Your Rights in Aged Care

ROSEWOOD
welcome home

When you live in or receive services from an aged care provider, your rights are protected by the Aged Care Act 2024. These rights apply to all Australian Government–funded aged care services and must be respected by providers and aged care workers.

Independence, choice and control

- You have the right to make your own decisions and stay in control of your care and life choices.
- You have the right to choose which funded aged care services you use.
- You have the right to choose how you access services and who provides them.
- You have the right to have control over your money and belongings.
- You have the right to get support to make decisions if you need it.
- You have the right to choose how you live, even if there is some personal risk (e.g.,
- social life and close relationships).

Fair access

You have the right to a fair and accurate assessment to determine what funded aged care services you need.

- The assessment should respect your personal experience, including any trauma.
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- The assessment should consider cognitive conditions (e.g., dementia).
- You have the right to receive the care you need, when you need it (including palliative and end-of-life care).

Safety and quality

- You have the right to safe, quality and fair funded aged care services that treat you with dignity and respect, including services.
  - That value and support your identity, culture and background.
  - That respect your experiences, including any past trauma.
  - That are accessible and meet your needs.
  - That are free from violence, abuse and neglect.
- You have the right to services provided by appropriately trained and skilled workers.
- You have the right to services that meet aged care law requirements.
- If you feel unsafe, you can seek free specialist support (e.g., lawyers, social workers and other services)

Respect for your privacy and information

Your provider must:

- Respect your personal privacy.
- Protect your personal information (including health and financial information).
- Must allow you to choose when your personal information can be shared with someone else (e.g., an advocate or lawyer).

Communication that meets your needs

- You have the right to get information in a way you understand..
- You have the right to provide feedback.
- You have the right to communicate in your preferred language or method, including using interpreters or communication aids if needed.
- You have the right to meet with your provider and supporters in a way that suits you (e.g., at a time of day that works best for you).

Support to raise issues quickly and fairly

- If there are issues with your funded aged care services, you have the right to support from your provider.
- You have the right to complain without fear or punishment.
- You have the right to a quick and fair response to your complaints.

Support and connection with people and community

- You have the right to support to understand your rights, make decisions, or make a complaint.
- You have the right to get support from an independent advocate or someone else you choose.
- You have the right to communicate with your advocate or support person at any time.
- Providers should respect the role of people important to you (e.g., family, friends and carers).
- You have the right to stay connected with the people important to you.
- You have the right to stay connected with your community, including through leisure or cultural activities.
- You have the right to stay connected to your pets.

More information: Read the full Statement of Rights, including how you can make sure your rights are upheld:
www.health.gov.au/our-work/aged-care-act/about