



This document informs you about your rights. As someone who receives Aged Care and/or Disability Services you have the right to:



Receive safe and high-quality care and services.



Be treated with dignity and respect.

Dignity and respect mean being valued for:

- whom you are,
 - what you believe in, and
 - how you live your life.
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Have your identity, culture and diversity valued.

- Identity, culture and diversity is important. It is what makes people unique.
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Live without abuse or neglect



Be given information about your care and services in a way you understand, such as:

- Easy reads
- In a different language
- Sign language, Auslan
- Audio visual



Have access to all information about yourself, including information about your rights, care and services.



Have choice and control over, and be empowered to make decisions about:

- Your supports
- The type of care
- Your daily life and activities,
- Accessing community and
- The people you like to spend time with
- Your money and things you own.



Your independence



Be listened to and understood



Make complaints and,

- feel safe to do so
- have your complaints dealt with fairly and promptly.



Personal privacy and your personal information protected.

See - Privacy Easy Read Policy.



Use your rights without it negatively affecting the way you are treated.



Please contact Juniper if you would like more information about your rights OR if you would like to view this information in another format (way):

- Phone 1300 313 000
- Online www.juniper.org.au/contact-us/
- Speak to us in person



You can also contact the Aged Care Quality and Safety Commission on 1800 951 822 or by visiting their website www.agedcarecommission.gov.au



Or you may contact the National Disability Insurance Scheme (NDIS) Commission on 1800 035 544 or by visiting their website www.ndiscommission.gov.au



For more information about the Charter of Rights, or advocacy services you can visit these websites:

- ✓ www.agedcarequality.gov.au
- ✓ <https://www.ndiscommission.gov.au/resources/find-assistance/find-advocate>
- ✓ <https://www.agedcarequality.gov.au/consumers/consumer-rights>
- ✓ <https://www.ndis.gov.au/about-us/policies/service-charter>
- ✓ <https://opan.org.au/>