



## Strengthened Aged Care Quality Standards

# Strengthened Quality Standard 6: Food and nutrition

## Provider fact sheet



Strengthened Quality Standard 6 only applies to residential aged care services.

Strengthened Quality Standard 6 focuses on working with older people to find out what they like to eat and drink. Serving a choice of meals and drinks can make a huge difference to people receiving care's quality of life.

This Standard recognises that in many cultures, food and dining play a large role in feelings of inclusion and belonging.

You need to understand your responsibility to plan and monitor the food preferences of people in your care for positive health and wellbeing.

There are 4 outcomes and 10 actions in strengthened Quality Standard 6. In this Standard, there are 6 new topics or expectations.

The other 4 actions are in line with or clarify the current Quality Standards or other existing provider responsibilities.

### Older people statement



**I enjoy tasty and nutritious food everyday.**

### Worker statement



**I make sure our residents enjoy appetising and nutritious food everyday.**



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

- 1 get to know the key topics in each of the 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 6?

Strengthened Quality Standard 6 includes **key topics** that mean you need to:

- work with people in your care to create an enjoyable food, drink and dining experience
- monitor and keep improving your food service
- develop and review menus with older people and relevant health professionals
- make sure people have choice about what, when, where and how they eat and drink
- support people to access nutritious snacks and drinks (including water) at all times
- make sure there are opportunities for people to share food and drinks with their visitors.

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

- follow food safety guidelines and requirements
- provide texture modified foods that people have agreed to eat
- improve dining experiences to encourage social engagement
- regularly assess menus and mealtimes.

This Standard helps you **focus** on:

- menu planning and design
- good nutrition and access to food and drink outside of planned meal times
- regular review and assessment of the nutritional needs of older people
- an enjoyable dining experience.



## How can you demonstrate conformance with strengthened Quality Standard 6?

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, staff 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 6 include how your service:**

- helps people who need more support to have choice and control over their food, drink and dining experience. You can do this by having processes to support discussions between your staff and the person receiving care
- makes sure staff create an enjoyable food, drink and dining experience. You can do this by training staff with knowledge and support
- works with people to meet their nutritional and dining needs. You can do this by partnering with people receiving care to encourage and review feedback and complaints.



## Reflective questions for providers

- How do you make sure this Standard's key topics are shown in the dining experience you provide?
- How do you partner with older people to design nutritional and positive mealtime experiences?
- How do you ask for feedback from older people and their allied health professionals about their food and dining needs?

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

- staff have the skills to identify, monitor and respond to nutritional concerns, a person's need for more support and people's changing needs?
- your food services are supported by strong assessment and planning processes?
- you regularly discuss the nutritional needs and mealtime experiences of people receiving 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**

[agedcarequality.gov.au/about-us/stronger-standards-better-aged-care-program](http://agedcarequality.gov.au/about-us/stronger-standards-better-aged-care-program)

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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.*

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