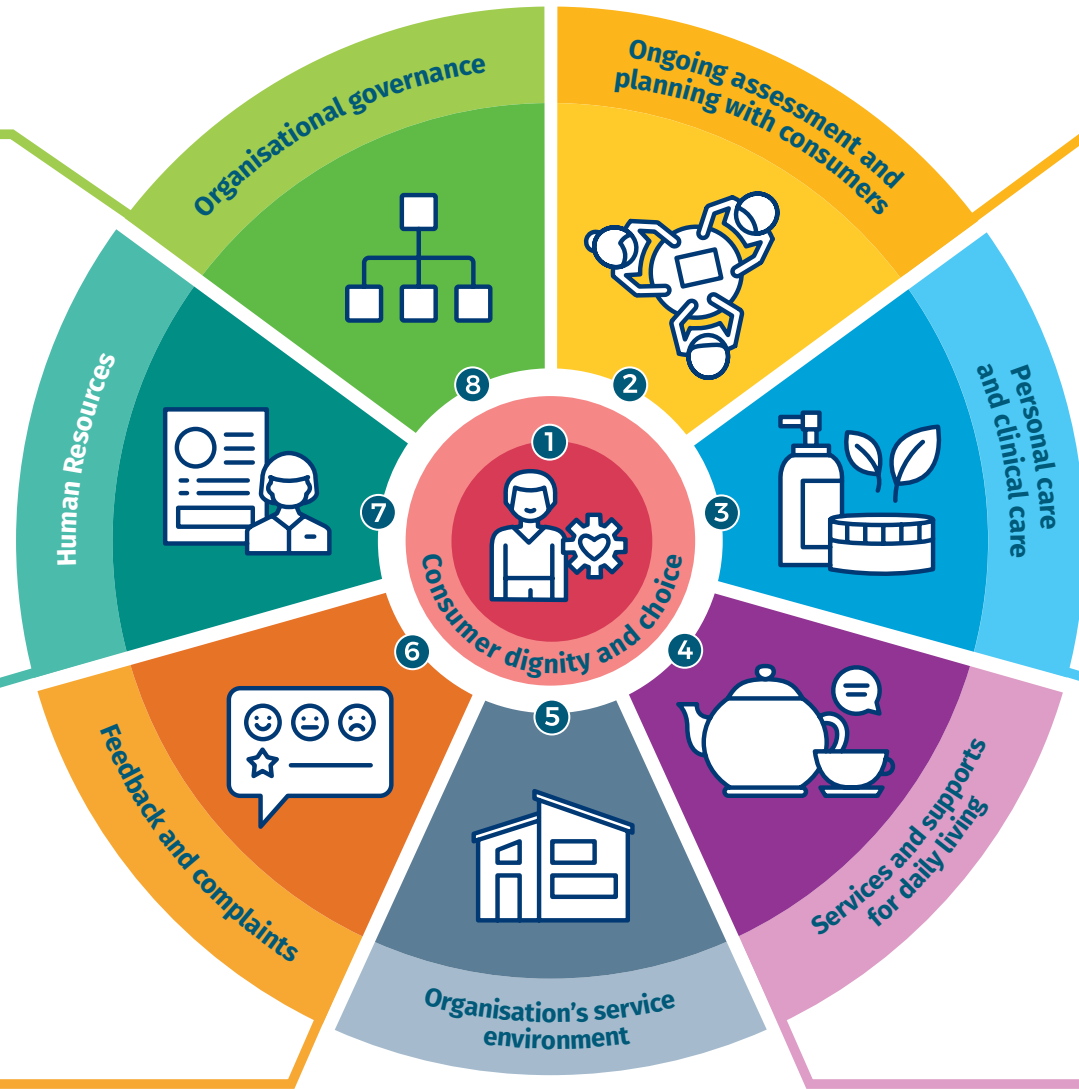


Aged Care Quality Standards

agedcarequality.gov.au



Standard 1

Consumer outcome
I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

Standard 2

Consumer outcome
I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

Standard 3

Consumer outcome
I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

Standard 4

Consumer outcome
I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

Standard 8

Consumer outcome
I am confident the organisation is well run. I can partner in improving the delivery of care and services.

Standard 7

Consumer outcome
I get quality care and services when I need them from people who are knowledgeable, capable and caring.

Standard 6

Consumer outcome
I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

Standard 5

Consumer outcome
I feel I belong and I am safe and comfortable in the organisation's service environment.



Australian Government
 Aged Care Quality and Safety Commission

Engage
 Empower
 Safeguard