

Helping mob feel at home in their residential community

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 7: The residential community

Standard 7 is about mob feeling safe and supported when moving to a residential community and making sure connection to family, community and culture is encouraged and respected.

When our mob move to a residential aged care home, that community becomes a big part of their lives.

Older mob should feel safe, included and respected. Connections to family, community, culture and Country can help people feel more at home.



This is even more important when a person first moves into the residential community.

Connections can look different for each person. This could mean supporting older mob to visit with family, paint, listen to music from their Country or making sure they can still access services.

What can you do?



Yarn with older mob and their family early and often about what they like and don't like.



Help older mob settle into their new home by checking they feel connected and comfortable.



Share feedback from older mob and their families with other staff to help build a culture of person-centred care.



More information:

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

