



Charter of Aged Care Rights

I have the right to:

1. safe and high quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

Consumer

Provider

.....
Signature

.....
Signature

.....
Full Name of Consumer

.....
Name of Provider

.....
Full Name of authorised person (if applicable)

/ /
.....
Date staff member gave a copy of the Charter to the consumer

.....
Date staff member encouraged the consumer to sign the Charter

/ /
.....
Date staff member encouraged the consumer to sign the Charter

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Consumers

As a consumer, you have the option of signing the Charter of Aged Care Rights (the Charter). You can receive care and services even if you choose not to sign.

If you decide to sign the Charter, you are acknowledging that your provider has given you:

- information about your rights in relation to the aged care service;
- information about your rights under the Charter; and
- a copy of the Charter signed by your provider.

Providers

Under the aged care law, providers are required to encourage all consumers to sign the Charter. You must give consumers a copy of the Charter that sets out:

- the consumer (or authorised person)'s signature (if they choose to sign);
- the full name of the consumer (and authorised person, if applicable);
- your signature;
- the date on which you gave the consumer a copy of the Charter; and
- the date on which you encouraged the consumer (or their authorised person) to sign the Charter.

You will also need to retain a copy of the signed Charter for your records.