



Quality is about the best possible experiences and outcomes for care.



PRINCIPLES

- Nothing about me without me
- Choice and control
- Empathy in communication and seeking to understand others' point of view
- Respect for diversity
- Support and encouragement of independence.



CHARACTERISTICS

Quality services encompass eight essential characteristics:

- Safe
- Effective
- Inclusive
- Caring
- Transparent
- Accessible
- Responsive
- Well-led



SAFE

Care is delivered in a way that is culturally safe, appropriate, accessible, and sensitive to individual needs.



EFFECTIVE

Care is based on evidence that results in improved outcomes for everyone.



INCLUSIVE

Aged care services embed an inclusive culture where everyone is valued and respected.



CARING

Consumers are treated with dignity, empathy and respect. Services are delivered in ways that are responsive to individual needs or preferences.



TRANSPARENT

Consumers, families and carers have easy access to high quality information that helps them make informed decisions.



ACCESSIBLE

People can access quality care suited to their needs regardless of their circumstances.



RESPONSIVE

Care is timely, dependable and consumer centred.



WELL-LED

Well-led aged care organisations are underpinned by effective governance that defines their aims and translates them into action.