



Putting the Standards into practice

The Aged Care Quality Standards focus on outcomes for consumers. Consumer engagement strategies will be essential to ensuring your organisation can demonstrate evidence at the requirement level to meet the consumer outcome statements.

The purpose of this activity is to look in more depth at each of the Standards to explore the key words and requirements related to consumer engagement.

You may like to work through each of the Standards one by one, or you may choose to focus on one or two that are particularly challenging for your service.

- 1. Read through the Standard in detail, including the consumer outcome, organisation statement, and range of requirements.
- 2. Find and highlight, circle, or note the key words or concepts you think relate to consumer engagement. This will include things like "partnership", "choice", "involved", "consulted", "decision" etc, but will include other words as well.
- 3. The worksheet below provides some questions to help you reflect on the words and what they mean for you.

Facilitator tip: If you are running this as a group activity, you could ask each person to focus on a different Standard and then share with the group, or you could ask the group to focus on a single Standard together.

Standard/s			
••••••		•••••	••••••
Words and concepts I noted i	n the Standard/s:		
	••••••	•••••••••••	•••••••••••





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My reflections on how consumer engagement relates to the Standard/s:				
What my service or	organisation might n	eed to do differently:		
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