Australian Government
Aged Care Quality and Safety Commission

Culturally safe care

Sector Webinar

17 November 2026



Aboriginal and Torres Strait Islander viewers are advised that photographs on this resource may contain images of deceased persons

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Acknowledgement of Country

The Aged Care Quality and Safety Commission acknowledges the Traditional Custodians of Country throughout Australia and their connections to land, water and community. We pay our respect to their Elders past, present and emerging, and extend that respect to all Aboriginal and Torres Strait Islander peoples.



Aged Care Quality and Safety Commission's Journey by Chern'ee Sutton – proud Kalkadoon woman

What the data tells us about Aboriginal and Torres Strait Islander older people

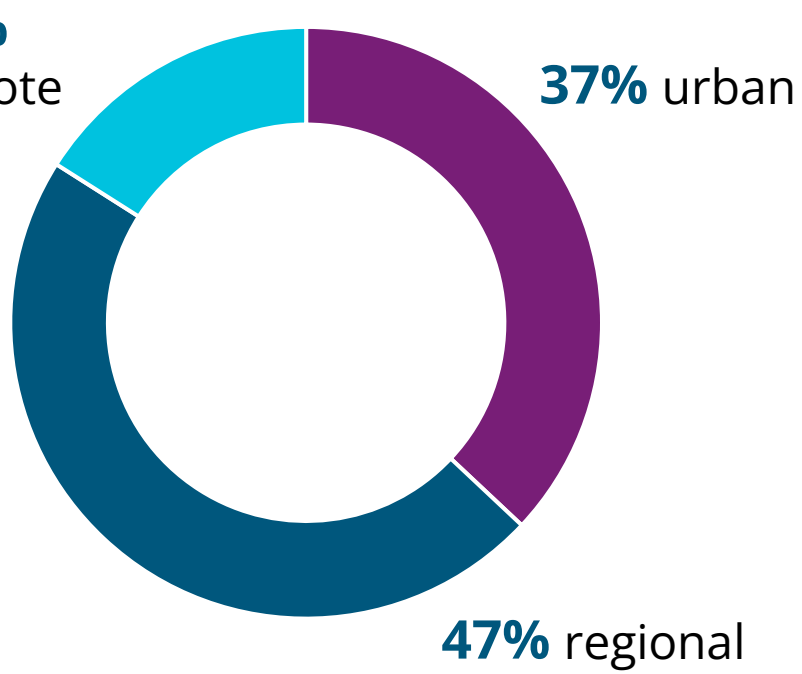
197,400 people 50 years +

3.92% of the national population eligible to be assessed for aged care services

2,333 people in residential care

33,474 people accessing CHSP / home care

Where Aboriginal and Torres Strait Islander older people live



The legal perspective

Aged Care Act 2024
sections 14, 20, 23 and 25
and
Strengthened Quality Standards 1.1, 2.1, 2.9 and 3.2

Older people

- Statement of Rights including to receive culturally safe assessment and culturally safe care.

Providers

- Service delivery being culturally safe and culturally appropriate.
- Aboriginal and Torres Strait Islander-specific obligations, including partnership with communities and support for connection
  to Country, culture and community.

Workers

- Aged Care Code of Conduct
- Workforce training in culturally safe, trauma-aware and healing-informed care.

The definition of cultural safety in aged care includes

- understanding one's own culture
- ongoing critical self-reflection
- **Only the Aboriginal and/or Torres Strait Islander person who is the recipient of a service or interaction can determine whether it is culturally safe**
- building trust and relationships
- trauma aware, healing informed approach
- respect for individual and collective cultures, histories, knowledges, traditions, stories, and values



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Q & A





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agedcarequality.gov.au/FirstNations