



## Strengthened Aged Care Quality Standards

# Quick reference guide

## Provider fact sheet



The strengthened Quality Standards will come into effect in line with the commencement of the new Aged Care Act.

The strengthened Quality Standards are designed to deliver a better aged care experience. They explain what safe quality care should look like. They also help providers to lift their performance and deliver the care that older Australians need and expect.

## What do the new Standards look like?

There are 7 strengthened Quality Standards.

1. The person
2. The organisation
3. Care and services
4. The environment
5. Clinical care
6. Food and nutrition
7. The residential community

The structure of each strengthened Quality Standard includes:

- Intent – which describes the intended overall purpose of the Standard.
- Expectation statement – which describes what the older person can expect from you related to that Standard.
- Outcomes – which describe what you will be assessed against.
- Actions – which describe what you might need to do to meet the outcome.



## The new provider registration system

The new Aged Care Act will also introduce a new provider registration system. A single registration process will cover all the types of aged care services (such as home care and residential care) delivered by a provider.

Under this system, all providers delivering Australian Government-funded aged care services will need to be registered. This replaces the current system where only some providers are approved by the Commission.

Providers will be registered in registration categories. There are 6 proposed registration categories that group service types based on complexity of care, and risk.

It's important you understand your registration category because your category determines the Standards that you need to meet. For more information, see the provider registration category table below.

Proposed categories registration category	Description	Service types
<b>Category 1</b>	Home and community services	<ul style="list-style-type: none"><li>• Domestic assistance</li><li>• Home maintenance and repairs</li><li>• Meals</li><li>• Transport</li></ul>
<b>Category 2</b>	Assistive technology and home modifications	<ul style="list-style-type: none"><li>• Equipment and products</li><li>• Home adjustments</li></ul>
<b>Category 3</b>	Advisory and support services	<ul style="list-style-type: none"><li>• Hoarding and squalor assistance</li><li>• Social support and community engagement</li></ul>
<b>Category 4</b>	Personal care and care support in the home or community (including respite)	<ul style="list-style-type: none"><li>• Allied health and other therapy</li><li>• Personal care</li><li>• Nutrition</li><li>• Therapeutic services for independent living</li><li>• Home or community general respite</li><li>• Care management</li><li>• Restorative care management</li></ul>
<b>Category 5</b>	Nursing and transition care	<ul style="list-style-type: none"><li>• Nursing care</li><li>• Assistance with transition care</li></ul>
<b>Category 6</b>	Residential care (including respite)	<ul style="list-style-type: none"><li>• Residential accommodation</li><li>• Residential everyday living</li><li>• Residential services</li><li>• Residential clinical care</li></ul>



## What does this mean for you in practice?

The new registration categories help you to understand which strengthened Quality Standards you need to meet.

- Category 1–3 providers won't be audited against the strengthened Quality Standards. However, these providers must still meet registration requirements and provider obligations under the new Aged Care Act.

- Category 4 providers must comply with Quality Standards 1–4. They must also comply with Standard 5 if they're responsible for providing care management (complex) or nursing.
- Category 5 providers must comply with strengthened Quality Standards 1–5.
- Category 6 providers must comply with strengthened Quality Standards 1–7.

You can find information about the audits for each category of provider in the table below.

Provider types	Audit arrangements	Which Strengthened Aged Care Quality Standards apply
<b>Type A – Category 1–3</b> (home or community based)	No audit	No Standards
<b>Type B – Category 1,2,3 and 4</b> (home and community based)	One provider level audit for service types in Category 4	Standards 1–4 (Category 4 only)
<b>Type C – Category 1, 2, 3, 4 and 5</b> (home and community based)	One provider level audit across service types in Categories 4 and 5	Standards 1–5 (Categories 4 and 5 only)
<b>Type D – Category 1, 2, 3, 4, 5 and 6</b> (home or community based and residential care)	One provider level audit across service types in Categories 4 and 5 and one audit for each Residential Care Home	All Standards (Categories 4, 5 and 6 only)
<b>Type E – Category 6</b> (residential care)	One audit for reach Residential Care Home	All Standards



## How can you demonstrate conformance with the strengthened Quality Standards?

The strengthened Quality Standards Guidance documentation is the key resource to help you understand the intent of each strengthened Quality Standard. These resources also explain new topics and support you to look at systems and processes that can help you comply.

During an audit, conformance will be assessed and determined at the outcome level.

You can use the actions under each outcome to understand the evidence you need to show that you comply.

The Evidence Mapping Framework shows how the Commission will assess conformance against the strengthened Quality Standards.

## What can you do to support your staff to understand the strengthened Quality Standards?

To support your staff you must:

- make sure management help them to understand what they need to do to fulfill their role and increase the safety and quality of care of older people
- provide step by step instructions and guidelines about your organisation's processes for delivering services and expectations.



### Reflective questions for providers

- How do you create and support a culture of continuous improvement and innovation in your organisation to deliver high quality safe care that complies with the strengthened Quality Standards?
- How do you provide a more transparent care and service environment for employees and older people?





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### Resources



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)



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)

 **LinkedIn**

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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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**Phone**  
1800 951 825



**Web**  
[agedcarequality.gov.au](http://agedcarequality.gov.au)



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