

Strengthened Aged Care Quality Standards

Everyone working in the home care sector is expected to understand the Strengthened Aged Care Quality Standards that govern the entire aged care system. These Standards guide our actions as providers to ensure the best possible outcomes for both our clients and staff.

Starting on November 1, 2025, a new set of **Strengthened Aged Care Quality Standards** was implemented across the aged care sector.

There are seven new Quality Standards in total, but only these five apply to home care:

- 1. The Individual:** centred on the rights and needs of older people using government subsidised care services.
- 2. The Organisation:** ensuring providers are well-run and accountable.
- 3. The Care and Services:** ensuring safe, tailored service delivery.
- 4. The Environment:** ensuring environments are safe and supportive.
- 5. Clinical Care:** ensuring high-quality, safe clinical care.

Providers registered to deliver the Support at Home program must comply with all five of these Standards. However, some CHSP providers may not be required to comply with all the Quality Standards, depending on their registration category and the types of services they are funded to provide.

The Strengthened Quality Standards promote a more person-centred and inclusive approach to care for older Australians. Each Standard is designed to place older people at the heart of their care experience, respecting their dignity, preferences, and individuality.

Each **Quality Standard** includes **tailored information that educates and guides providers** about what is expected of them from a compliance perspective. They each include:

- **Intent:** The overall purpose of the Standard.
- **Expectation statement for participants:** What older individuals can expect from their aged care provider regarding the Standard.
- **Expectation statement for workers:** Statements reflecting the expected aged care workforce experience.
- **Outcome Statements:** Ways in which providers should strive to conform to the Standards.
- **Actions:** Practical steps providers can take to meet the expected outcomes.

A key focus is on empowering older people and ensuring their voices are heard in decisions affecting their daily lives and well-being.

All providers and their staff must actively seek input from participants and tailor services to meet their personal needs and wishes, promoting a genuine sense of autonomy and respect.

There are many ways you can help your employer demonstrate that they conform to the Strengthened Standards. This involves knowledge of what the Standards are all about and a commitment to doing your best every day.

This is best achieved by:

- Completing the mandatory Quality Standards training modules as required by your organisation.
- Understanding your role as a worker in the overall compliance framework, such as upholding and promoting client dignity and choice, reporting incidents and providing feedback, participating in training and education, and maintaining a consistent quality of care.

Outcome Statements for Participants and Workers

An important feature of each Standard relates to the expected outcomes for older people using the home care system and for staff working within it. Providers are audited by the Aged Care Quality and Safety Commission, and auditors look for evidence that these outcomes are reflected in the experiences of participants and staff.

Standard 1	Participant	I am valued and have choice over the life I lead.
	Worker	I understand the people I care for and support them in choices that impact their lives.
Standard 2	Participant	I have confidence in my service provider.
	Worker	I feel empowered to do my job well.
Standard 3	Participant	My care is based around who I am and what's important to me.
	Worker	I understand who I'm caring for and what is important to them.
Standard 4	Participant	I feel safe and supported where I live.
	Worker	I create a safe and supportive environment
Standard 5	Participant	I get the right clinical care for me.
	Worker	I understand the clinical needs of the person I'm caring for.

You can [visit this link](#) to find out more about the Strengthened Quality Standards.




Scan to watch a short and helpful explainer video for this topic!



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