

# Cultural safety, your rights and kinship care arrangements

Everyone has the right to culturally safe aged care that respects their identity and culture. Help is available to understand your rights.



## Cultural safety and your rights

Aged care laws in Australia include a Statement of Rights.

The *Aged Care Act 2024* (the Act) is the main law that sets out how the aged care system operates.

The Act puts the rights of older people first.

The Statement of Rights outlines the rights of all older people, including Aboriginal and Torres Strait Islander people, when accessing aged care. It means you have the right to:

- access care that feels culturally safe
- choose someone from your family or community to support you
- get the information you need
- get care that is tailored to your needs, goals and preferences

- choose what your care looks like
- take part in cultural activities, where you can speak in your language
- have your privacy respected
- raise issues when something isn't right
- stay connected to family, Country, Island Home and community.

You can talk about your rights and what is important to you with aged care services and workers.

You can get support to understand your rights from:

- your aged care service provider
- an advocate, like the Older Persons Advocacy Network
- your family, a trusted person in your community or an Elder Care Support worker.



Australian Government

Department of Health,  
Disability and Ageing

## Speaking up if something is not right

You can speak up if something is not right. It is free and private to raise a concern and protect your rights.

Call **1800 951 822** or visit **AgedCareQuality.gov.au**

If you feel that your rights aren't being respected, you can also get help from:

- Elder Care Support workers
- care finders
- an Older Persons Advocacy Network advocate.





## Aged care and kinship care arrangements

Kinship caring can be an important part of Aboriginal and Torres Strait Islander cultures. It can look different for different groups. It could be caring for an Elder, a sibling, grandparents or other kin. But sometimes kinship carers need support too.

Getting an aged care assessment or accessing services doesn't need to impact your caring arrangements. Aged care can help you to keep caring for your family as you get older. You don't need to be receiving a pension to access aged care.

## Where to get help

Get the support you need to age well – online, by phone, or in person.

-  Speak with your local health service or Elder Care Support worker
-  Visit **MyAgedCare.gov.au**
-  Call My Aged Care on **1800 200 422**
-  Visit a Services Australia office

### Help with kinship care arrangements

There are options to help you make decisions as an aged care recipient and kinship carer.

### Aboriginal and Torres Strait Islander Legal Services (ATSILS)

If you need it for your aged care rights or other concerns, you can get help with legal support with ATSILS. They provide free, culturally appropriate legal assistance and advice to Aboriginal and Torres Strait Islander people.

- Call (07) 3025 3888
- Visit [atsils.org.au](http://atsils.org.au)

### Older Persons Advocacy Network (OPAN)

You can get free, confidential and independent support from the Aged Care Advocacy Line.

- Call 1800 700 600
- Visit [opan.org.au](http://opan.org.au)

### Carers Australia

If you are a carer or kinship carer, you can get support too.

- Call 1800 422 737
- Visit [carersaustralia.com.au](http://carersaustralia.com.au)



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