



Strengthened Aged Care Quality Standards

Standard 5: Clinical care

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 5: Clinical care.

Who does Standard 5 apply to?

Standard 5 applies to government-funded aged care providers who deliver:

- care management and/or restorative care management services (Outcome 5.1 only)
- nursing and transition care
- residential care.

Under Standard 5, your aged care provider must:

- | | |
|---|--|
| ✓ deliver clinical care services tailored to your needs, goals and preferences | ✓ make sure you are only taking the medicines you need and that have been prescribed to you |
| ✓ be able to identify, monitor and manage clinical care risks to make sure the care you receive is safe | ✓ meet the clinical needs, goals and preferences of people who experience cognitive impairment |
| ✓ work with a range of health professionals to meet your needs | ✓ ensure that infection risks are minimised and, if they occur, are controlled effectively. |
| ✓ recognise and address your palliative and end-of-life needs, goals and preferences | |



Strengthened Quality Standard 5: Clinical care

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What does Standard 5 mean for you?

You get safe and quality clinical care services that is person centred, evidence based, effective, coordinated and continuously improved. It is delivered by registered health practitioners, allied health professionals, allied health assistants and competent workers.

The care meets your changing clinical needs, supports your goals and preferences and enhances independence and quality of life.

What can you do if your provider isn't meeting Standard 5?

If you don't think your aged care provider is meeting Standard 5, 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:

- you feel that the clinical care services being provided is not safe or right for you
- your provider makes decisions about your clinical care services without your input.

You can also talk to your provider if you are ready to:

- talk about a change to your care requirements
- talk about how you would like to be cared for at the end of life.

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 with us 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**.

October 2025



Phone

1800 951 822



Web

agedcarequality.gov.au



Write

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