with their care.



Support mob to be independent or get their independence back if they can. Find out what's important to them to do by themselves.



Understand and look out for changes in what older mob can do and adjust care plans together.

i More information: agedcarequality.gov.au/FirstNations or call **1800 951 822**.



Australian Government
Aged Care Quality and Safety Commission

Artwork by Chern'ee Sutton - proud Kalkadoon woman.

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