



Rights



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.**



- ✓ Have your **identity, culture** and **diversity** valued.

- **Identity, culture** and **diversity** is important. It is what makes people **unique**.



✓ 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 <https://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/>