



## Strengthened Aged Care Quality Standards

# Strengthened Quality Standard 3: Care and services

## Provider fact sheet



### Older people statement



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

### Worker statement



**I understand who I am caring for and what is important to them.**

Strengthened Quality Standard 3 explains the way providers need to deliver care and services for all types of services. It applies to providers in Categories 4, 5 and 6.

Strengthened Quality Standard 3 is about the way you tailor care and services to each person. You need to understand that the older person has the right to take risks and you need to plan care to support this.

There are 4 outcomes and 22 actions in strengthened Quality Standard 3. In this Standard, 2 actions are new topics or expectations.

The other 20 actions are in line with or clarify the current Quality Standards or other existing provider responsibilities.



To prepare for the strengthened Quality Standards, we recommend you:

- 1 get to know the key topics or themes in each of the strengthened Quality Standards.**
- 2 think about how you apply these topics now.**



You can find the key topics in the **Strengthened Quality Standards – Provider guidance**

[www.agedcarequality.gov.au/providers/reform-changes-providers/strengthened-quality-standards/strengthened-quality-standards-provider-guidance](http://www.agedcarequality.gov.au/providers/reform-changes-providers/strengthened-quality-standards/strengthened-quality-standards-provider-guidance)

## What are the key topics in strengthened Quality Standard 3?

Strengthened Quality Standard 3 includes **key new topics** that mean you need to:

- have a system to identify and review the skills and strengths of people living with dementia
- provide older people with monthly care statements.

It also includes **clarified expectations** that mean you need to:

- use a holistic approach to understand the people you provide care to. This means that you need to look at the whole person and all their needs
- support detailed assessment and planning
- improve people's independence and help people get back their independence after an illness or injury
- focus on preventative health
- respect and support the rights of people receiving care.

This Standard helps you **focus** on how you:

- help people receiving care get back their independence after illness or injury
- encourage people to be involved as partners in their care
- support people's right to take risks
- strengthen multidisciplinary approaches to how you organise a person's care
- support people living with dementia.





## How can you demonstrate conformance with strengthened Quality Standard 3?

To show that you conform with the strengthened Quality Standards, you should review your service's systems and processes. Then look at how these are put into practice.

### **This means you should:**

- make sure you have clearly documented systems and processes
- use monitoring tools to show how staff are following these processes and find opportunities for improvement
- work with people receiving care to understand their experience and care outcomes
- observe how your service provides care
- ask for feedback from your governing body, managers, workers and others involved in delivering care and services
- use feedback to improve your care and services.

### **Examples of areas you should consider for strengthened Quality Standard 3 include how your service:**

- develops and applies processes for advance care planning. You can do this by talking with people receiving care and finding out who they would like included in their assessment and planning. Then discussing what they want for their care at the end of their lives
- makes sure staff have the time, support and resources to plan and deliver safe, quality and person-centred care. You can start this process by assessing your worker's abilities when hiring
- works with people receiving care to monitor and review care plans and assessments
- analyses, reviews and identifies areas where you can make improvements to the quality of care and services.



## Reflective questions for providers

- How do you make sure this Standard's key topics are shown in the care and services you provide to people receiving care?
- How do you work with people receiving care to make sure their care and service plans are tailored to their needs, goals and preferences?
- How do you ask for feedback from people receiving care about their experience of their care and support older people to raise concerns?

### **What can you do to show that:**

- staff can identify changes in what an older person is able to do?
- staff understand what is important to the people they are providing care for and how they can support them to live their best lives
- your assessment, planning, communication and organisation processes support you to deliver safe and quality care?





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### Resources



Evidence mapping framework  
[www.agedcarequality.gov.au/evidence-mapping](http://www.agedcarequality.gov.au/evidence-mapping)



Strengthened Quality Standards resources  
[www.agedcarequality.gov.au/providers/quality-standards/strengthened-quality-standards](http://www.agedcarequality.gov.au/providers/quality-standards/strengthened-quality-standards)

The strengthened Quality Standards will come into effect in line with the commencement of the new Aged Care Act. The information in this fact sheet should be considered draft only as it is dependent on the finalisation of the draft legislation.

### Stay up to date:

#### Website

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*Please note that the information about the strengthened Quality Standards in this factsheet should be considered draft until the standards are enacted in the Aged Care rules.*

February 2025



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