



Aged Care Quality Standards

These standards are contained within the *Aged Care Legislation Amendment (Single Quality Framework) Principles (CWLTH) 2018*, and replace the Accreditation Standards, Home Care Standards, National ATSI Flexible Aged Care Program Quality Framework Standards and Transition Care Standards. These standards apply to residential care, home care and flexible care in the form of short-term restorative care. The standards are as follows:

Standard 1 – Consumer Dignity and Choice

The organisation has a culture of inclusion and respect for consumers, supports consumers to exercise choice and independence and, respects the consumers' privacy.

Standard 2 – Ongoing assessment and planning with consumers

The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer's needs, goals and preferences.

Standard 3 – Personal Care and Clinical Care

The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer's needs, goals and preferences to optimise health and well-being.

Standard 4 – Services and Supports for Daily Living

The organisation provides safe and effective services and supports for daily living that optimise the consumer's independence, health, well-being and quality of life.

Standard 5 – Organisation's Service Environment

The organisation provides a safe and comfortable service environment that promotes the consumer's independence, function and enjoyment.

Standard 6 – Feedback and Complaints

The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

Standard 7 – Human Resources

The organisation has a workforce that is sufficient, and is skilled and qualified, to provide a safe, respectful and quality care and services.

Standard 8 – Organisational Governance

The organisation's governing body is accountable for the delivery of safe and quality care and services.