



Strengthened Aged Care Quality Standards

Standard 1: The individual

Information for older people



The **Aged Care Quality Standards** (Quality Standards) are a set of requirements that define what good care looks like.

The Quality Standards have been strengthened to deliver better aged care for older people and took effect with the new *Aged Care Act 2024* from 1 November 2025.

There are 7 strengthened Quality Standards. This document is about strengthened Standard 1: The individual.

Who does Standard 1 apply to?

Standard 1 applies to government-funded aged care providers who deliver:

- personal care and care support in the home and community
- nursing and transition care
- residential care.

Under Standard 1, your aged care provider must:

- ✔ treat you with dignity and respect. You have the right to not experience any discrimination, abuse or neglect
- ✔ support, welcome and value you:
 - identity
 - background
 - culture and beliefs
 - ability
 - personal experiences
- ✔ make you feel safe
- ✔ help you maintain your independence, quality of life
- ✔ give you timely, accurate and easy to understand information
- ✔ explain your care options and help you make choices about your care
- ✔ support your decision making
- ✔ consider your needs, goals and preferences
- ✔ support your right to take risks.



Strengthened Quality Standard 1: The individual

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What does Standard 1 mean for you?

You have the right to be treated with dignity and respect, and to live free from any form of discrimination. You make decisions about your care and services, with support when you want or need it. Your aged care provider must understand your rights, needs, goals, preferences, cultures and beliefs and your need for dignity of risk, independence, choice and control around individual decision. Your provider understands who you are and what is important to you, and this determines the way your care and services are delivered.

What can you do if your provider isn't meeting Standard 1?

If you don't think your aged care provider is meeting Standard 1, it's important you tell someone. Talk to someone you trust, or speak with your provider.

You can make a complaint or give feedback if:

- at any time you don't feel safe, welcome, included or understood
- your provider doesn't communicate with you in the way you need
- your care and services don't meet your cultural needs
- your rights and ability to make your own decisions aren't respected.

There are also other ways you can share your experiences and contribute to better care. You can:

- join a consumer advisory body
- talk to an aged care advocate
- ask for an interview with us during an audit of your service.

Make a complaint

To make a complaint, contact the **Aged Care Quality and Safety Commission**.



www.agedcarequality.gov.au/contact-us/complaints-concerns

Speak to an advocate

If you need help making a complaint or finding information, contact the **Older Persons Advocacy Network (OPAN)** for free, independent and confidential support. Call the Aged Care Advocacy Line on **1800 700 600**.

October 2025



Phone
1800 951 822



Web
agedcarequality.gov.au



Write
Aged Care Quality and Safety Commission
GPO Box 9819, in your capital city