

How we meet standard 4

Standard	Consumer Statement	Organization Statement outcome	Relevant Requirements	M&G Active	M&G Listen
Standard 4: Services and support for daily living	I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.	The organisation provides safe and effective services and supports for daily living that optimise the consumer's independence, health, well-being and quality of life.	3(a) Each consumer gets safe and effective services and supports for daily living that meet the consumer's needs, goals and preferences and optimise their independence, health, well-being and quality of life;	√	√
			3(b) Services and supports for daily living promote each consumer's emotional, spiritual and psychological well-being;	√	√
			3(c) Services and supports for daily living assist each consumer to: (i) participate in their community within and outside the organisation's service environment; and (ii) have social and personal relationships; and (iii) do the things of interest to them;	√	√
			3(d) Information about the consumer's condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared;	√	√
			3(g) Where equipment is provided, it is safe, suitable, clean and well maintained.	√	√

How we meet standard 1,2,7 & 8

Standards	Consumer Outcome	Organisation Statement
Standard 1 - Consumer Dignity & Choice	I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.	The organisation: (a) has a culture of inclusion and respect for consumers; and (b) supports consumers to exercise choice and independence; and (c) respects consumers' privacy.
Standard 2 - Ongoing assessment and planning with customers	I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.	The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer's needs, goals and preferences.
Standard 7 – Human Resources	I get quality care and services when I need them from people who are knowledgeable, capable and caring.	The organisation has a workforce that is sufficient, and is skilled and qualified to provide safe, respectful and quality care and services.
Standard 8 – Organizational Governance	I am confident the organisation is well run. I can partner in improving the delivery of care and services.	The organisations' governing body is accountable for the delivery of safe and quality care and services.