

Strengthened Quality Standards



2. The organisation



3. Care and services



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The Standard 2 is quite different than the current one which focuses on Assessment and Planning. Quality Standard 2 in the aged care context is now closer to the previous Standard 8 Organisational Governance.

Within the strengthened standards, Standard 2 now focuses on **"The Organisation"** and emphasizes the role of the provider's governing body in setting strategic priorities, fostering a culture of safety and quality, and driving continuous improvement of services.

In particular it now legislates the establishment of robust accountability systems to ensure that the organization is meeting its responsibilities and delivering on its commitments to quality care. So, for example, development of staff capability to better report and understand incidents. The opportunity to provide feedback has now been mandated to include aged care workers, not just residents or their families.

It also enshrines the obligation to increase inclusivity through improvements in cultural awareness and access amongst staff of non-English speaking backgrounds.

Most importantly it legislates compliance requirements on aged care providers to meet direct care minutes and registered nurse minutes, and in the future will impose financial penalties for failure to meet the targets.

Standard 2 includes provisions for effective risk management and incident management as well as workforce planning. So, organisations must be able to demonstrate that they have effective business continuity plans in the case of adverse events like fire, flood or building damage. Those plans include the ability to access extra staff or external resources in the event of a local disaster.

Standard 2 now strengthens the requirement for continuous improvement, mandating that it be driven by data analysis, feedback, and care quality information. Organisations must act on incidents and data that reveal substandard care or failed systems, ensuring practices remain current and effective.

Standard 3 is all about care and services.

This Quality Standard describes how providers must deliver care and services for all service types. This includes how to support the workforce to ensure effective assessment, planning, communication, and coordination. That Standard only has four Outcomes compared to others like Standard 2 which has ten. It is also the Standard that has intrinsic links to the other six. More significantly it directly relates to and is dependent upon aged care providers compliance with Standard 1. This Standard covers the processes of assessment and planning for care, the actual delivery of that care, processes of communicating about the care delivered and coordination of care with others. This is also about care being individually planned for, and provided, in response to the needs of each resident as an individual.

In essence this Standard is about optimising the quality of life that a resident could live.

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