



Reflection sheet: What matters to me in care

You have a right to discuss your care preferences and experiences regularly in a safe and trusting environment.

What matters to you in care is important

Your care should reflect what is most important to you. You have the right to make your own decisions and share your preferences. That could include how and when people speak with you, when you like to eat, or having familiar aged care workers visit your home. Whatever matters most to you in the delivery of care and services to meet your needs, it should be heard and respected. When you share these things, your care team should listen to and work with you to support these in a safe and practical way.

How this document will help you

This reflection sheet is designed to help you think about what is most important to you in your care and whether your current care is meeting your needs. You can use this sheet as often as you like to check in with yourself and reflect on your experiences. It is a tool to support your voice, your choices, and upholding your rights. Writing down the things that matter most to you can make it easier to share your thoughts with family, carers, providers, workers, registered supporters, or advocates. This way, you can work together so that your care reflects your values, preferences, and wishes.

Keep this document and update it regularly. It will help you notice changes in your needs and support ongoing conversations about your care.

How to use this document

Use the '*what matters to me in my care?*' section to write down the parts of your care that are important to you and that you would like included and considered when you are receiving aged care.

Once complete, use the '*is the care that I am receiving meeting my assessed needs?*' section to write down if there are gaps in what matters to you in your care experience and what you are receiving in your care. If there is something that is important to you but not currently being met, we encourage you to write it down.

The '*share your needs*' section lists who you can talk to make sure that family, carers, providers, workers, registered supporters or advocates understand what matters most to you in care and to work in partnership with your aged care provider to make sure that you are receiving care that meets your needs and respects and reflects your choices and preferences.

1. What matters to me in my care?

List all the things that matter to you when it comes to your care

This could be...	<i>I would like to be able to make my own cup of tea at any time of the day.</i>
	<i>I would like my family to be able to visit me at any time.</i>
	<i>I enjoy having a conversation with my aged care worker when they come to my house.</i>

2. Is the care that I am receiving delivered in a way that supports my independence, autonomy and choice?

After listing what matters to you, use this to reflect if the way you receive care and services is in line with your choices and preferences. If it is not, write down the areas that are not being met

This could look like...	<i>I can only make a cup of tea at a certain time of the day, and I can't make it myself.</i>
	<i>My family aren't allowed to visit me when I want.</i>
	<i>My aged care worker doesn't speak with me when they come to my house.</i>

Share your choices and preferences

If you believe that your choices and preferences are not currently being met, you have a right to communicate this.

Use the following options to start a conversation about your care and your preferences:

	You have a right to exercise choice and make decisions about your care. You can discuss this with your aged care worker or provider. If you have a registered supporter, you can ask them to be with you when you have this conversation.
	If you don't feel comfortable speaking directly to your aged care worker or provider, you can share your thoughts with your registered supporter, or someone you trust, and ask them to have the discussion for you.
	If you don't have a registered supporter or anyone you trust to help you, and don't feel comfortable having this discussion on your own, an independent advocate can help you to have this conversation.

OPAN's network member advocates provide **free, independent and confidential** help to ensure your rights are upheld and your wishes are met, whether you are living independently at home or in residential care. An advocate is **always on your side** and will be guided by what you want and need. Importantly, they won't talk to anyone unless you want them to.



1800 700 600

Aged Care Advocacy Line

Mon – Fri: 8am – 8pm

Saturday: 10am – 4pm

This number will connect you with the aged care advocacy organisation in your state or territory.