



Quality Standards 2025

Compliance Audit

Aged Care Accreditation Toolkit

Strengthened Aged Care Quality Standards - Effective 1 November 2025

PRP Quality Platform supports accreditation readiness for Aged Care providers to meet accreditation requirements

Prepared by

PRP Quality Platform





Toolkit Purpose & Functions

This comprehensive toolkit supports aged care providers in demonstrating compliance with the Strengthened Aged Care Quality Standards (effective November 2025). Designed for accreditation, monitoring, and regulatory engagement with the Aged Care Quality and Safety Commission, it provides a governance-ready framework for all service categories.

The toolkit connects accreditation evidence to measurable performance outcomes through the Star Ratings system, covering Residents' Experience, Compliance, Staffing, and Quality Measures.

→ Auditable Framework

Provides a structured, auditable framework for governance, operations, and service delivery evidence across all aged care service categories.

→ Evidence Management

Comprehensive documentation system for governance and operations evidence, ensuring providers are always accreditation-ready.

→ Star Ratings Link

Direct connection to Star Ratings performance outcomes, linking compliance evidence to measurable quality indicators.





Service Categories

The Strengthened Aged Care Quality Standards (2025) apply across six distinct service categories. Each category has specific obligations, evidence expectations, and quality indicators aligned with risk-proportionate assurance and governance-ready compliance frameworks.

→ Residential Aged Care

24/7 care in residential facilities with comprehensive clinical support, accommodation, and lifestyle services for older Australians.

→ Home Care Packages

Coordinated packages of care and services delivered in the home, tailored to individual needs and preferences.

→ Commonwealth Home Support

Entry-level support services helping older people remain independent at home, including domestic assistance and social support.

→ Flexible & Specialist Care

Includes Transition Care, Short-Term Restorative Care, Multi-Purpose Services, plus specialist dementia, palliative, CALD, and ATSI services.





→ Standard 1: The Individual - Person-centred care

→ Standard 2: The Organisation - Governance and risk



Quality Standards Overview

The Strengthened Aged Care Quality Standards (effective November 2025) establish a comprehensive framework for delivering safe, dignified, and person-centred care. These standards ensure providers meet their obligations under the Aged Care Act 2024 through evidence-based compliance and continuous improvement.

→ Standard 3: Care and Services - Assessment and planning

→ Standard 4: The Environment - Safety and IPC



Clinical Care Standards

Standards 5, 6 and 7 focus on clinical governance, medication safety, nutrition assessment, menu governance, dining experience, daily living activities, and social connection. These standards ensure residents receive safe, effective clinical care while maintaining dignity and quality of life.

→ Medication safety and clinical governance

→ Food, nutrition and dining dignity

→ Social connection and daily living



Evidence Framework

Evidence-based accreditation ensures aged care providers demonstrate compliance with the Strengthened Aged Care Quality Standards 2025. A structured approach to collecting, organising, and presenting evidence supports successful regulatory engagement with the Aged Care Quality and Safety Commission.

Systematic evidence collection enables continuous improvement and transparent quality assurance across all service categories.

→ Governance Evidence

Build a comprehensive governance evidence portfolio including risk registers documenting identified hazards and mitigation strategies, incident reports with root cause analysis, workforce compliance data, training records, and policy review documentation.



→ Clinical Evidence

Maintain robust clinical evidence through individualised care plans, clinical audit results, medication management records, consumer feedback surveys, and quality indicator data that demonstrates safe, effective care delivery.





PRP Quality Platform

→ Cloud-based compliance

Access your compliance and quality assurance tools from anywhere with our secure cloud-based platform designed for aged care providers.

→ Digital evidence folders

Organise documentation for each of the seven Strengthened Quality Standards with structured, auditable digital folders ready for accreditation.

→ Star Ratings alignment

Link your accreditation evidence directly to measurable performance outcomes including Residents' Experience, Compliance, and Staffing metrics.

→ Continuous improvement

Track quality indicators and improvement initiatives over time to demonstrate ongoing commitment to excellence in aged care delivery.





Key Themes

→ Governance-Ready Evidence

Risk-proportionate assurance requires structured, auditable documentation. Providers must maintain governance frameworks that demonstrate accountability and organisational maturity.

→ Person-Centred Care

Rights-based approaches ensure dignity, respect, privacy, and cultural safety for every individual. Consumer feedback and consent processes are essential evidence requirements.

→ Continuous Improvement

Transparency and measurable outcomes align directly with Star Ratings performance indicators across Residents' Experience, Compliance, Staffing, and Quality Measures.

The Strengthened Aged Care Quality Standards 2025 establish a comprehensive framework built on three foundational pillars. These themes guide providers toward excellence in care delivery, regulatory compliance, and meaningful outcomes for older Australians receiving aged care services.





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Contact us for implementation support and a demonstration of the PRP Quality Platform to strengthen your aged care compliance journey.

info@prpquality.io
www.prpquality.io



www.agedcarequality.gov.au

