A Quality Vision for Aged Care

Definition of quality aged care

Quality services encompass eight essential characteristics:
Safe, effective, caring, inclusive, transparent, accessible, responsive and well-led.

Safe and effective
- Care is delivered in a way that prevents and minimises risks to your health and safety. When risks and harms are identified, steps are taken to resolve and learn from them so they do not recur. You are also supported to take appropriate personal risks if that is your informed choice.
- Care is based on evidence that is effective and results in improved outcomes for you and your community. The service provided is fit for purpose and keeps improving. Your needs and experiences are central to the adoption of emerging technologies.

Caring and inclusive
- Regardless of your background, life experience, culture, body, gender, spirituality, or sexuality, it's important that the care you receive is culturally safe, appropriate, accessible, and sensitive to your needs.
- You are treated with dignity, empathy, and respect.
- Services are delivered in ways that are responsive to your needs or preferences to ensure your emotional well-being and privacy.

Transparent and accessible
- You, your family and carers have easy access to, and are provided with, good information to enable and support you to make decisions and participate in care. This includes sharing information arising from feedback and complaints.
- You can access quality care suited to your needs regardless of your cultural, financial, social or personal circumstances.

Responsive and well-led
- Care is timely, dependable and consumer centred. It provides the highest possible standard irrespective of the location.
- Your needs are understood and met, or even better, exceeded. Management and staff have sufficient skills and resources to meet your needs.
- Well-led aged care organisations are underpinned by effective governance that defines their aims and translates them into action; robust systems to make sure things stay on track; meaningful consumer engagement; a well trained workforce and a culture of improvement to keep getting better.