



Tip sheet: Checking for alignment between the Rights and the living experience of older people

Alignment is a cycle of listening, learning and acting.

The Statement of Rights (the Rights) have credibility when older people can feel them in their daily experiences. Regularly checking for alignment helps close the gap between what providers say and what people experience. It builds trust, protects rights, and drives continuous improvement towards delivering high-quality care.

Here are some practical ways for you to check alignment between your organisation's application of the Rights and the living experiences of older people.

1. Gather regular feedback

- proactively engage with the older person and people supporting them (such as registered supporters, their friends or family, and carers) through methods like surveys (with options for anonymity)
- run short 'pulse checks' in activities, meals or care meetings
- provide suggestion boxes and digital feedback tools.

2. Engage directly with older people

- establish resident advisory groups or councils, for more information about consumer advisory bodies visit <https://www.agedcarequality.gov.au/older-australians/consumer-advisory-bodies>
- hold co-design sessions where older people shape services and activities
- listen through informal conversations in daily routines.

3. Involve people significant to an older person, in line with their will and preferences

- invite registered supporters, family, friends, carers, and advocates into care planning, in line with the will and preferences of the older person.
- partner with cultural and community organisations to review feedback
- ensure advocates have clear channels to raise issues.

4. Analyse complaints and compliments

- track patterns across complaints, compliments and incidents
 - identify where issues reflect gaps in upholding dignity, choice or safety
 - share lessons learned transparently with workers and older people.
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5. Observe daily practice

- leaders spend time ‘on the floor’ observing interactions
 - use peer observation or buddy systems to spot gaps
 - conduct resident-led walkthroughs of aged care homes and services
 - conduct visits to people receiving in-home care.
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6. Commit to continuous improvement

- act visibly on what is heard (“you said, we did”)
 - embed rights-related indicators in audits and reviews
 - recognise and reward improvements that strengthen alignment.
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