



Australian Government

Aged Care Quality and Safety Commission

Bringing the strengthened Quality Standards to life

Date: 18 March 2025





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Liz Hefren-Webb

Aged Care Quality and Safety Commissioner





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Acknowledgement of Country

Artwork by Dreamtime Creative





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Robert Day

Assistant Secretary
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Department of Health and Aged Care

New regulatory framework





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Department of Health and Aged Care

New regulatory framework

Robert Day

Assistant Secretary, Harmonisation and Regulatory Strategy Branch

Department of Health and Aged Care

18 March 2025



The 4 foundations of the new regulatory model

1

Rights-based

Ensures the new regulatory model protects the rights of older Australians

2

Person-centred

Focuses on the unique needs, goals, values, preferences, and dignity of older Australians

3

Risk-based

Preventing, detecting and correcting risks

4

Continuous improvement

A commitment to keep improving the aged care sector

Final registration categories

Provider registration category	Description	Service types	Application to registration categories			
			Provider obligations	Code of Conduct	Aged Care Quality Standards Standards 1–4	Aged Care Quality Standards Standards 5–7
Category 1	Home and community services	<ul style="list-style-type: none"> Domestic assistance Home maintenance and repairs Meals Transport 	✓	✓		
Category 2	Assistive technology and home modifications	<ul style="list-style-type: none"> Equipment and products Home adjustments 	✓	✓		
Category 3	Advisory and support services	<ul style="list-style-type: none"> Hoarding and squalor assistance Social support and community engagement 	✓	✓		
Category 4	Personal care and care support in the home or community (including respite)	<ul style="list-style-type: none"> Allied health and other therapy Personal care Nutrition Therapeutic services for independent living Home or community general respite Community cottage respite Care management Restorative care management 	✓	✓	Standard 1: The Person Standard 2: The Organisation ✓ Standard 3: The Care and Services Standard 4: The Environment	Standard 5: Clinical Care – Outcome 5.1 Clinical Governance (Applies to the service types of care management and restorative care management only) ✓
Category 5	Nursing and transition care	<ul style="list-style-type: none"> Nursing care Assistance with transition care 	✓	✓	Standard 1: The Person ✓ Standard 2: The Organisation Standard 3: The Care and Services Standard 4: The Environment	Standard 5: Clinical Care ✓
Category 6	Residential care (including respite)	<ul style="list-style-type: none"> Residential accommodation Residential everyday living Residential services Residential clinical care 	✓	✓	Standard 1: The Person Standard 2: The Organisation ✓ Standard 3: The Care and Services Standard 4: The Environment	Standard 5: Clinical Care Standard 6: Food and Nutrition ✓ Standard 7: The Residential Community

New Aged Care Act Rules consultation

- strengthened Quality Standards

**Next steps following consultation on the rules containing
the strengthened Quality Standards**

Conditions under the new regulatory model



More information

- **Health website:** www.health.gov.au/regulatory-model
- **Email:** AgedCareRegModel@health.gov.au



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Emma Jobson

Executive Director
Regulatory Strategy and Policy
Aged Care Quality and Safety Commission

*Topic: Recapping changes to strengthened
Quality Standards*





The strengthened Aged Care Quality Standards

- Recommendation from the Royal Commission into Aged Care Quality and Safety to strengthen the standards to be more comprehensive, detailed and objective
- **Simplified, comprehensive, measurable**
 - from 8 to **7 standards**
- **Rights** are embedded
- Strengthened **focus areas** – dementia care, governance, food and nutrition, diversity, and clinical care





Standard 1

The individual

I am valued and have choice over the life I lead.



I understand the people I care for and support them in choices that impact their lives.



Standard 2

The organisation

I have confidence in my service provider.



I feel empowered to do my job well.





Standard 3

The care and services

My care is based around who I am and what's important to me.



I understand who I'm caring for and what is important to them.



Standard 4

The environment

I feel safe and supported where I live.



I create a safe and supportive environment.





Standard 5 **Clinical care**

I get the right clinical care for me.



I understand the clinical needs
of the person I'm caring for.



Standard 6 **Food and nutrition**

I enjoy tasty and nutritious
food every day.



I make sure our residents enjoy
appetising and nutritious food
every day.





Standard 7

The residential community

**I contribute to the community
I live in.**



**We work together to build
a connected residential
community.**



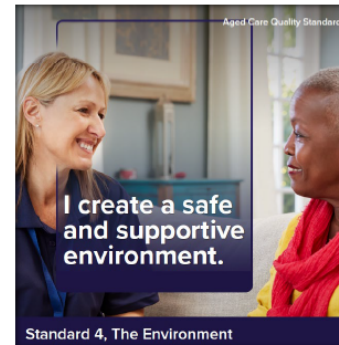


Structure of the Standards

Each standard has:

- an **intent** and **expectation statement**
- **outcomes** and **actions**

Standard 4: The Environment



Intent of Standard 4

The intent of Standard 4 is to ensure that older people receive funded aged care services in a physical environment that is safe, supportive and meets their needs. Effective infection prevention and control measures are a core component of service delivery to protect older people, their supporters and aged care workers.

Standard 4 expectation statement for older people:

I feel safe when receiving funded aged care services. Where I receive funded aged care services through a service environment, the environment is clean, safe and comfortable and enables me to move around freely. Equipment is safe, appropriate and well-maintained and precautions are taken to prevent the spread of infections.

Outcome 4.1a: Environment – services delivered in the individual's home

Outcome statement:

When delivering funded aged care services to individuals in their homes, the provider must support the individuals to mitigate environmental risks relevant to the services.

Where the provider uses equipment in the delivery of any funded aged care services to individuals, or provides equipment to individuals, the equipment must be safe and must meet the needs of the individuals.

Actions:

- 4.1.1 Where funded aged care services are delivered in the individual's home, as relevant to the services being delivered, the provider:
 - a) identifies any environmental risks to the safety of the individual
 - b) discusses with the individual any environmental risks and options to mitigate these.
- 4.1.2 Equipment and aids provided by the provider are safe, clean, well-maintained and meets the needs of individuals.



Comparison – Change impact

- **86%** actions are **existing** – align with current requirements or responsibilities
- **14%** **new** expectations

Note: this table does not include a comparison of the recent clarification to Standard 2.2 and 2.6 (8 actions), which align to current Standards 8 and 6.

Draft Strengthened Standards	Number of actions associated with this Standard	Element 1 Number of actions which align with existing Quality Standard requirements	Element 2 Number of actions which align with other existing provider responsibilities within the legislation	Element 3 Number of actions which clarify existing requirements within the current Quality Standards	Element 4 Number of actions that introduce new concepts or enhanced expectations in comparison to the current Quality Standards
Standard 1: The Individual	21	5	7	9	
Standard 2: The Organisation	43	7	8	20	8
Standard 3: The Care and Services	22	3		17	2
Standard 4: The Environment	6	2		4	
Standard 5: Clinical Care	35	3		27	5
Standard 6: Food and Nutrition	10			4	6
Standard 7: The Residential Community	9		1	8	
	146	20	16	89	21
		14%	11%	61%	14%



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A/g Registrar
Regulatory Operations
Aged Care Quality and Safety Commission

Christian Hesse

A/g Executive Director
Quality Assessment & Monitoring Group
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Topic: Regulatory approach

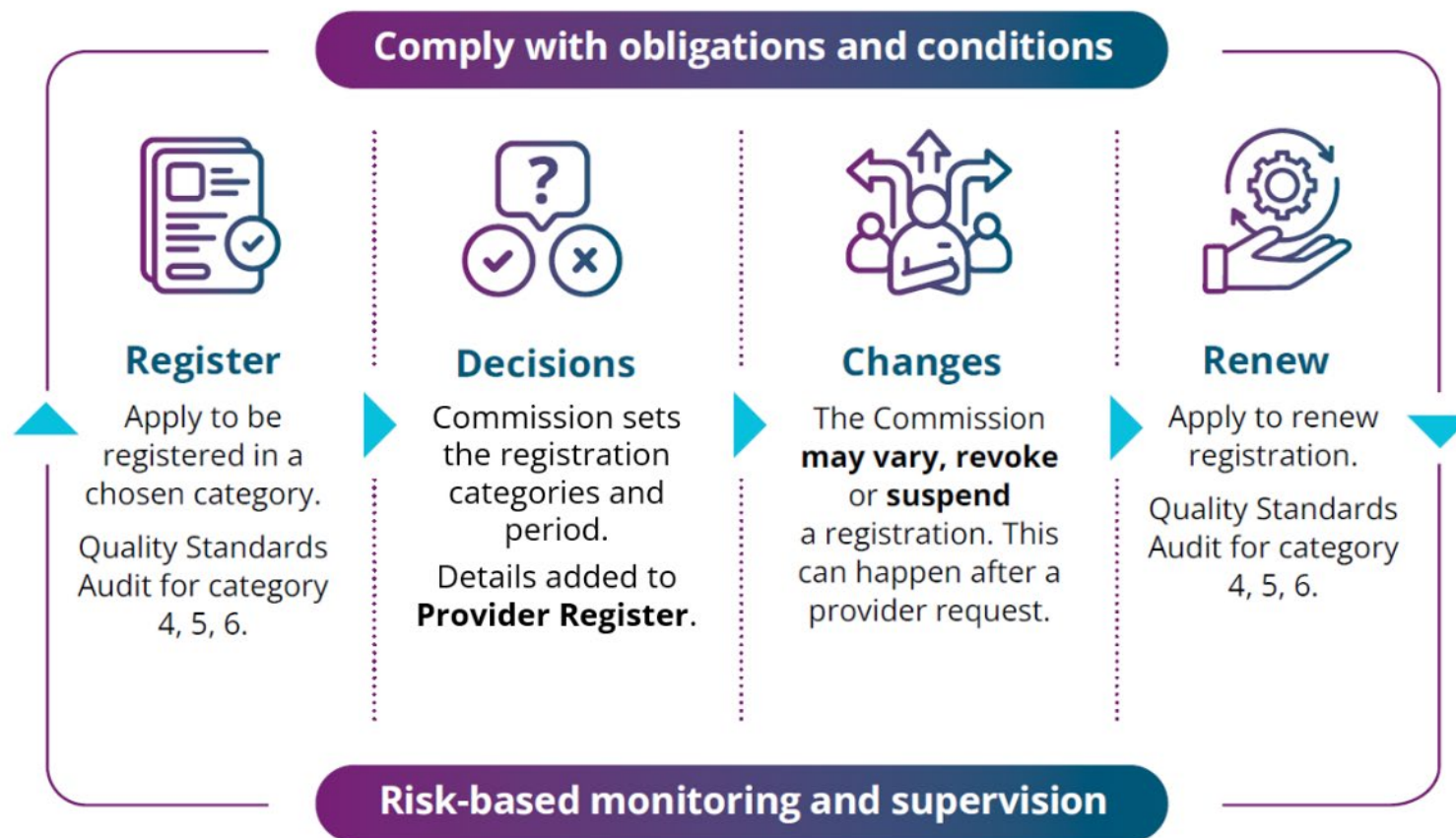




Registration model

- only **suitable providers** can register and stay registered to provide aged care
- **Understanding who is providing aged care** and the services they are delivering
- **act quickly on emerging provider risks** using the registration processes.

This gives us better transparency, regulatory intelligence, and management.





Initial registration of providers



An organisation or person must **apply and be registered** by the Commission to deliver funded aged care services to older people



Registration may be in **one or more registration categories** based on the **types of services** to be delivered



We assess **registration requirements** so only eligible and suitable organisations or people are registered



Provide **procedural fairness**



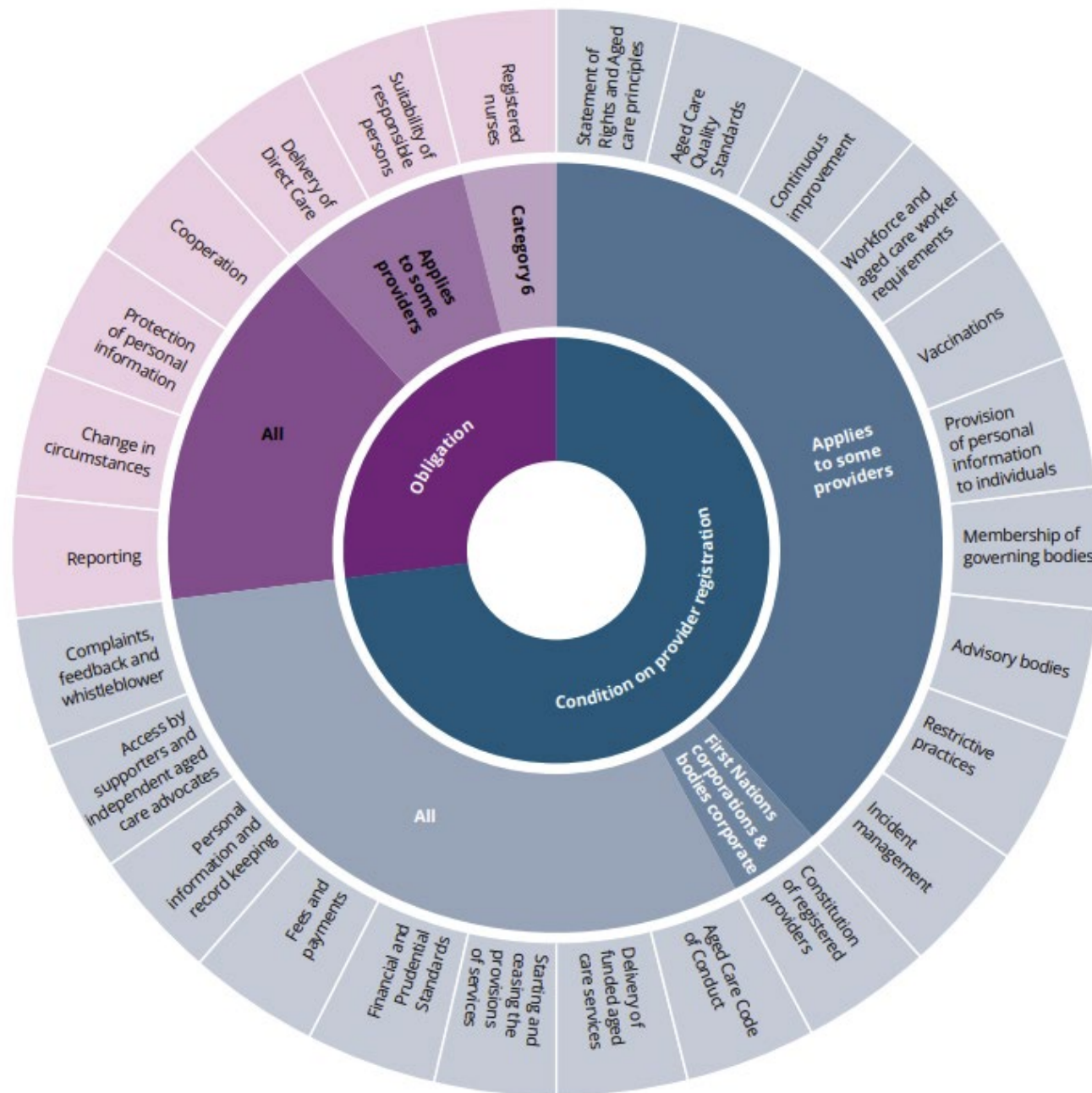
If registered, we set the **registration categories, period of registration**, and any **approved residential care homes** covered by registration



Condition of registration may be added by the Commission



Registration conditions and provider obligations





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Provider Registration Policy



<https://www.agedcarequality.gov.au/resource-library/provider-registration-policy>





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Register for the next webinar!

Provider registration

Topic: Provider registration

Date: Tuesday 15 April 2025

Time: 2:00 to 3:00pm AEST

Registration opens 2 weeks before webinar

Regulating the strengthened Quality Standards



Demonstrating conformance is part of the registration and renewal process – and is assessed through audit



Compliance is a condition of registration for providers in categories 4–6



Continuous improvement focus



Strengthened Quality Standards audit

Section 109(2)(a) – Aged Care Act 2024

- Registration category specific requirement if seeking registration in categories 4, 5 or 6
- Helps us understand if providers will be able to comply with the relevant Quality Standards if they are registered
- Once registered, complying with the Quality Standards is a condition of provider's registration and renewal of registration





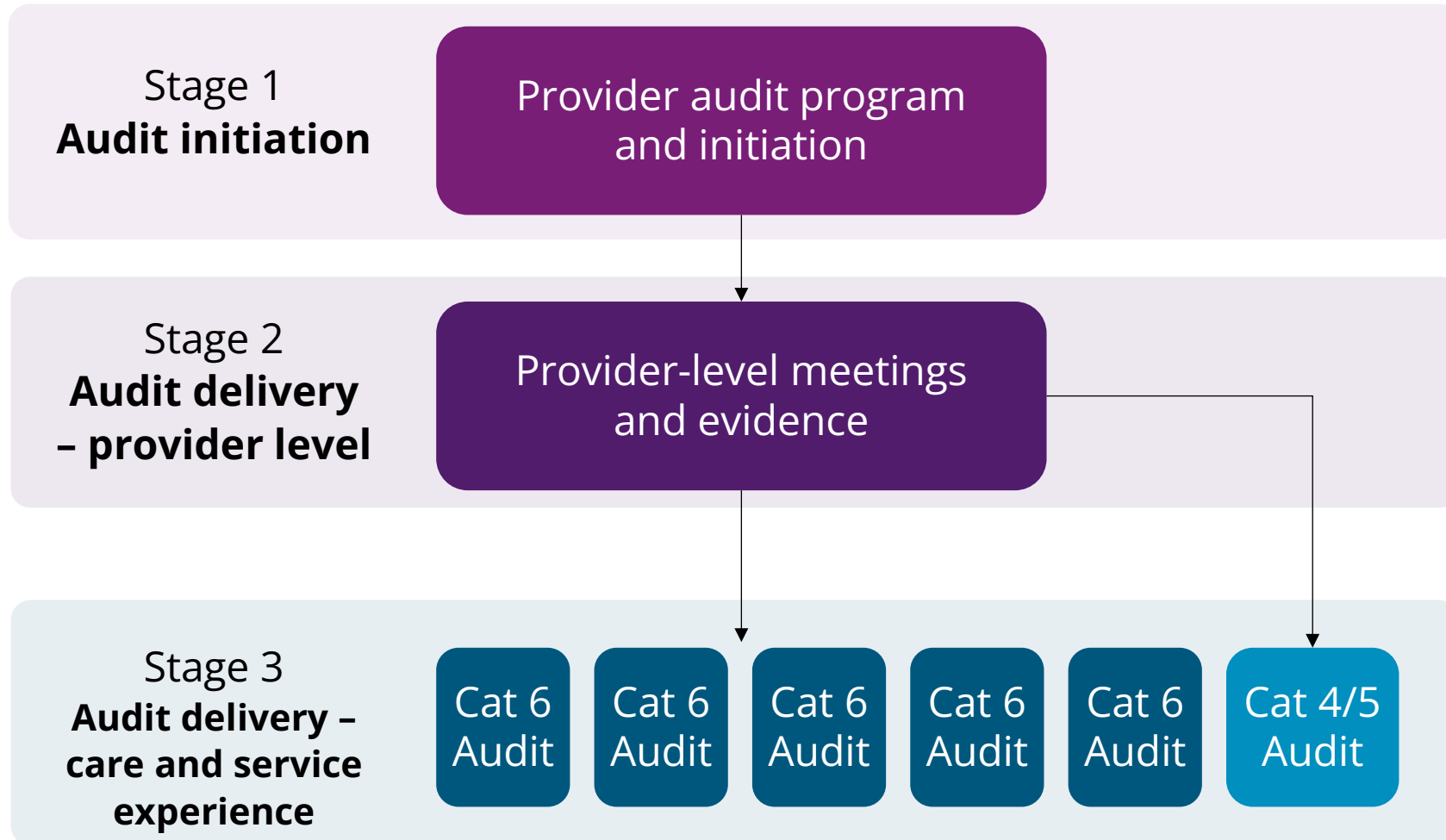
Audits and Quality Standards by registration category

Provider types	Audit arrangements	What Aged Care Quality Standards apply?
Type A - Category 1-3 (home or community based)	No audit	No standards
Type B - Category 1, 2, 3 and 4 (home and community based)	One provider-level audit for service types in Category 4	Standards 1–4 (Category 4 only) Standard 5 – Outcome 5.1
Type C - Category 1, 2, 3, 4 and 5 (home or community based)	One provider-level audit across service types in Categories 4 and 5	Standards 1–5 (Categories 4 and 5 only)
Type D - Category 1, 2, 3, 4, 5 and 6 (home or community based and residential care)	One provider-level audit across service types in Categories 4 and 5 and one audit for each residential care home	All Standards (Categories 4, 5 and 6 only)
Type E - Category 6 (residential care)	One audit for each residential care home	All Standards



Example of audit program of Type D provider (Category 1, 2, 3, 4, 5 and 6)

(home or community based and residential care)



Desired outcomes and benefits:

- Provider audit program **planned and prepared** with provider to support transparency.
- Provider-level evidence **collected once** to inform audits and support efficiency and consistency.
- Provider-level evidence: **systems and processes**.
- Service-level evidence: **validates systems, targeted sampling and interviews**.



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Audit Methodology

Principles

- Single point of contact with Audit Manager
- Based on registration expiry date
- Announced visits
- Provider-level evidence gathered once
- Predictive graded assessments

No surprises approach



Provider audit

Graded assessment



Conformance



**Minor non-
conformance**



**Major non-
conformance**



Exceeding



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Audit Methodology

Transition

- Audits against strengthened Quality Standards to inform registration decisions will begin from 1 July 2025
- Moving towards Provider Registration, not service-level accreditation



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Provider readiness

Resources

- Resources available to assist in your preparation
- Including:
 - educational resources
 - First Nations resources
 - Sector Readiness Plan.



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Bronwen Jaggers

Executive Director
Engagement, Education and Communications
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Topic: Resources available to the sector



Resources

Provider
Registration
Policy

Audit
methodology

Evidence
Mapping
Framework

Digital guidance

Online learning
modules

Online
workshops

Provider
readiness
checklist

Posters

Videos

Training
PowerPoint

Conversation
cards

Fact sheets



First Nations resources

- First Nations resource hub and website landing pages (providers, workers and older people)
- Conversation guide
- Visual storyboards
- First Nations visual information sheets
- Workplace poster – Standard 1
- Workplace poster – Standard 6
- Community posters
- Videos

Helping our Mob get the right food and nutrition
Strengthened Aged Care Quality Standards
Standard 6: Food and Nutrition

There is a new Aged Care Act and strengthened Aged Care Quality Standards to make sure our Elders and older people get good, culturally appropriate care.

Standard 6 is about working with older Mob to find out what they like to eat and drink and help them stay healthy.

What can you do?
Check the menu like this.

Yarning about aged care and your rights
Your guide to talking about aged care and your rights with aged care providers, family, friends and community.

Aged care and your rights
This storyboard explains aged care, what your rights are and what to do if you're worried your rights aren't being met.

If you're over 50 and need help with work around your home or looking after yourself, you can get aged care.

Some mob don't know you can get aged care in **different ways**. You can get it in your own house or in an aged care home.

Good aged care means you are safe and cared for the **right way**. It means respecting your **connection to family, your community and your Country**.

Have a **yarn** with the people who care for you and your family. You can have a ceremony, cooey, tucker, visiting Country, pain.

If you're worried about the way you or your family is being looked after, it's **OK to talk to someone about it**.

Have a yarn with the people who look after you or your family. You might be able to sort out the problem with them first.

Or you can contact the Aged Care Quality and Safety Commission. This can be private. You don't have to give your name if you don't want to. They can help solve the problem or give advice.

Call 1800 800 008
Visit agedcare.gov.au

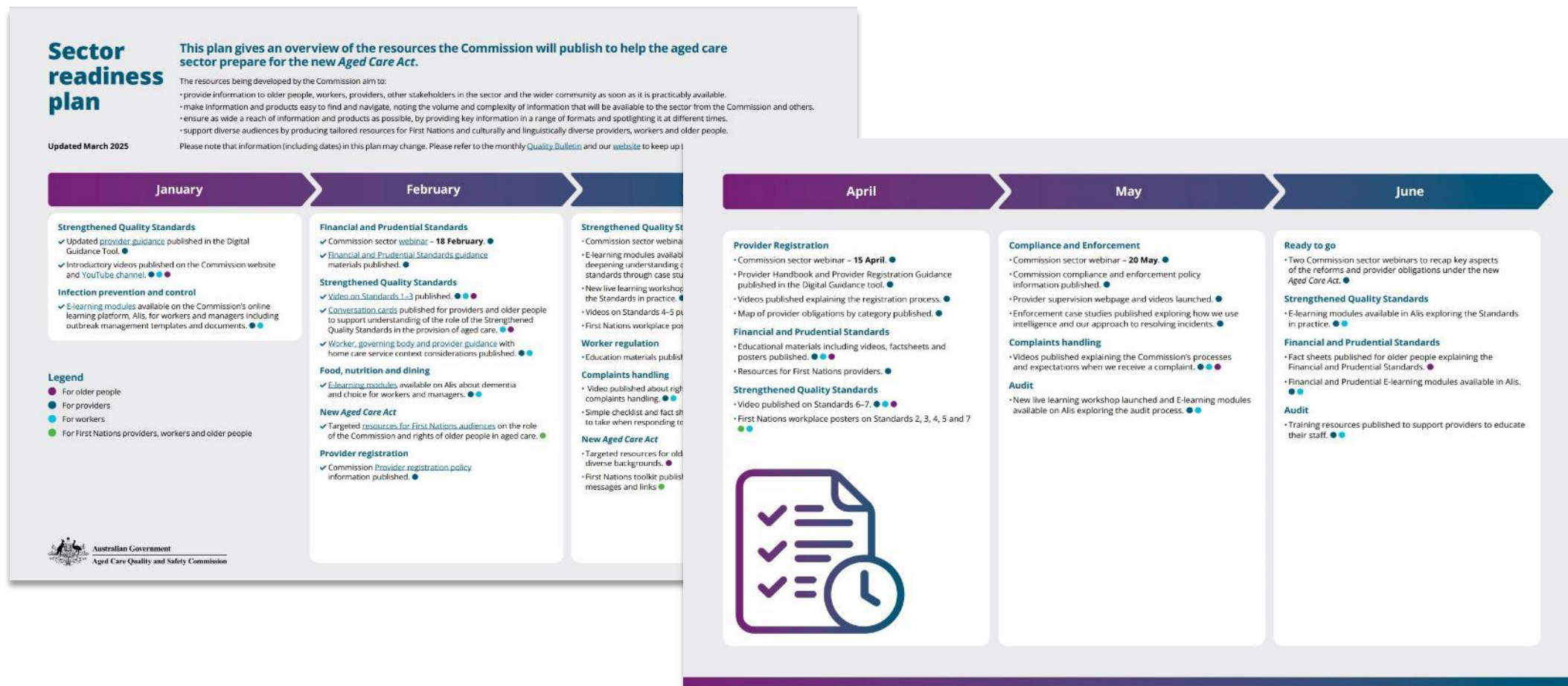
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Engage Empower Safeguard

<https://www.agedcarequality.gov.au/news-publications/first-nations-hub>



Sector readiness plan



<https://www.agedcarequality.gov.au/resource-library/sector-readiness-plan>





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Keep your eyes on our website for:

- latest information
- resources
- training opportunities

<https://www.agedcarequality.gov.au>





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Recap / Q&A

