

The Statement of Rights

The Statement of Rights is a legal document that explains what rights you have when using Aged Care Services. Based on the law, your aged care workers and providers must give you these rights.



Freedom of choice

I have the right to make my own choices about my care, my relationships and my lifestyle. I can take risks with support, if I want to.



Equal access

I have the right to have my needs checked in a way that works for me. My culture, past experiences, trauma and conditions like dementia must be respected.



Safe and good quality care

I have the right to be treated with respect and dignity. My care workers should know what they are doing and must value my identity, culture, beliefs, and diversity.



Privacy

I must have my privacy respected. My personal information must be kept private and only I can decide who this information is shared with.



Communication and complaints

I have the right to get information in a way I understand. I can ask questions, raise concerns, or complain without fear. My feedback should be taken seriously and addressed quickly.



Support and social connections

I have the right to stay connected with my family, friends, pets, and culture. I can also get support from an independent advocate. If I am Aboriginal or Torres Strait Islander, I have the right to stay connected to my Country or Island Home



For free, confidential and independent support call the Aged Care Advocacy Line
1 800 700 600

Examples of Rights



Freedom of choice

Jack's aged care home has a no-smoking policy. Staff can smoke in a nearby area. Jack wanted the same option. At first, Jack's aged care provider said no because of the health rules. With the help of an aged care advocate, Jack reminded the provider that people have the right to make their own choices, even if it involves some personal risk.



Safe and good quality care

Eleni lives with dementia. Sometimes she only speaks her first language, Greek. She was feeling lonely because she couldn't communicate well. Eleni's daughter contacted OPAN. With Eleni's consent, an advocate helped her and her family meet with the provider to review her care plan. The care home changed staff schedules so she saw the same people more often. The home gave the staff Greek communication cards, and arranged for regular social visits from a Greek volunteer.



Privacy

When Rosemary moved into a care home, information about her health (permission to get a vaccination) and money (monthly costs) were being sent to her family. She reminded the home that she has the right to make her own decisions and keep her personal information private. She also has the right to receive all information about her care and costs directly. The provider agreed and now sends all of the information straight to Rosemary.



Support and social connections

Cecily has a close group of friends who like to meet for coffee. When she moved into residential care, her friends still visited every week. Cecily's daughter thought the visits were too tiring for her mother and asked the manager to stop them. With Cecily's permission, the friends contacted OPAN for help. An advocate visited Cecily at the aged care home and learned she was missing her friends. The advocate helped make sure the visits could happen again.

Please note: names have been changed for privacy reasons



Scan the QR code to read the Statement of Rights