

# Helping our mob get person-centred care

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 1: The individual

**Standard 1 is about making sure everyone gets the care they need.**

### What is person-centred care?

Person-centred care is about choice and dignity. It makes sure our mob feel valued and respected.

**Person-centred care looks different for everyone.**

By talking to and listening to mob, you can build trust and help them feel safe to speak up about how they want to be cared for.



### What can you do?



Have a yarn—get to know older mob, their stories, what they like and don't like.



Check with our older mob and their family regularly to make sure they feel respected and happy.



Make and review care plans together with older mob, their family and health professionals.



Ask for feedback from mob about how care is being given. Share feedback with others to help build a culture of person-centred care.



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



Australian Government

Aged Care Quality and Safety Commission

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