Strengthened Aged Care Quality Standards

Expectations for older people

Standard 7

I contribute to the community I live in

Standard 6

I enjoy tasty and nutritious food every day

Standard 5

I get the right clinical care for me



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



Strengthened Aged Care Quality Standards

Expectations for aged care workers

1.1 Person-centred care

1.2 Dignity, respect and privacy

1.3 Choice, independence and quality of life

1.4 Transparency and agreements

7.1 Daily living

7.2 Transitions

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

Standard 1

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

Standard 7

We work together to build a connected residential community

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

Standard 6

Standard 5 clinical needs

I understand the of the person I'm caring for

5.1 Clinical governance

Clinical care

The individual

The organisation

2

- 5.2 Preventing and controlling infections in delivering clinical care services
- **5.3** Safe and quality use of medicines

5.4 Comprehensive care

Standard 2

I feel empowered

to do my job well

- **5.5** Safety of clinical care services
- **5.6** Cognitive impairment

5.7 Palliative care and end-of-life care

- 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

Standard 3

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

Standard 4

I create a safe

environment

and supportive

- **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
- **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
- 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



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