

Helping our mob get person-centred care

Strengthened Aged Care Quality Standards Standard 1: The individual

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 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.

i 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