



Strengthening the Aged Care Quality Standards

30 March 2023

Strengthened Quality Standards
Pilot Project

What are the Aged Care Quality Standards?

You have the right to quality aged care services, whether you are in a residential service or your own home.

To help ensure that you receive consistent quality care and services, Aged Care Quality Standards were developed.

These Standards define the kind of aged care that providers need to deliver.

These Standards also help you to know what to expect from your aged care providers.

What's changing?

In 2021, the Royal Commission into Aged Care Quality and Safety recommended that the current aged care quality standards be strengthened.

The Royal Commission recommended that the Standards improve clarity and measurability, and strengthen focus 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.

It is our responsibility to make sure the revised Standards work and that they improve the standard of aged care.

We will test these revised Standards by conducting a pilot project.



What is the pilot project?

The pilot project will include a small number of visits to aged care services to test the way we assess performance against the strengthened Standards.

Your provider may be involved in the pilot.

You may be asked to speak to us about your experiences. This will be voluntary, 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.



Your feedback and questions are welcome

If you have questions about the pilot project for the draft strengthened Standards you can contact us by:

Email agedcarereform@agedcarequality.gov.au

Phone 1800 951 822

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

You can also send suggestions on what you would like to know about the strengthened Standards.

You can find more information on the pilot on [our website](http://www.agedcarequality.gov.au/reforms#strengthened-aged-care-quality-standards).



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Write

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