

Strengthened Quality Standards

Older people statement



I am valued and have choice over the life I lead.

Worker statement



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



1. The individual

Standard 1 reflects important concepts about dignity and respect, older person individuality and diversity, independence, choice and control, culturally safe care and dignity of risk. These are all important in fostering a sense of safety, autonomy, inclusion and quality of life for older people.

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I have confidence in my service provider.

Worker statement



I feel empowered to do my job well.



2. The organisation

A provider's governance systems and workforce are critical to the delivery of safe, quality, effective and person-centred care for every older person, and continuous care and services improvement. Aged care workers are empowered to do their jobs well.

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My care is based around who I am and what's important to me.

Worker statement



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



3. The care and services

Effective assessment and planning, communication and coordination relies on a strong and supported workforce as described in Standard 2 and is critical to the delivery of quality funded aged care services that meet the older person's needs, are tailored to their preferences and support them to live their best lives.

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I feel safe and supported where I live.

Worker statement



I create a safe and supportive environment.



4. The environment

The intent of Standard 4 is to ensure that older people receive funded aged care services in a physical environment that is safe, supportive and meets their needs. Effective infection prevention and control measures are a core component of service delivery to protect older people, their supporters and aged care workers.

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I get the right clinical care for me.

Worker statement



I understand the clinical needs of the person I'm caring for.



5. Clinical care

At all times, clinical care services provided should be person-centred, inclusive, safe, effective and coordinated. It should be planned and delivered in partnership with the older person, involving their supporters and others in line with the older person's needs and preferences.

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I enjoy tasty and nutritious food every day.

Worker statement



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



6. Food and nutrition

Access to nutritionally adequate food is a fundamental human right. Food, drink and the dining experience can have a huge impact on a person's quality of life. As people age, they may lose their appetite or experience conditions that impact on their ability to eat and drink.

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I contribute to the community I live in.

Worker statement



We work together to build a connected residential community.



7. The residential community

It is critical that older people feel safe and at home in the residential community, have opportunities to do things that are meaningful to them and are supported to maintain connections with people important to them. It is important that each older person's culture is respected, and their diversity valued so they feel included, safe and at home in the service.