

Keeping mob safe in their environment

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 4: The environment

Standard 4 is about mob getting care in a place that is safe, supportive and meets their needs.

Having a safe and clean space is an important part of making sure mob are getting the right care for them.

By keeping an eye out for risks (including infection and other hazards) and keeping things clean, you can play your part to create a place where older mob feel safe and supported.



What can you do?



Have a yarn with mob and their family – see if the spaces they're in make them feel safe and supported.



Keep spaces and equipment clean and well maintained.



Look out for safety risks and take preventative action – like removing hazards or mopping up spills.



Check in with your colleagues or manager if you're unsure about safety and cleaning policies and procedures.



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



Australian Government

Aged Care Quality and Safety Commission

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