

# Strengthened Aged Care Quality Standards

Understanding the key concepts

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# Acknowledgement of Country

Ageing Australia acknowledges the traditional owners of the Yugambeh Country and recognises their continuing connecting to land, sea, waters and community.

We pay our respects to Aboriginal and Torres Strait Islander cultures, and to Elders past and present.



# Key Concepts in the Standards

- Rights
- Quality aged care services
- Systems improvement
- Culture



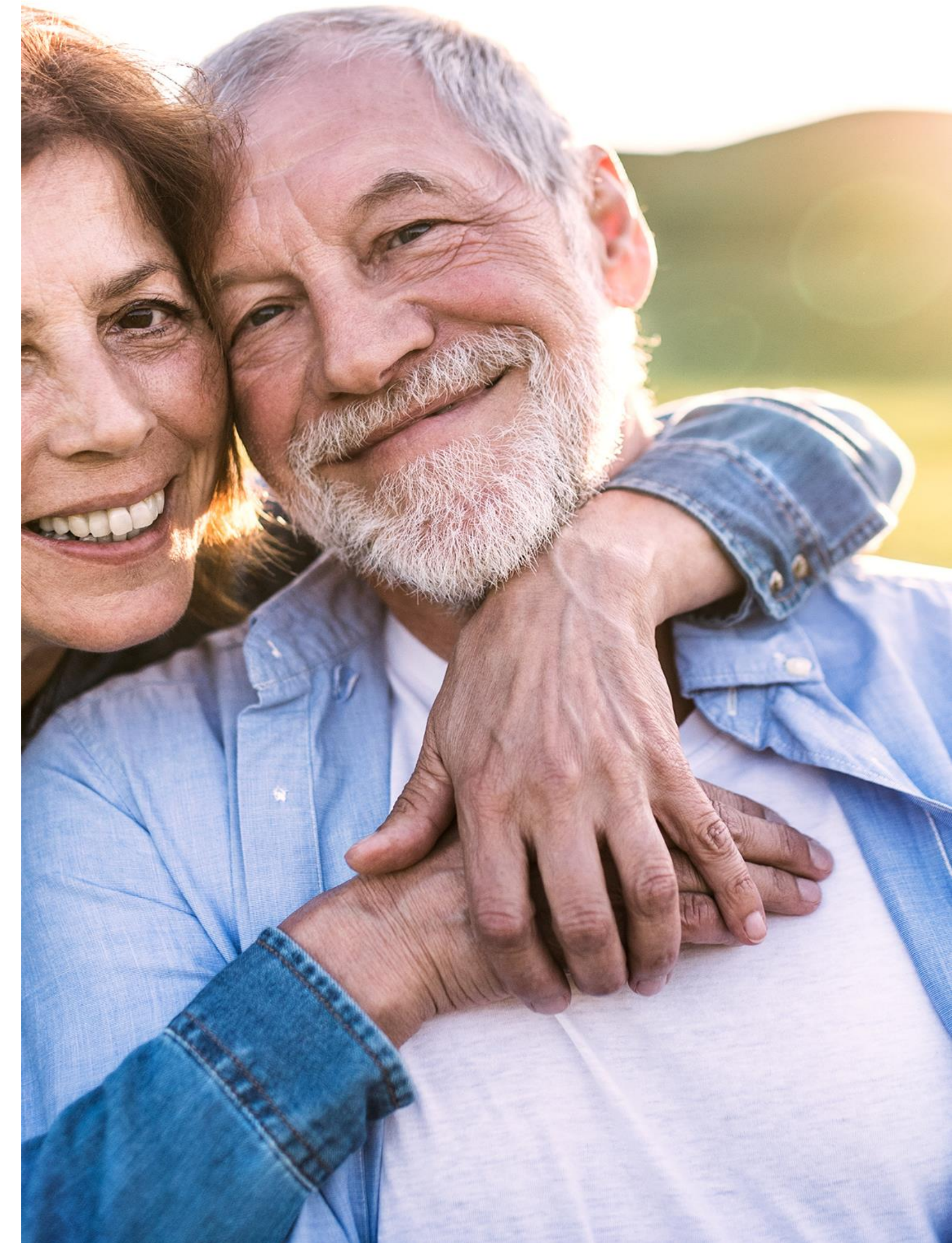
# Statement of Rights

The Statement of Rights ensures older people can:

- make their own decisions about their own life
- have their decisions not just accepted, but respected
- get information and support to help make their own decisions
- communicate their wishes needs and preferences
- feel safe and respected
- have their culture and identity respected.

Rights are legislated not symbolic; they must be embedded and upheld

[https://www.health.gov.au/sites/default/files/2025-06/a-new-aged-care-act-for-the-rights-of-older-people\\_0.pdf](https://www.health.gov.au/sites/default/files/2025-06/a-new-aged-care-act-for-the-rights-of-older-people_0.pdf)





# Quality Aged Care Services

Care and services that:

- keep older people safe from preventable harm
- are person-centred, provided with kindness and compassion, responding to the holistic needs of the older person and aiming to improve their wellbeing
- are inclusive, culturally safe, trauma aware and healing informed
- are effective, providing the right care to meet the older person's needs goals and preferences
- are smoothly coordinated when care is provided by the workforce, health professionals and external providers





# System improvement

## Definitions:

‘a set of things working together as parts of a mechanism or a network; a complex whole’

‘a way of working, organizing, or doing something which follows a fixed plan or set of rules’

To be effective the system needs to be:

- Documented
- Integrated
- Communicated
- Evaluated
- Designated





# Culture

- Determines the way things are done
- Key finding of the Royal Commission that change needed
- Requires an authentic, deeply embedded commitment to quality & safety
- Oakden review – missed the point of the Standards, had a culture of meeting targets not care quality





# Workshop Questions

What are you doing to embed the Statement of Rights into everyday practices and how will you know if they are being upheld?

How are you working with older people and their families in the design and improvement of their care and services?

What does trauma informed care look like at your organisation, what changes have you made (or are making) to provide this?

How are you encouraging feedback from older people and staff and how is this being used to improve care?

How would you describe your culture; what drives quality and safety?



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