Australian Government
Department of Health, Disability and Ageing
Aged Care Quality and Safety Commission

Statement of Rights

The Statement of Rights explains the rights you have when accessing Australian Government-funded aged care services.

Aged care providers must adhere to the Statement of Rights – it is part of the *Aged Care Act 2024*.

Independence, autonomy, empowerment and freedom of choice

You have the right to make your own decisions and have control over:

- which funded aged care services you use
- how you access funded aged care services and who provides them
- your money and belongings
- how you live, even if there is some personal risk.

You have the right to get support to make these decisions if you need to.

Equitable access

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

This assessment should be done in a way that suits you. It should respect your:

- culture and background
- personal experience and the impact of any trauma you may have experienced
- cognitive conditions, such as dementia.

You also have the right to get the kind of care you need, when you need it.

Quality and safe funded aged care services

You have the right to safe, quality and fair funded aged care services that treat you with dignity and respect.

This includes the right to access funded aged care services that:

- value and support your identity, culture and background
- respect your experience, including any trauma
- are accessible and meet your needs
- are free from violence, abuse and neglect.

You have the right to access funded aged care services from:

- workers with the right training, skills and experience
- providers that meet all the conditions under the aged care laws.

Respect for privacy and information

Your provider must:

- respect your personal privacy
- protect your personal information, such as information about your health and finances.

You have the right to get records and information about your rights and the funded aged care services you use. This includes how much they cost.

Person-centred communication and ability to raise issues without reprisal

You have the right to:

- get information in a way you understand
- give feedback.

You have the right to communicate in the language or method you prefer. This includes using interpreters or communication aids if you need them.

You also have the right to meet with your provider and your supporters in a way that suits you.

When there are issues with your funded aged care services, you have the right to:

- get support from your provider
- complain without fear of being punished
- get a quick and fair response to your complaints.

Advocates, significant persons and social connections

You may need support to understand your rights, make decisions or make a complaint. You have the right to get this support from an independent advocate or someone else you choose.

Providers should respect the role of the people who are important to you.

You have the right to stay connected with:

- the people who are important to you
- your community, including by taking part in leisure or cultural activities
- your pets.

If you are Aboriginal or Torres Strait Islander, you have the right to stay connected with your community, Country and Island Home.

Raising concerns

If you have concerns about your aged care, you can:

- talk to your aged care provider
- speak with an advocate on **1800 700 600** or at **OPAN.org.au**
- contact the Aged Care Quality and Safety Commission on **1800 951 822** or at **AgedCareQuality.gov.au**

Know your rights

- Learn more about how your rights should be upheld.
- Scan the QR code or visit: **MyAgedCare.gov.au/know-your-rights**