

Charter of Aged Care Rights

What they mean for you

YOU HAVE THE RIGHT TO:

1. Safe and high-quality care and services

You should be cared for by highly qualified staff who adhere to best practice in the delivery of personal care, clinical care and services and supports for daily living.

2. Be treated with dignity and respect

Your individuality is recognised and respected and aged care providers work with you to live your life the way you choose to.

3. Have my dignity, culture and diversity valued and supported

The care and services you receive are responsive, inclusive and sensitive to your individual cultural identity. All interactions with you, as well as the delivery of your care and services, reflects you as an individual.

4. Live without abuse and neglect

You have the right to live free of abuse and neglect, and the freedom to speak up and tell staff if you have any feedback or concerns.

5. Be informed about my care and services

Your individual needs are recognised and staff communicate with you in a way that is clear and easy to understand. Where you have authorised a nominated representative to act on your behalf, the aged care provider will also communicate with your representative to ensure they are informed about your care and services.

6. Access all information about myself including information about my rights, care and services

You will be provided with access to your personal information in accordance with privacy legislation, as well as aged care providers' own privacy policies. Sometimes you or your nominated representatives may be asked to put your request for information in writing.

7. Have control over and make choices about my care, and personal and social life, including where the choices involve personal risk

Your right to make decisions that affect your life are respected, even where your choices may involve some level of personal risk. In these instances, aged care providers will have discussions with you and your nominated representatives to understand these risks and how they can be managed. Where your wish involves unacceptable risk, such as a wish that impacts the rights or safety of others, you will be supported in identifying alternative solutions.

To contact an aged care advocate call Seniors Rights Service 1800 424 079

Your Rights. Your Voice.

Legal | Aged Care Advocacy | Information
1800 424 079

info@seniorsrightsservice.org.au

seniorsrightsservice.org.au



Seniors Rights Service

8. Have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions

Your right to have control over your personal life, financial affairs and possessions is respected. You have the right to make decisions about your life and how you want to live. You are supported to choose your social networks and have regular contact and care evaluations by staff to ensure your needs and preferences are understood and met.

9. My independence

You are supported and provided assistance to help you maintain your optimal independence. You are also supported to maintain the level of control you want and are encouraged to exercise your rights under the Charter.

10. Be listened to and understood

Staff listen to you, understand your needs and preferences and encourage feedback about your care and services. You are provided with opportunities to have your voice heard and understood.

11. Have a person of my choice, including an aged care advocate, support me or speak on my behalf

Your right to have any person of your choice to speak on your behalf is respected. Your advocate is treated in the same way you would be treated, and your advocate is supported to be involved as little or as much as you would like.

12. Complain free from reprisal, and to have my complaints dealt with fairly and promptly

Your feedback is valued and you have a number of ways that you can submit feedback or a complaint. Your feedback or complaint is treated seriously and dealt with fairly and promptly.

13. Personal privacy and to have my personal information protected

Your personal privacy is respected and aged care providers comply at all times with privacy legislation.

14. Exercise my rights without it adversely affecting the way I am treated

Your individuality is promoted and respected. You will not be adversely affected in any circumstance where you exercise your rights.

Everyone involved in the delivery of your care must respect your rights.

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