

Aged Care Statement of Rights



Australian Government

Department of Health
and Aged Care

The Statement of Rights will help make sure
you are at the centre of your aged care.
It gives you the right to:



make your own decisions
about your own life



have your decisions not just
accepted, but respected



get information and support
to help you make decisions



communicate your wishes,
needs and preferences



feel safe and respected



have your culture and
identity respected



stay connected with your
community



Scan QR code for
the full Statement
of Rights



Aged Care Statement of Rights

✓ Choice and control

Make decisions about things that affect your life.
This includes decisions about:

- what funded aged care services you use
- who gives you aged care services
- how you get care services
- accessing support to make decisions if you need to
- taking risks when choosing how you want to live.

✓ Fair access

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

An assessment can help you work out what you need and how to support you.

The assessment should respect your culture, background and your past experiences.

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

✓ Safety and quality

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

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 your 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
- what aged care services you use
- how much these services cost.



Communication that meets your needs

You have the right to get information about your aged care services in a way you understand. You also have the right to share what you think about your aged care services by providing feedback.

You have the right to:

- communicate in the language you want
- use an interpreter who helps you understand what someone is saying
- use tools to help you communicate such as picture cards.



Support to raise issues quickly and fairly

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.





✓ Access to support and connection to community

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. You can contact your supporter or advocate at any time you want.

An advocate or supporter is someone that you nominate who can support you, help you have your say and give you information and advice.

You have the right to stay connected with the people who are important to you, your community and your pets.

Aboriginal and Torres Strait Islander peoples have a right to stay connected with their community, Country and Island Home.

✓ Making sure your rights are upheld

We encourage you to discuss concerns or questions you may have with the Juniper team that provide your care. You can also share feedback on our website, by email to feedback@juniper.org.au, or by phoning 1300 313 000.

If your rights are not being respected, you can lodge a complaint to the Aged Care Quality and Safety Commission by phoning 1800 951 822 or on their website.

If you need support to make a complaint or find more information, you can contact advocacy organisations:

- Older Persons Advocacy Network (OPAN), phone: 1800 700 600
- Advocare, phone: 1800 655 566

