



Strengthened Aged Care Quality Standards

Standard 7: The residential community

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 7: The residential community.

Who does Standard 7 apply to?

Standard 7 applies to government-funded aged care providers who deliver residential care.

Under Standard 7, your aged care provider must:

- ✔ protect your safety and wellbeing
- ✔ provide opportunities for you to contribute to your residential community
- ✔ manage movements to and from your aged care home and make sure transitions are well-coordinated.

Your provider can also:

- ✔ provide opportunities for you to do things you want to do and that promote use of your skills and strengths
- ✔ help you keep connected with the people who are important to you, including intimate relationships
- ✔ recognise and respect your personal and cultural connections
- ✔ enable you to meet visitors in private.



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What does Standard 7 mean for you?

You are supported to do the things you want and enjoy. You are helped to maintain your relationships and connections with your community.

You experience well planned and coordinated transitions in and out of care.
You are confident in the security of your accommodation.

What can you do if your provider isn't meeting Standard 7?

If you don't think your aged care provider is meeting Standard 7, 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 are not supported to do the things you want to do, whether inside or outside your aged care home
- you do not feel supported to use your skills and strengths
- transitions to and from hospital are not well coordinated
- you do not feel safe in your aged care home.

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**.

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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