



# Stronger Standards, Better Aged Care

A fact sheet for older Australians



Most people know what good care feels like. Staff are friendly and respectful, and they respond to your individual needs. You are well cared for by people who know their job. You have people to talk to about the things that matter to you. The organisation providing your care is well managed.

To make sure providers are delivering good care, we assess their performance against a set of [Quality Standards](#).

In 2021, the Royal Commission recommended that these Standards be strengthened. The Commission recommended improved clarity and measurability, and a stronger focus on areas including food and nutrition, dementia, governance, diversity and clinical care.

In response, the Department of Health and Aged Care has drafted a revised set of [Standards](#). These Standards will be implemented in July 2024.

**We want to make sure you know what to expect from your aged care experience. We also want you to know what you can expect from us if your experience doesn't meet your expectations.**

## Stronger Standards, Better Aged Care program

To help us support you to understand the new strengthened Quality Standards, we are implementing the Stronger Standards, Better Aged Care Program.

The aims of the program are that older Australians:

- are confident about their rights and what they can expect from their provider
- know how the Commission can help if something isn't right.



## What will the program involve?

As part of the program, we will:

- improve the way we work with older Australians, families and carers
- change the way we assess the quality of aged care provided
- make our requirements, processes and resources easier to understand, and be more transparent and consistent.

## Strengthened Quality Standards pilot

We are currently conducting a pilot to test how the draft strengthened Standards will work in practice. As part of the pilot, you may be asked to speak to us about your experiences. This will be voluntary and anonymous, and you can let us know if you do not want to be involved.

If you choose to participate, we will ensure that the care or service you receive will not be affected. More information on our pilot project can be found on our [website](#).

## When will the program start?

The changes to the way we regulate will happen once the strengthened Standards are in place. This is expected to be July 2024.

Before then, our focus is on improving how we engage and communicate with you. We are working behind the scenes to improve our systems and processes to make sure we are ready for the strengthened Standards.

Importantly, we are working hard to make sure our staff are prepared.

## We want to hear from you

We value your questions, suggestions and feedback.

We also want to know how you'd like to hear about our work and, importantly, how we can help you.

If you have suggestions, or you'd like more information on the Stronger Standards, Better Aged Care program, you can contact us by:

**Email** [agedcarereform@agedcarequality.gov.au](mailto:agedcarereform@agedcarequality.gov.au)

**Phone** 1800 951 822

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

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



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### Write

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