



Understanding the strengthened Aged Care Quality Standards

Information for older people



The **Aged Care Quality Standards** (Quality Standards) are a set of requirements that define what good care looks like.

They describe the standard of care you can expect from your aged care provider, whether you live in an aged care home or in your own home.

The Quality Standards have been strengthened to deliver better aged care for older people and took effect with the new *Aged Care Act 2024* from 1 November 2025.



Why are the Quality Standards changing?

In 2021, the Royal Commission into Aged Care Quality and Safety recommended strengthening the Quality Standards to better meet the needs and expectations of older people. The strengthened Quality Standards include a greater focus on:

- food and nutrition
- dementia care
- diversity
- governance
- clinical care.



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There are 7 strengthened Quality Standards:



Standard 1: The individual



Standard 2: The organisation



Standard 3: The care and services



Standard 4: The environment



Standard 5: Clinical care



Standard 6: Food and nutrition



Standard 7: The residential community

The strengthened Quality Standards apply to government-funded aged care providers who deliver:

- personal care and care support in the home or community
- nursing and transition care
- residential care.

What can I do if my provider isn't meeting the Quality Standards?

If you are concerned about the care you're receiving, you should:

1. talk to your provider and ask them to fix the issue
2. raise your concerns or make a complaint to us.

Find out more

Visit our website to find out more about the strengthened Quality Standards.



www.agedcarequality.gov.au/older-australians/your-rights/aged-care-quality-standards

Speak to an advocate

If you need help making a complaint or finding information, contact the **Older Persons Advocacy Network (OPAN)** for free, independent and confidential support. Call the Aged Care Advocacy Line on **1800 700 600**.

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Phone
1800 951 822



Web
agedcarequality.gov.au



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