

Your Aged Care Rights

Know your rights

As an aged care consumer, Eldercare is committed to ensuring that you and your representative understand your rights in relation to the care you receive.

These rights are outlined in the Australian Government's Charter of Aged Care Rights (effective 1 July 2019) and they apply when you start receiving Government-subsidised aged care services such as:

- residential aged care
- home care
- flexible care
- services provided under the Commonwealth Home Support Programme and the National Aboriginal and Torres Strait Islander Flexible Aged Care Program e.g. day therapy

Eldercare has incorporated these rights into the way we operate our services.

Charter of Aged Care Rights

I have the right to:

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

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Like to discuss your rights?

We encourage you to talk with us about the services we deliver. By sharing your needs, wants and aspirations, we will do our best to help you achieve, and maintain, optimal health and wellbeing.

Depending on the type of service you receive, please speak with your Residential Care Site Operations Manager, Day Therapy Centre Coordinator or Home Care Manager.

Our commitment to diversity and safety

We welcome and respect the diversity that our residents, staff and volunteers bring to Eldercare. We are committed to supporting our lesbian, gay, bisexual, transgender, gender diverse and intersex (LGBTI) residents, staff and volunteers to ensure they feel included and safe. Eldercare is proud to be seeking Rainbow Tick accreditation to promote LGBTI inclusiveness.

More information about the Charter of Aged Care Rights can be found on the Australian Government website at www.agedcare.health.gov.au

