

Maintaining quality

Eldercare is committed to providing peace of mind to you and your representative by ensuring we meet these eight Standards.

The Aged Care Quality Standards apply to Eldercare's residential care facilities and day therapy services.

The Standards focus on outcomes for you as a consumer and reflect the level of care and services that the community can expect from Eldercare.

By following these Standards, we will support you to exercise choice and independence to live the life you choose.

Our values

Respect

We protect the dignity, rights and values of individuals.

Accountability

We are all responsible for working safely and with integrity.

Connection

We develop vibrant and supportive relationships based on warmth and generosity.

Eldercare

Like to discuss the Standards?

We encourage you to talk with us about the services we deliver. By sharing your needs, wants and aspirations, we will do our best to help you achieve, and maintain, optimal health and wellbeing.

Depending on the type of service you receive, please speak with your Residential Care Site Operations Manager or Day Therapy Centre Coordinator.

For more information visit the Aged Care Quality and Safety Commission website at www.agedcarequality.gov.au

Our purpose

Delivering peace of mind with our care.

Eldercare

peace of mind

Aged Care Quality Standards



Aged Care Quality Standards

The Government's Aged Care Quality and Safety Commission will assess and monitor all aged care providers, including Eldercare, against the Standards to ensure you receive high quality care. As an aged care services consumer, the Government has identified the following outcomes so you and your representative know what to expect from us.

1. Consumer dignity and choice

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.

2. Ongoing assessment and planning with consumers

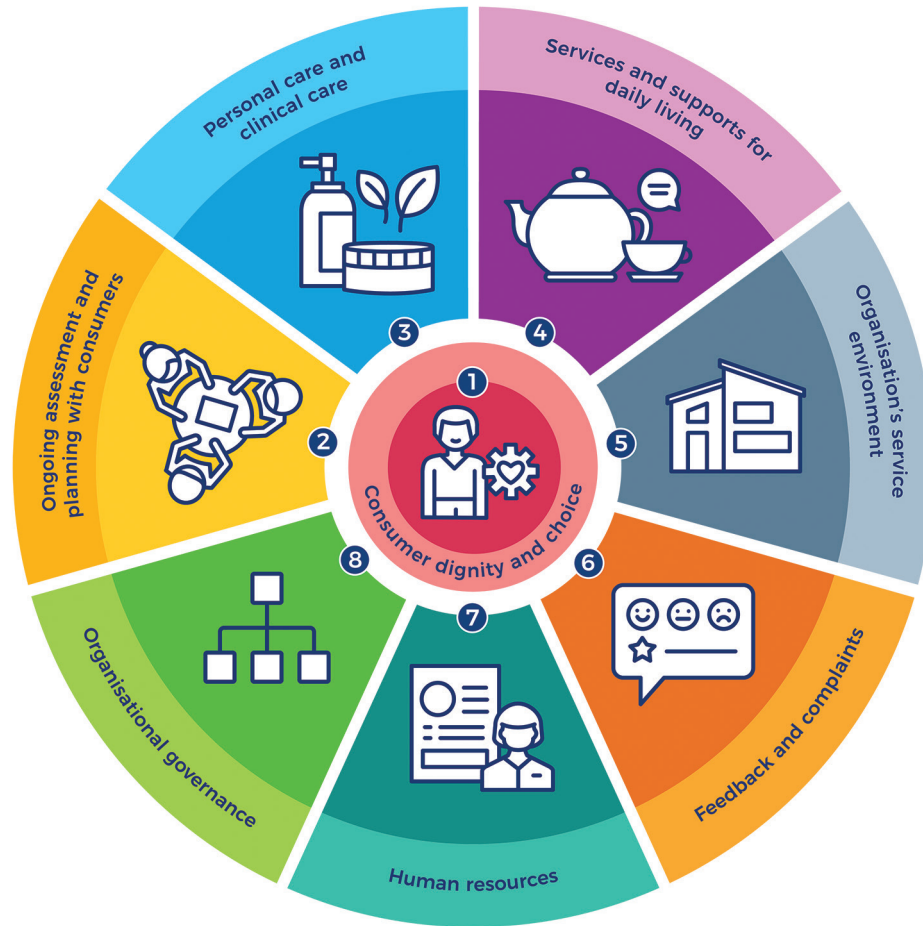
Consumer outcome
I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

3. Personal care and clinical care

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

4. Services and supports for daily living

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.



5. Organisation's service environment

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

6. Feedback and complaints

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.

7. Human resources

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

8. Organisational governance

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