

# Feeling supported to provide the best care to older mob

Artwork by Chern'ee Sutton—proud Kalkadoon woman.

Please know there may be images of, or images that look like people who have passed into the Dreaming.

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 November 2025.



## Standard 2: The organisation

**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](https://agedcarequality.gov.au/FirstNations)  
or call **1800 951 822**.

