



New Aged Care Act: Defining high quality care

The new Aged Care Act will include a clear definition of “high quality care”, designed to lift the standard of care provided to older people.

Why define high quality care?

The Royal Commission into Aged Care Quality and Safety recommended that high quality care be defined in the new Aged Care Act (Recommendation 13).

This is important, in line with the Royal Commission’s vision for the aged care sector, to encourage registered aged care providers to aim higher and not simply focus on meeting minimum standards

Definition of high quality care

Subject to further consultation, it is proposed that “high quality care”, be defined as:

- the delivery of aged care services to a person in a way that prioritises:
 - compassion and respect for the individuality, self-determination and dignity of a person accessing care, and their quality of life,
 - responding to the person’s expressed personal needs, aspirations, and their preferences about the way services are delivered to them,
 - facilitating regular clinical reviews to ensure that the services delivered continue to reflect their individual needs
 - supporting the person to improve their physical and cognitive capacities and mental health where possible
 - supporting the person to participate in cultural, recreational and social activities, and remain connected to their community.

Making high quality care a central part of the new Aged Care Act

Defining high quality care will not lift the standard of aged care services on its own.

A range of measures are needed to set up a new aged care system where:

- there is no place for substandard or low-quality care
- all registered providers deliver care under the new robust legislative framework
- as the system matures, high quality care becomes the norm.

The new Act will include a new obligation on certain registered providers to demonstrate the capability for, and commitment to, continuous improvement designed to achieve the provision of high-quality care.

The new Act will also provide for the Aged Care Quality and Safety Commission to use the most appropriate regulatory tools available—to facilitate an immediate response to risks to older people and to support registered providers returning to compliance as soon as possible. It will also include strong enforcement mechanisms to ensure action can be taken against registered providers who deliver substandard care. See: [*A new model for regulating aged care - Consultation paper 2 - Details of the proposed new model.*](#)

How can I have my say about defining high quality care?

Feedback on the proposed definition of high quality care was sought as part of consultation on the new regulatory model that will form a key part of the new Act. See: [*A new model for regulating aged care - Consultation paper 2 - Details of the proposed new model.*](#)

An Exposure Draft of the Bill for the new Aged Care Act is expected to be released for public consultation later in 2023 and there will be opportunities to have your say about the draft Bill.

You can also [subscribe to Your Aged Care Update \(for providers\) or EngAged \(for older people, their carers, and families\)](#) to stay up to date with reforms to aged care.

.

Let's change aged care together

We invite Australians to continue to have their say about the aged care reforms.



Visit agedcareengagement.health.gov.au



Phone **1800 318 209** (Aged care reform free-call phone line)

For translating and interpreting services, call 131 450 and ask for 1800 318 209.

To use the National Relay Service, visit nrschat.nrscall.gov.au/nrs to choose your preferred access point on their website, or call the NRS Helpdesk on 1800 555 660.