



Statement of Rights practice alignment tool

The Statement of Rights need to be reflected in the way we work every day, in our policies, our systems, and our actions.

Purpose

The Statement of Rights (the Rights) sets out what every older person can expect from aged care. As an aged care worker, you play a vital role in bringing these rights to life through your daily actions and decisions. This tool helps you reflect on your everyday practices and identify what you may need to change or strengthen to align with the Rights.

It is also encouraged that you use this document to talk with your team about examples that have worked well or to understand if they have advice on how to navigate similar experiences.

Instructions

1. read each of the Rights in *the Statement of Rights* table below
2. use the *Statement of Rights practice alignment tool* and consider the examples of what best practice looks like
3. reflect and capture: how am I supporting the Rights in my daily work? Identify opportunities to improve
4. record practical actions to use in your daily care practices.

The Statement of Rights

Independence and choice: Older people have the right to independence, autonomy, empowerment, and freedom of choice.

Access to care: Older people have the right to equitable access to care.

Quality and safety: Older people are entitled to quality and safe aged care services.

Privacy: Older people's privacy, and access to their information, must be respected.

Communication and feedback: Communications should be person-centred, and older people should be able to communicate and raise issues without fear of reprisal.

Support and advocacy: Older people have the right to access and be supported by a registered supporter, advocate, family, friends and social connections.

Statement of Rights practice alignment tool

Right	Practices to consider	How am I supporting this right in my daily work? Where could I improve?	Practical actions I can take
Independence, autonomy, empowerment and freedom of choice	<i>Some examples:</i> ▪ Ask for preferences and offer real choices in routines (meals, activities, timing of care) ▪ Support decision-making, even if choices are different to what I think is best ▪ Give time and information for decisions		
Equitable access	<i>Some examples:</i> ▪ Use communication techniques that are sensitive to cultural differences (for example, use interpreters or translated materials) ▪ Ask respectfully and openly about potentially relevant traditions and important customs of the older person.		
Quality and safe funded aged care services	<i>Some examples:</i> ▪ Take time to get to know the older person ▪ Look out for changes in an older person's health, mood or thinking and report risks or concerns quickly ▪ Offer a positive dining experience that supports wellbeing and a sense of belonging		
Respect for privacy and information	<i>Some examples:</i> ▪ Knock before entering rooms ▪ Hold conversations privately ▪ Protect personal information and only share with consent or when necessary for care		
Person-centred communication and ability to raise issues without reprisal	<i>Some examples:</i> ▪ Understand and respect communication preferences ▪ Encourage feedback and response respectfully ▪ Don't dismiss concerns or make someone feel unsafe to speak up ▪ If a complaint is raised, ensure the older person receives information about the outcome		
Advocates, significant persons and social connections	<i>Some examples:</i> ▪ Welcome family, friends, advocates and pets into care settings ▪ Support the older person to connect with community, culture and spirituality		