

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, day therapy services and home care 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
peace of mind

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, Day Therapy Centre Coordinator or Home Care Manager.

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 Australian Government's new Aged Care Quality Standards apply from 1 July 2019. 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.

