

Feeling supported to provide the best care to older mob

Strengthened Aged Care Quality Standards
Standard 2: The organisation

The strengthened Quality Standards protect older Australians and help providers and aged care workers understand what they need to do. They come into effect with the new Aged Care Act from 1 July 2025.

Standard 2 is about making sure the people in charge of aged care services create a safe, caring and well-run place that supports you to care for older mob.

It's important that you feel empowered to provide the best care possible to older mob. This includes your organisation having plans in place and supporting their staff and always looking for ways to improve.

The new strengthened Standards mean focussing on person-centred care. You should feel supported to provide culturally safe and quality aged care to older mob.



What can you do?



Learn about your organisation's policies and procedures. Ask questions if you don't understand something



Look for things that help you provide the best care for older mob, and share them with your team and manage



If something doesn't seem right, speak up. You can talk with your manager or contact the Aged Care Quality and Safety Commission.



More information: agedcarequality.gov.au/FirstNations or call **1800 951 822**.



Australian Government
Aged Care Quality and Safety Commission

Artwork by Chern'ee Sutton - proud Kalkadoon woman.

Engage
Empower
Safeguard