



Charter of Aged Care Rights

All people receiving Australian Government funded residential care, home care or other aged care services in the community have 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, and personal and social life, including where choices involve personal risk;
- 8.** have control over, and 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.

If you have concerns about the aged care you are receiving, you can:

- talk to your aged care provider, in the first instance,
- speak with an aged care advocate on **1800 700 600** or visit **opan.com.au**, for support to raise your concerns, or
- contact the **Aged Care Quality and Safety Commission** on **1800 951 822** or visit its website, **agedcarequality.gov.au**. The Commission can help you resolve a complaint about your aged care provider.