

Aged Care Quality Standards

1. Consumer dignity and choice

| 1 | Related HL Dimensions: |
|---------|--|
| (3)(a) | 15, 2.7, 3.2, 3.4 |
| (3)(b) | 11, 1.2, 1.3, 1.4, 2.3, 2.7, 3.2, 3.3, 3.4, 3.5, 4.1, 4.2, 5.1, 5.3, 6.4, 6.8, 6.9 |
| (3)(c.) | 11, 1.2, 1.3, 2.2, 2.7, 3.2, 3.3, 3.5, 4.2, 5.1, 5.2 |
| (3)(d) | 11, 2.1, 2.7, 4.2, 5.1, 5.2 |
| (3)(e.) | 11, 1.2, 1.5, 1.7, 2.1, 2.3, 2.7, 3.2, 3.3, 3.4, 3.5, 3.6, 3.7, 4.2, 4.5, 5.1, 5.3 |
| (3)(f) | 14, 5.2 |

2. Ongoing assessment and planning with consumers

| 2 | Related HL Dimensions: |
|---------|--|
| (3)(a) | 11, 1.2, 1.3, 1.5, 2.1, 2.3, 2.7, 3.2, 4.2, 5.1, 5.2, 5.3 |
| (3)(b) | 11, 1.5, 2.7, 3.4, 4.2, 5.1, 5.2 |
| (3)(c.) | 11, 1.2, 1.3, 1.4, 1.5, 2.1, 2.3, 3.2, 3.3, 3.5, 4.3, 4.4, 4.5, 5.1, 5.3 |
| (3)(d) | 11, 2.1, 2.2, 2.6, 2.7, 5.1 |
| (3)(e.) | 11, 1.5, 1.6, 2.1, 2.6, 2.7 |

3. Personal care and clinical care

| 3 | Related HL Dimensions: |
|---------|--|
| (3)(a) | 11, 1.2, 2.1, 3.2, 3.3, 3.4, 3.5, 4.2, 4.5, 5.3 |
| (3)(b) | 11, 2.1, 4.2, 5.2 |
| (3)(c.) | 11, 1.2, 1.3, 3.2, 4.5, 5.1 |
| (3)(d) | 1.3, 1.5, 2.1, 3.2, 5.1, 5.3 |
| (3)(e.) | 11, 1.2, 1.3, 1.4, 2.1, 2.3, 2.4, 2.7, 3.2, 4.2, 4.5, 5.1, 5.3 |
| (3)(f) | 11, 1.2, 4.3, 4.5 |
| (3)(g) | 3.2, 5.3 |

4. Services and supports for daily living

| 4 | Related HL Dimensions: |
|---------|------------------------------|
| (3)(a) | 11, 1.3, 1.5, 3.2, 3.4, 3.5 |
| (3)(b) | 11, 2.7, 3.2 |
| (3)(c.) | 11, 4.3, 4.5 |
| (3)(d) | 1.2, 1.4, 2.1, 2.7, 4.5, 5.2 |
| (3)(e.) | 11, 1.2, 4.5 |
| (3)(f) | 11, 1.7, 3.4 |
| (3)(g) | 1.5 |

5. Organisation's service environment

| 5 | Related HL Dimensions: |
|---------|------------------------|
| (3)(a) | 11, 1.5, 4.1 |
| (3)(b) | 1.5, 1.7, 4.1, 5.1 |
| (3)(c.) | 11, 1.5 |

6. Feedback and complaints

| 6 | Related HL Dimensions: |
|---------|------------------------|
| (3)(a) | 1.5, 1.6, 1.7 |
| (3)(b) | 3.3, 3.4, 3.5, 5.1 |
| (3)(c.) | 1.5, 1.6, 1.7 |
| (3)(d) | 1.5, 1.6, 1.7 |

7. Human Resources

| 7 | Related HL Dimensions: |
|---------|------------------------|
| (3)(a) | |
| (3)(b) | 11, 2.7, 3.4 |
| (3)(c.) | 2.1, 2.7 |
| (3)(d) | 2.1, 2.7, 5.2 |
| (3)(e.) | 1.7, 2.1, 5.2 |

8. Organisational governance

| 8 | Related HL Dimensions: |
|---------|-----------------------------------|
| (3)(a) | 1.5, 1.6, 1.7, 3.6, 3.7 |
| (3)(b) | 1.5, 1.6, 1.7, 2.7, 3.2, 3.3, 3.4 |
| (3)(c.) | 1.5, 1.6, 1.7, 2.1, 6.6 |
| (3)(d) | 1.1, 4.2 |
| (3)(e.) | 1.2, 4.2, 5.1 |