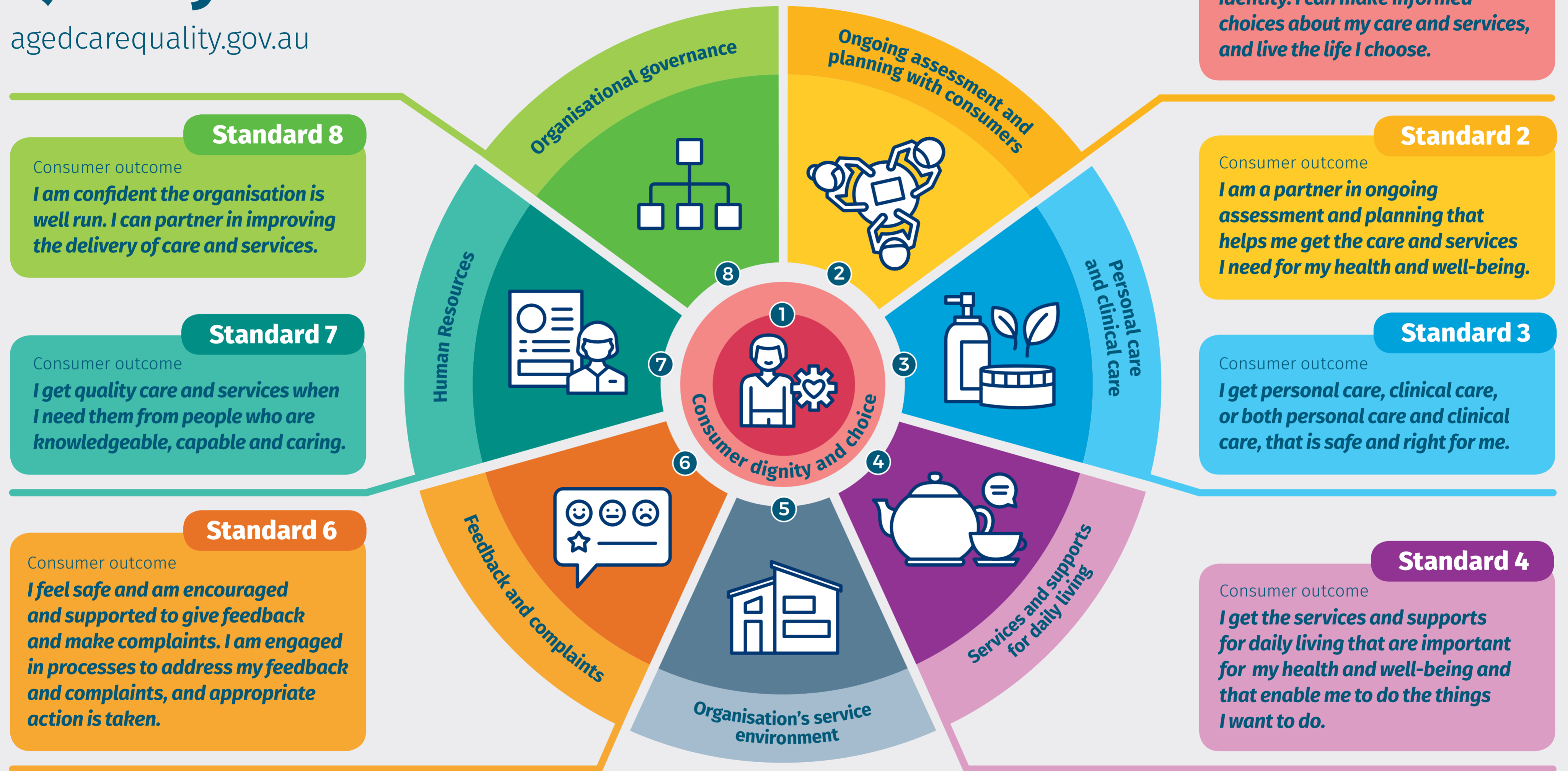


# Aged Care Quality Standards

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