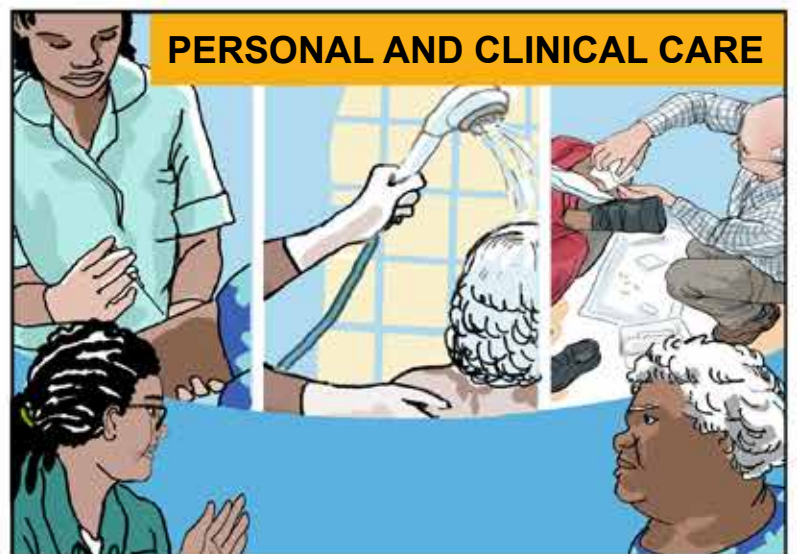
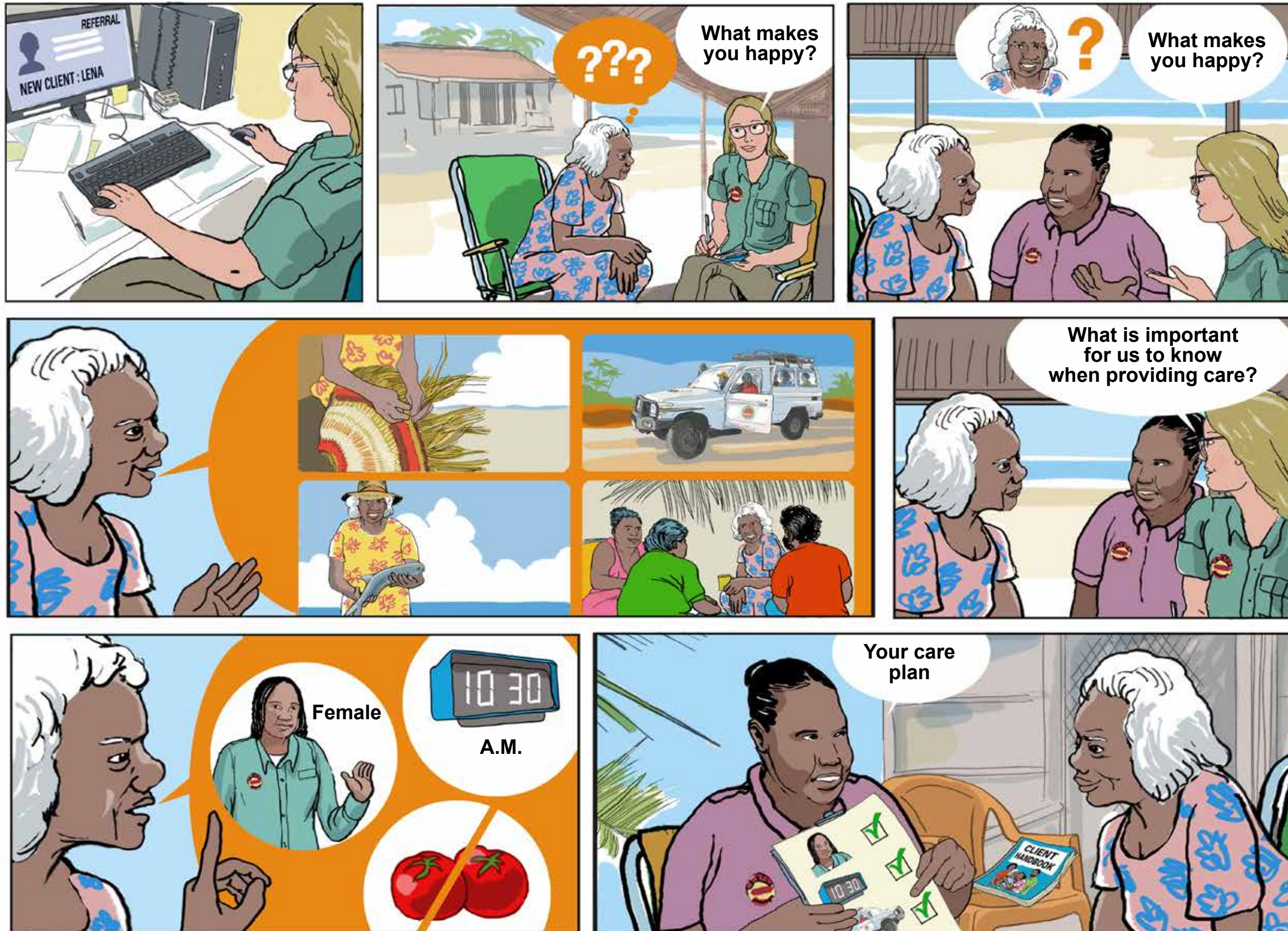


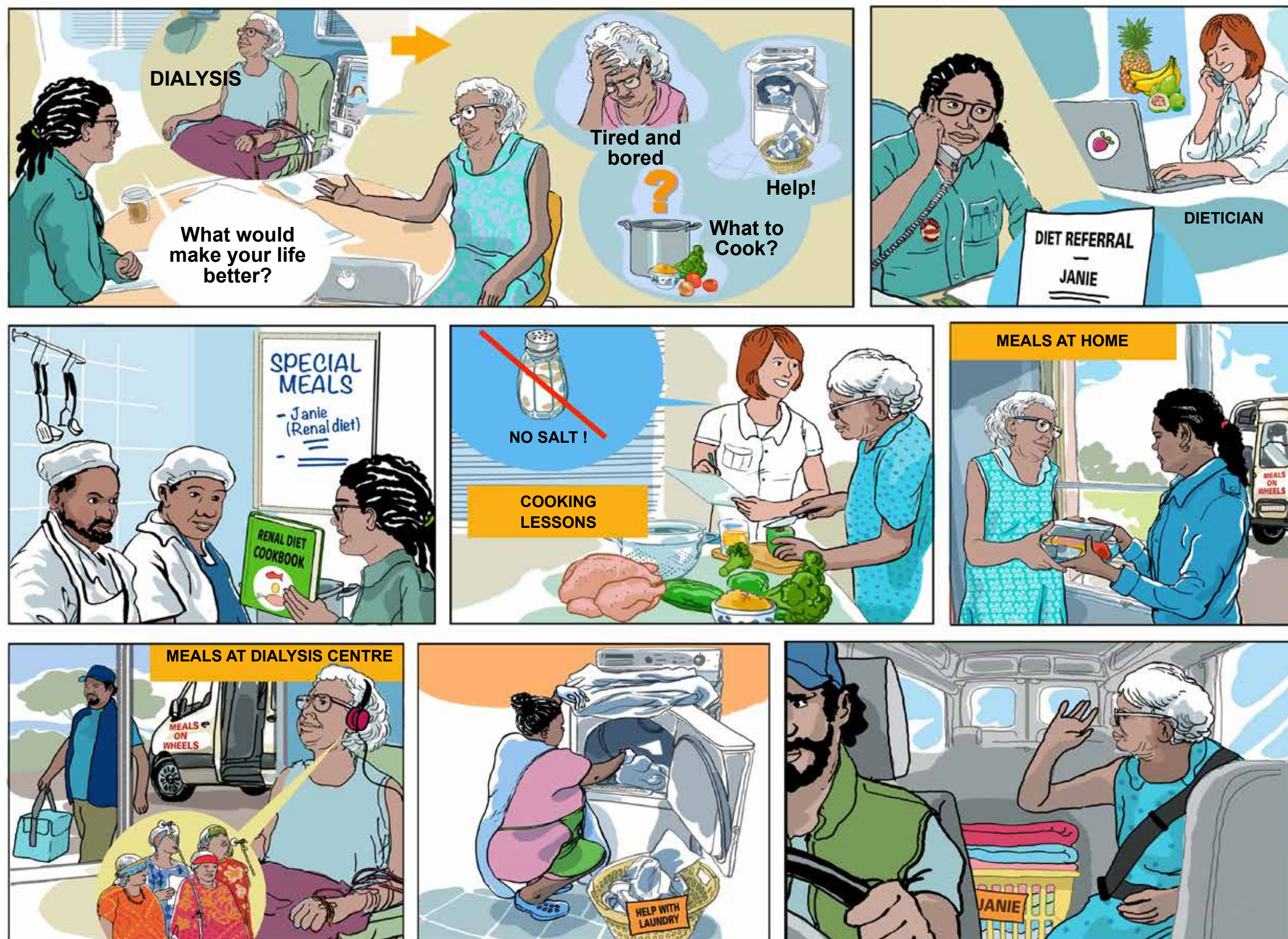
The Aged Care Quality Standards



Standard 1: Consumer dignity and choice

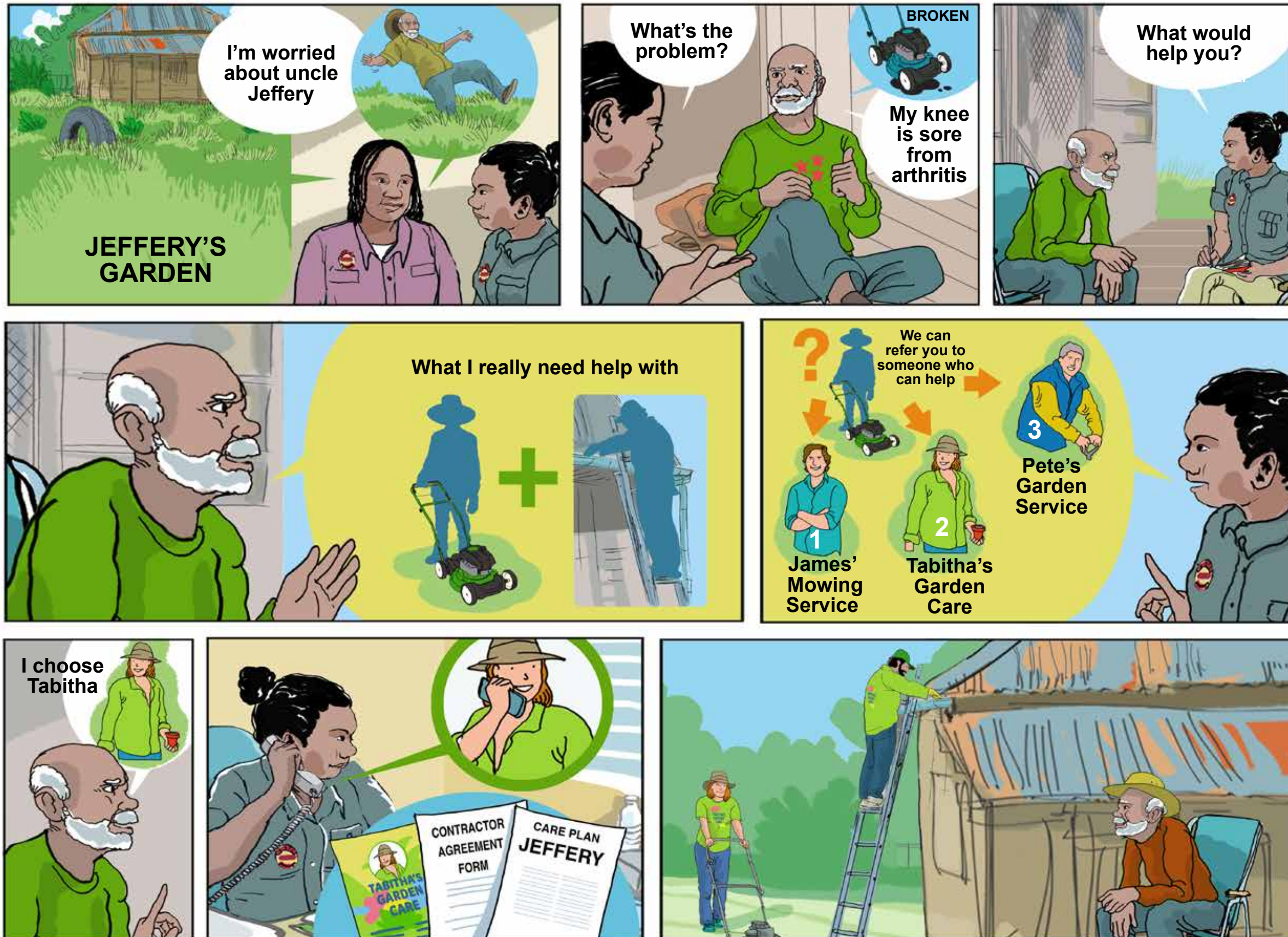


Standard 2: Ongoing assessment and planning with consumers

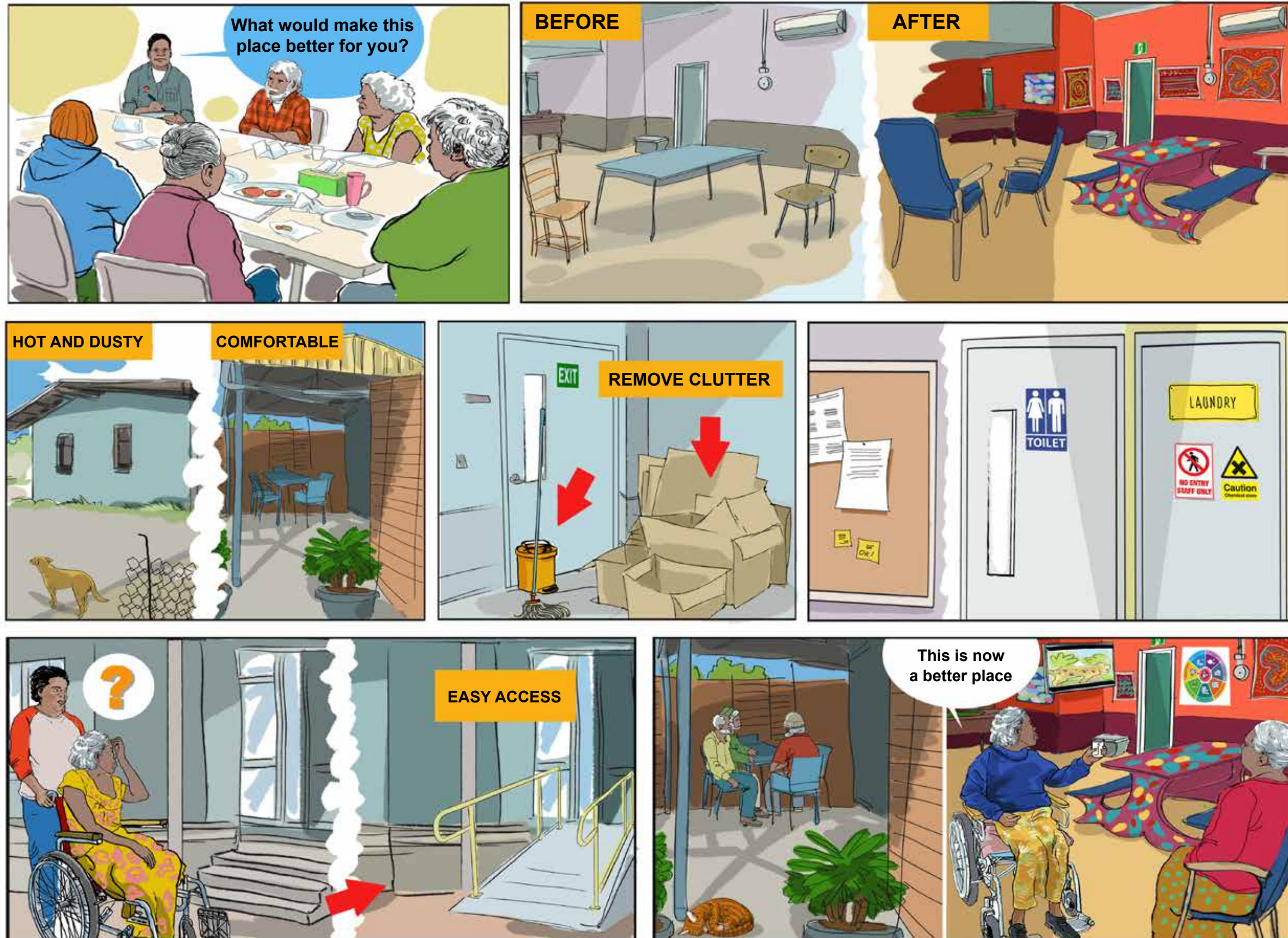


[illegible]

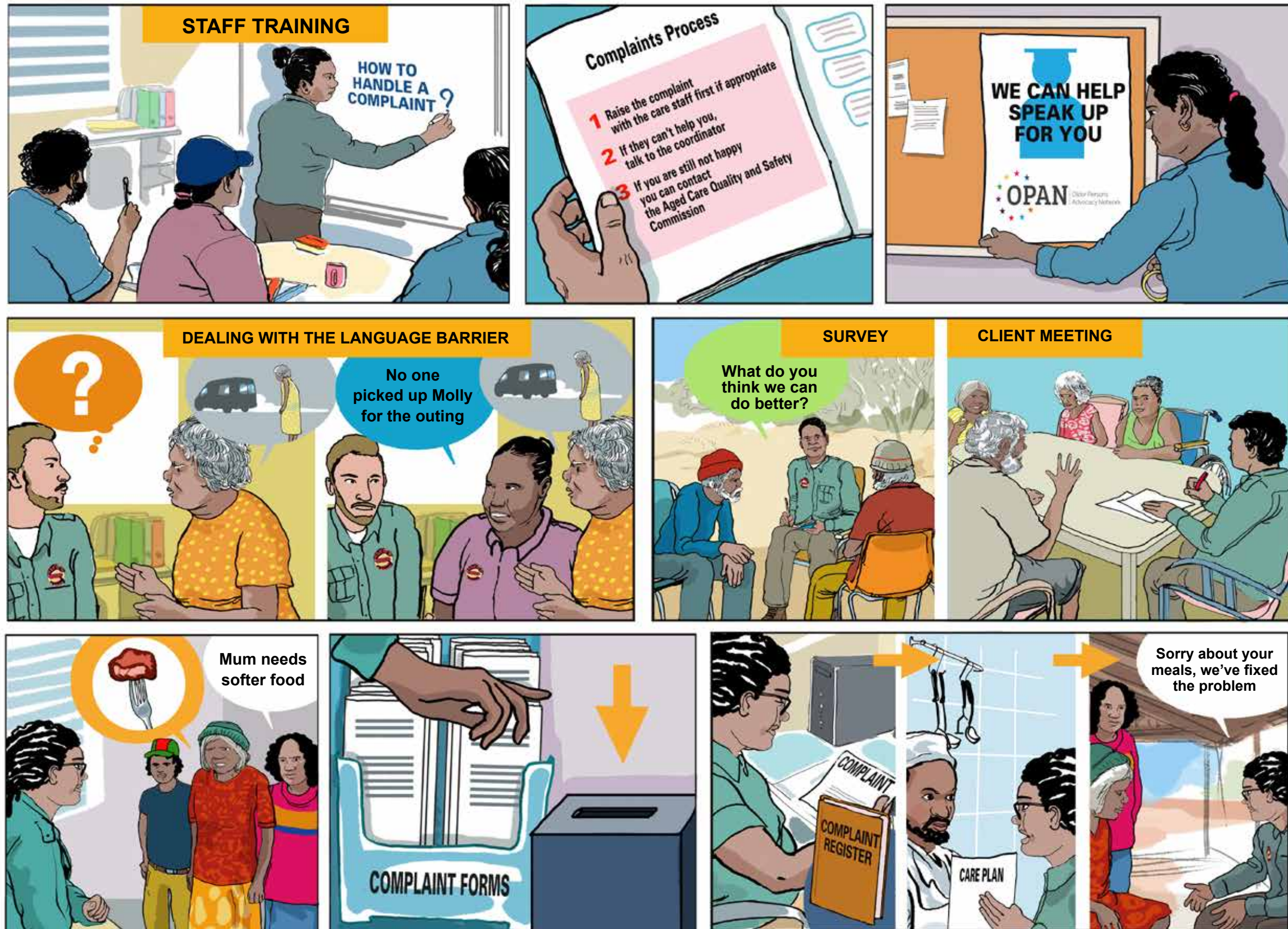
Standard 4: Services and supports for daily living



Standard 5: Organisation's service environment



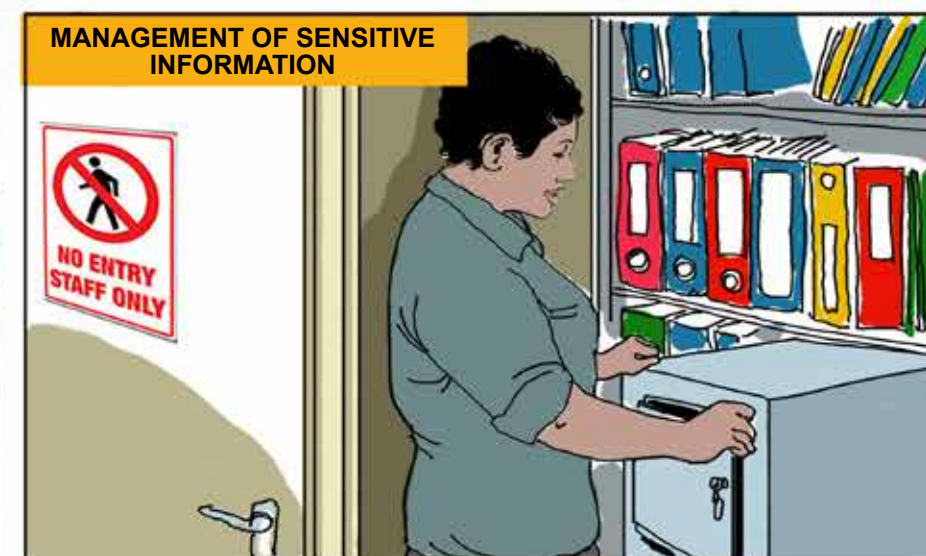
Standard 6: Feedback and complaints



Standard 7: Human resources



Standard 8: Organisational governance



Open disclosure: Malcolm's story



Dignity of risk: Judith's story

