



Stronger Standards Better Aged Care

Vision Statement

The strengthened Quality Standards are designed to deliver a better aged care experience. The Stronger Standards Better Aged Care Program will provide valued and effective support to help the sector prepare for the implementation of the stronger Standards.

We strive to be a world-class regulator, strengthening our capability, effectiveness and accountability. We are committed to the goal of protecting and enhancing the safety, health, wellbeing and quality of life of every aged care consumer.

The Program will also help to position the Commission as a contemporary, connected, accessible regulator supporting continuous improvement, excellence and trust in the provision of quality aged care to older persons receiving Commonwealth funded aged care in Australia.

End State

Our Consumers

- I am confident about my rights and what I can expect from my provider
- I make decisions about my care and make choices that are right for me
- I feel confident in the quality of care and services from my provider
- I know my provider is always looking for new ways to improve my care
- I know about the Commission, how it can help me and am confident it is doing a good job
- I know how to submit feedback and complaints to my provider and the Commission
- I get the support I need from the Commission
- It is easy to interact with the Commission.

Our Providers

- I am supported to understand and operationalise my legal commitments and obligations to the people in my care
- I effectively demonstrate how our operations and provision of care delivers on the strengthened Standards
- I consistently measure and evidence the performance of my service against the Standards
- I know what to expect when the Commission assesses my performance
- I understand how to effectively interact with the Commission
- I know where to go to get the information and support I need
- Older people know what they can expect for their care experience when they choose to receive the services I provide
- My staff know what the standards mean for them and their provision of care.

The Commission

- Our government, community, older Australians and the sector have increased trust and confidence in their Aged Care regulator
- Our regulatory requirements and processes are transparent and consistent
- We understand the strengthened Standards and regulatory framework and are confident and ready to apply them across our business
- Our communication, education and resources are accessible and appropriate for consumers and providers
- We have the right capability to deliver high quality regulatory services
- Our processes, tools and technology are fit-for-purpose and enable us to consistently deliver quality services
- We design and manage our business with an improved evidence base, a greater focus on efficiency and effectiveness and consideration of sector impacts
- Our people have a strong consumer focus and service delivery mindset
- We are clear with providers about their obligations and we provide information and support that helps them to deliver a quality aged care experience
- We hold providers to account for their performance against the strengthened Standards.

