



Statement of Rights

Freedom of Choice and Independence

You have the right to choose which funded aged care services you use, decide how you access those services and who provides them, manage your own money and personal belongings, and live the way you choose even if this involves some personal risk, and you have the right to receive support to help you make these decisions if needed.

Equitable Access

You have the right to a fair and accurate assessment of your needs for funded aged care services, carried out in a way that suits you and respects your culture and background, personal experiences including any trauma, and any cognitive conditions such as dementia, and you have the right to receive the care you need, when you need it.

Privacy and Information

You have the right to have your personal privacy respected and your personal information, including details about your health and finances, protected, and you have the right to access records and information about your rights and the funded aged care services you use, including how much they cost.

Quality and Safety

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, respect your experiences including any trauma, are accessible and meet your needs, and are free from violence, abuse and neglect, and you have the right to receive these services from workers with the appropriate training, skills and experience and from providers that meet all requirements under aged care laws.

Communication and Feedback

You have the right to receive information in a way you understand, give feedback, and communicate in the language or method you prefer, including using interpreters or communication aids if needed, meet with your provider and your supporters in a way that suits you, and when there are issues with your funded aged care services, you have the right to receive support from your provider, make a complaint without fear of reprisal, and receive a prompt and fair response.

Support and Connections

You have the right to receive support to understand your rights, make decisions or raise a complaint from an independent advocate or a person of your choice, have the role of the people important to you respected, stay connected with those people, your community and activities, and your pets, and for Aboriginal and Torres Strait Islander peoples to remain connected to their community, Country and Island Home, and you have the right to expect providers to act consistently with the Statement of Rights.

OUR VALUES

Show kindness

Support connections

Strive to improve

