Strengthened Aged Care Quality Standards

Expectations for older people

2 The organisation

3 The care and services

1 The individual

4 The environment

5 Clinical care

6 Food and nutrition

7 The residential community

Standard 1
I am valued and have choice over the life I lead

Standard 2
I have confidence in my service provider

Standard 3
My care is based around who I am and what's important to me

Standard 4
I feel safe and supported where I live

Standard 5
I get the right clinical care for me

Standard 6
I enjoy tasty and nutritious food every day

Standard 7
I contribute to the community I live in

Australian Government
Aged Care Quality and Safety Commission

Find out more
agedcarequality.gov.au/older-people

Strengthened Aged Care Quality Standards

Expectations for aged care workers

The individual (1)

Standard 1
I understand the people I care for and support them in choices that impact their lives

- **1.1** Person-centred care
- **1.2** Dignity, respect and privacy
- **1.3** Choice, independence and quality of life
- **1.4** Transparency and agreements

The organisation (2)

Standard 2
I feel empowered to do my job well

- **2.1** Partnering with individuals
- **2.2a** Quality, safety and inclusion culture to support aged care workers to deliver quality care
- **2.2b** Quality, safety and inclusion culture to support individuals
- **2.3** Accountability, quality system and policies and procedures
- **2.4** Risk management
- **2.5** Incident management
- **2.6a** Complaints and feedback management for aged care workers
- **2.6b** Complaints and feedback management for individuals
- **2.7** Information management
- **2.8** Workforce planning
- **2.9** Human resource management
- **2.10** Emergency and disaster management

The care and services (3)

Standard 3
I understand who I'm caring for and what is important to them

- **3.1** Assessment and planning
- **3.2** Delivery of funded aged care services
- **3.3** Communicating for safety and quality
- **3.4** Planning and coordination of funded aged care services

The environment (4)

Standard 4
I create a safe and supportive environment

- **4.1a** Environment – services delivered in the individual's home
- **4.1b** Environment – services delivered other than in the individual's home
- **4.2** Infection prevention and control

Clinical care (5)

Standard 5
I understand the clinical needs of the person I'm caring for

- **5.1** Clinical governance
- **5.2** Preventing and controlling infections in delivering clinical care services
- **5.3** Safe and quality use of medicines
- **5.4** Comprehensive care
- **5.5** Safety of clinical care services
- **5.6** Cognitive impairment
- **5.7** Palliative care and end-of-life care

Food and nutrition (6)

Standard 6
I make sure our residents enjoy appetising and nutritious food every day

- **6.1** Partnering with individuals on food and drinks
- **6.2** Assessment of nutritional needs and preferences
- **6.3** Provision of food and drinks
- **6.4** Dining experience

The residential community (7)

Standard 7
We work together to build a connected residential community

- **7.1** Daily living
- **7.2** Transitions

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Find out more
agedcarequality.gov.au/standards-guidance/intro