



Strengthened Aged Care Quality Standards

Standard 3: The care and services

Information for older people



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

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.

There are 7 strengthened Quality Standards. This document is about strengthened Standard 3: The care and services.

Who does Standard 3 apply to?

Standard 3 applies to government-funded aged care providers who deliver:

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

Under Standard 3, your aged care provider must:

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| ✓ work with you to develop and review your care and services plan | ✓ make sure care is planned and coordinated |
| ✓ deliver care that meets your needs, goals and preferences | ✓ work with other people involved in your care, including the people you choose to support you |
| ✓ provide care that is culturally safe and appropriate | ✓ respects your right to take risks |
| ✓ keep you informed about your care, especially when things change | ✓ prioritise improving your quality of life. |



What does Standard 3 mean for you?

The care you get is safe and effective. It optimises your quality of life, including through maximising independence and reablement.

Your care meets your current needs, goals and preferences. Assessment and planning processes are well planned and coordinated and involve ongoing communication with you, your supporters and aged care workers. Your right to take risks is respected.

What can you do if your provider isn't meeting Standard 3?

If you don't think your aged care provider is meeting Standard 3, it's important you tell someone. Talk to someone you trust, or speak with your provider.

You can make a complaint or give feedback if:

- your needs, goals or preferences are not understood or respected
- you're excluded from care-planning discussions
- your care is provided in a way that is not culturally safe or appropriate
- you're not told important information about your care.

There are also other ways you can share your experiences and contribute to better care. You can:

- join a consumer advisory body
- talk to an aged care advocate
- ask for an interview during an audit of your service.

Make a complaint

To make a complaint, contact the **Aged Care Quality and Safety Commission**.



www.agedcarequality.gov.au/contact-us/complaints-concerns

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