

# DRAFT CHARTER OF AGED CARE RIGHTS

The Australian Charter of Aged Care Rights (the Charter) helps to create a shared understanding about the rights of people receiving Commonwealth subsidised aged care. Having a shared understanding between people receiving care, their family, friends and carers, and aged care providers and their staff, helps everyone work together to achieve safe and high quality aged care.

The rights described in this Charter sit alongside other laws that inform the delivery and quality of aged care, for example the broader *Aged Care Act 1997*, the consumer outcomes in the new Aged Care Quality Standards, and rights under the Australian Consumer Law and anti-discrimination law.

The Charter helps people receiving care understand how their aged care provider will work with them. It also helps people receiving care understand how they will engage with others involved in their aged care service – so that they can enjoy the same rights. Sometimes aged care providers may have to balance competing rights. Providers will work to resolve these situations sensitively through consultation and with the spirit of the Charter in mind.

## Charter of Consumer Rights

I have the right to:

- a) receive safe and high quality care and services
- b) be treated with dignity and respect and to have my individuality valued
- c) have my identity, culture and diversity valued and supported
- d) maintain my independence
- e) live without abuse and neglect
- f) be informed about my care in a way that meets my needs, have access to information about my rights, care, accommodation and anything else that relates to me personally, and get the information I need in a timely way
- g) maintain control over, and continue to make decisions about, my care and personal and social life
- h) be listened to and understood
- i) choose to have another person speak on my behalf
- j) complain, and to have my complaints dealt with fairly and promptly
- k) exercise my rights without it adversely affecting the way I am treated
- l) personal privacy and to have my personal information kept confidential