



Strengthened Aged Care Quality Standards

Standard 4: The environment

Information for older people



The **Aged Care Quality Standards** (Quality Standards) are a set of requirements that define what good care looks like.

The Quality Standards have been strengthened to deliver better aged care for older people and took effect with the new *Aged Care Act 2024* from 1 November 2025.

There are 7 strengthened Quality Standards. This document is about strengthened Standard 4: The environment.

Who does Standard 4 apply to?

Standard 4 applies to government-funded aged care providers who deliver:

- personal care and care support in the home and community
- nursing and transition care
- residential care.

Under Standard 4, your aged care provider must:

- ✓ use safe, appropriate and well-maintained equipment
- ✓ take precautions to stop the spread of infections, including making sure workers use hygienic practices
- ✓ identify and manage environmental risks relevant to the delivery of your care.

For care delivered not in your home, your provider **can** also:

- ✓ maintain an environment that is clean, safe and comfortable
- ✓ support you to feel safe in your environment
- ✓ maintain an environment that allows you to move around freely
- ✓ make sure you can access the things you need.



Strengthened Quality Standard 4: The environment

Information for older people

What does Standard 4 mean for you?

You feel safe when using aged care services, whether in your own home or in an aged care home. The equipment used is safe, appropriate and well-maintained. Precautions are taken to stop the spread of infections.

When receiving care not in your home, the environment is clean, safe and comfortable and supports your sense of belonging, social connection and function. You can move around freely.

What can you do if your provider isn't meeting Standard 4?

If you don't think your aged care provider is meeting Standard 4, it's important you tell someone. Talk to someone you trust, or speak with your provider.

You can make a complaint or give feedback if:

- your aged care home is not clean, safe or comfortable
- you feel you are not appropriately protected from infection risks
- any of the equipment used in your care is unsafe or doesn't work correctly
- any of the equipment used in your care is not right for what you need it for.

There are also other ways you can share your experiences and contribute to better care. You can:

- join a consumer advisory body
- talk to an aged care advocate
- ask for an interview with us during an audit of your service.

Make a complaint

To make a complaint, contact the **Aged Care Quality and Safety Commission**.



www.agedcarequality.gov.au/contact-us/complaints-concerns

Speak to an advocate

If you need help making a complaint or finding information, contact the **Older Persons Advocacy Network (OPAN)** for free, independent and confidential support. Call the Aged Care Advocacy Line on **1800 700 600**.

October 2025



Phone
1800 951 822



Web
agedcarequality.gov.au



Write
Aged Care Quality and Safety Commission
GPO Box 9819, in your capital city