

**“The team at Seniors Rights Service was such a godsend when I needed help. They really listened to what was happening for me, and by following their advice I was able to get my home care service to adjust their package to better suit my needs ...”**  
– Homecare recipient, NSW

# Is your aged care fair?

**If you're concerned about being treated fairly by your Aged Care provider, call Seniors Rights Service today.**

**For free, independent and confidential advice, call our caring team on  
02 9281 3600**

**[SeniorsRightsService.org.au](https://SeniorsRightsService.org.au)**

**Your rights. Your voice.**

**Do you have concerns about your aged care, or the aged care of a loved one?**

**There's someone you can call ...**





## If you have questions or concerns about aged care services, Seniors Rights Service is here to help.

Seniors Rights Service is a non-profit community organisation dedicated to ensuring older people in NSW are safe and properly cared for.

### Our professional and caring advocates will help you by:

- Listening to your concerns
- Providing information about rights and responsibilities
- Helping resolve problems or complaints with your aged care service providers
- Speaking with your service provider if required
- Referring you to other agencies that can provide additional support, if necessary

### Who can we help?

Our service is available to anyone in NSW who is using, or seeking to access aged care services. This includes services in your own home as well as residential aged care homes.

You can also contact us if you have questions or concerns about the care of a family member.

### How much does it cost?

Our service is 100% free and confidential.

## What are your Aged Care rights?

Your rights are set out in the [Charter Of Aged Care Rights](#). All Commonwealth funded Aged Care services in Australia are required to adhere to this charter.

### You have the right to:

1. safe and high quality care and services
2. be treated with dignity and respect
3. have your identity, culture and diversity valued and supported
4. live without abuse and neglect
5. be informed about your care and services in a way you understand
6. access all information about yourself, including information about your rights, care and services
7. have control over and make choices about your care, and personal and social life, including where the choices involve personal risk
8. have control over, and make decisions about, the personal aspects of your daily life, financial affairs and possessions
9. your independence
10. be listened to and understood
11. have a person of your choice, including an aged care advocate, support you or speak on your behalf
12. complain free from reprisal, and to have your complaints dealt with fairly and promptly
13. personal privacy and to have your personal information protected
14. exercise your rights without it adversely affecting the way you are treated.

Source: Charter of Aged Care Rights, Australian Government



Call and speak to us today on 02 9281 3600

Visit our website [SeniorsRightsService.org.au](https://SeniorsRightsService.org.au)