



princescourt
COMMUNITY LIVING



Upcoming changes to your care: what you need to know

At Princes Court, our commitment to excellence in care and lifestyle for older people in Sunraysia guides how we operate. The strengthened Aged Care Quality Standards that are commencing on 1 November 2025, build on principles we already value – safety, quality, and respect for the rights of the people we support.

We welcome these updates as an opportunity to further embed dignity, choice, and continuous improvement into everything we do. These changes reflect our ongoing focus on creating an environment where residents and clients feel safe, respected, and supported to live well.



In the months ahead, we're reviewing our systems, processes, and practices to make sure we're not only meeting the new Standards, but continuing to deliver the high-quality care and services our community trusts – across both our Homes residential facility and our At Home care service.

What do these changes mean for you?

These important changes further ensure:

- You are supported with respect, care and dignity
- Your rights to safe, quality and timely care and services
- We enable community engagement and social participation
- Our care and services are based on continuous improvement


See the next page for an overview of the new Aged Care Quality Standards and how these relate to your care at Princes Court.

Want to know more?

Visit the Aged Care Quality and Safety Commission's resources at:
www.agedcarequality.gov.au/older-people

What are the Aged Care Quality Standards?

The Standards are a set of rules and guidelines that outline the level of care and services that the government expects from aged care providers. Princes Court is assessed by the Aged Care Quality and Safety Commission approximately every three years to ensure we meet the Standards. The new Standards, to be introduced on 1 November 2025, comprise:

1  The person	Filtering through all the Standards, this Standard describes the way that staff at Princes Court must treat older people through care that promotes dignity, choice, respect, and privacy.
2  The organisation	This Standard holds the Princes Court Board (governing body) responsible for meeting the requirements of the Quality Standards and describes the systems and oversight needed to ensure care and services are delivered safely.
3  The care and services	Standard 3 looks at the way care and services must be planned for and provided, including assessment of need, care planning and delivery.
4  The environment	This Standard covers the environmental aspects of care and services either in the older person's home or in a residential environment to ensure the risks are managed and the environment is safe and meets the needs of the older person.
5  Clinical care	Describes the expectations on Princes Court for the provision of clinical care to older people that is person-centred, safe, high quality, based on evidence and coordinated. Dementia care, palliative care and end-of-life care are included in this Standard.
6  Food and nutrition	Standard 6 describes the aspects of food and nutrition and the overall dining experience, which have an impact on an older person's quality of life. This Standard only applies to residential care services.
7  The residential community	Standard 7 relates to the residential community (Princes Court Homes) and acknowledges the role community plays in promoting inclusion, belonging and quality of life.



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homes



home care

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