



Strengthened Aged Care Quality Standards

Standard 2: The organisation

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 2: The organisation.

Who does Standard 2 apply to?

Standard 2 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 2, your aged care provider must:

- ✔ promote a culture of quality, safety and inclusion
- ✔ seek, listen and respond to your feedback and concerns
- ✔ be transparent when managing your complaints
- ✔ partner with you when designing the way care and services are provided
- ✔ maintain a skilled, competent and appropriately qualified workforce
- ✔ plan for emergencies and disasters, making sure your health and safety are prioritised
- ✔ have systems in place to effectively manage risks and incidents
- ✔ keep your information safe and private.



Strengthened Quality Standard 2: The organisation

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What does Standard 2 mean for you?

The organisation that provides your care is well run.

This includes your governing body, who is responsible for delivering quality care and services, sets strategic priorities, promotes a culture of safety and drives improvement.

You can contribute to improvements to your care services. Your provider and workers listen and respond to your feedback and concerns.

You get care from workers who are knowledgeable, competent, capable and caring.

What can you do if your provider isn't meeting Standard 2?

If you don't think your aged care provider is meeting Standard 2, 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:

- you have received care from someone who was not capable
- your provider does not respond to your feedback or complaints properly
- there was a time when you did not feel safe or properly cared for
- your provider mishandles your personal information.

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**.

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Phone

1800 951 822



Web

agedcarequality.gov.au



Write

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