



Aged Care Quality Standards Review Toolkit for stakeholders

This toolkit provides information and materials that may help you promote the consultation on the revised Aged Care Quality Standards to your stakeholders and community.

About this toolkit:

This toolkit is for:

- Aged care providers and peak bodies
- Health and medical professionals and associations

What's in this toolkit?

- About the Aged Care Quality Standards
- Aged Care Quality Standards review
- Editorial content
- Social media content
- Communication products

Aged Care Quality Standards

The Aged Care Quality Standards provide a shared understanding of what is expected in aged care, making quality everyone's business.

The Quality Standards help older Australians to feel secure and supported, give families confidence that their loved ones are looked after, and ensure that aged care providers and workers know what is expected of them, whatever their size, location or offering.

Aged Care Quality Standards Review

The Royal Commission into Aged Care Quality and Safety highlighted that while the Quality Standards are a powerful tool to maintain and improve quality of care across the aged care sector, they required urgent revision to make them relevant and appropriate for the people they are intended to support.

We are urgently reviewing the Quality Standards. Through significant consultation with older Australians, their families and carers, the sector and experts, we are strengthening the Quality Standards with a focus on key areas such as dementia, clinical care, governance, diversity and food and nutrition.

Public consultation on a new, strengthened version of the Quality Standards is open from 17 October to 25 November 2022.

Key dates:

- Registrations for the online focus group sessions are open now
- Consultation is open from **17 October to 25 November 2022**
- Online focus group sessions for the aged care sector. Various sessions from 19 October until 16 November 2022
- Online focus group sessions for older Australians, family and carers. Various sessions from 19 October until 16 November 2022
- Consultation papers and the survey are available on the Aged Care Engagement Hub from 17 October until 25 November

Editorial content

Guidance

Below is suggested content for your printed newsletter, e-newsletter and/or website news section.

Article 1: Announcing the public consultation is open

We recommend distributing from 17 October until 28 October to allow people enough time to read the consultation papers and register for online focus groups.

Aged Care Quality Standards public consultation now open

Consultation on the revised Aged Care Quality Standards is now open until 25 November 2022.

The Department of Health and Aged Care is conducting an urgent review of the Aged Care Quality Standards, as recommended by the Royal Commission, and is seeking feedback on a revised version of the standards.

The Quality Standards provide a shared understanding of what is expected in aged care, and are a valuable resource for older Australians, their families, providers and staff alike.

Find out more about the revised Quality Standards, register for online focus groups or complete the survey at the [Aged Care Engagement Hub](#).

Social Media Posts

Facebook, LinkedIn, Instagram

You can choose to use the 'Setting the standard for aged care.' tile for all posts or use any of the options below.

Note: please link posts to the consultation landing page - [Aged Care Quality Standards Consultation - Ageing and Aged Care Engagement Hub \(health.gov.au\)](https://www.health.gov.au/aged-care-quality-standards-consultation)

Post 1: Consultation now open

For distribution from 17 October 2022.

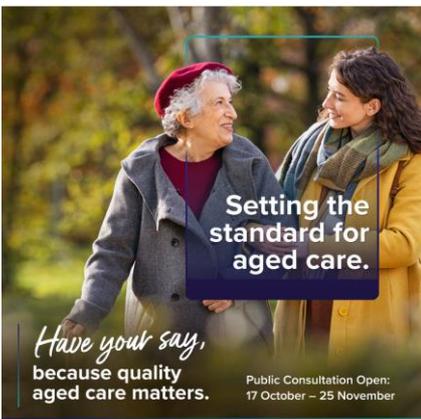
Copy:

Have your say on the strengthened Aged Care Quality Standards until 25 November 2022.

The Australian Government is strengthening the Quality Standards in response to recommendations of the Royal Commission into Aged Care Quality and Safety.

The Quality Standards provide a shared understanding of what is expected in aged care, making quality everyone's business.

Find out more about the revised Quality Standards, register for online focus groups or complete the survey at the [Aged Care Engagement Hub](https://www.health.gov.au/aged-care-engagement-hub).



Post 2: Reminder

We recommend posting around 18-21 November 2022.

Copy:

Time is running out to have your say on the strengthened Aged Care Quality Standards. Public consultation closes on 25 November 2022.

The Quality Standards provide a shared understanding of what is expected in aged care, making quality everyone's business.

Head to AgedCareEngagement.health.gov.au/qualitystandards to complete the survey before the Quality Standards are finalised.



Twitter

Post 1: Consultation now open

For distribution from 17 October 2022.

Post copy:

Have your say on the strengthened Aged Care Quality Standards. Public consultation is open until 25 November 2022. Find out more about the revised Quality Standards, register for online focus groups or complete the survey at AgedCareEngagement.health.gov.au/qualitystandards.



Post 2: Reminder

We recommend posting around 18-21 November 2022.

Post copy:

Time is running out to have your say on the strengthened Aged Care Quality Standards. Public consultation closes on 25 November 2022. Visit

AgedCareEngagement.health.gov.au/qualitystandards to complete the survey.



Printed communication products

We have produced a poster and fact sheet you can download from our website. You may wish to make these available in your facilities and distribute to stakeholders and community organisations.

A3 poster – [download here](#)



A4 fact sheet – [download here](#)



Aged Care Quality Standards

The Aged Care Quality Standards provide a shared understanding of what is expected in aged care, making quality everyone's business.

About the Aged Care Quality Standards

The Aged Care Quality Standards help older Australians to feel secure and supported, give families confidence that their loved ones are looked after, and ensure that aged care providers and workers know what is expected of them, whatever their size, location or offering.

"The Quality Standards set the expectations for quality aged care in Australia."

We are currently reviewing the Aged Care Quality Standards

The Royal Commission into Aged Care Quality and Safety highlighted that while the Quality Standards are a powerful tool to maintain and improve quality of care across the aged care sector, they required urgent revision to make them relevant and appropriate for the people they are intended to support.

We are urgently reviewing the Quality Standards. Through significant consultation with older Australians, their families and carers, the sector and experts, we are strengthening the Quality Standards with a focus on key areas such as dementia, clinical care, governance, diversity and food and nutrition.

A strengthened version of the Quality Standards has been developed and can be seen in the following diagram.

AGED CARE QUALITY STANDARDS

Have your say, because quality aged care matters

We want to hear your views on the strengthened Quality Standards, because we understand that quality aged care means different things to different people.

Through public consultation we aim to test key concepts and seek feedback on any gaps or opportunities to clarify expectations in the Quality Standards. This will inform the final report on the strengthened Quality Standards to Government by the end of 2022.

Public consultation will occur over six weeks commencing on 17 October 2022 and concluding on 25 November 2022. There will be opportunities to engage via a webinar, surveys and focus groups.

For more information and to have your say, visit AgedCareEngagement.health.gov.au

Phone 1800 318 209 (My Aged Care's free call phone line) if you would like to request a copy of the survey by mail.

Visit AgedCareEngagement.health.gov.au

For translating and interpreting services, call 131 450. To use the National Relay Service, visit mrcat.nrcall.gov.au/bbs or call 1800 555 660.