

## Charter of Aged Care Rights

As an older person accessing aged care, I have a 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 choice 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.



## Aged Care Quality Standards

- Standard 1. Consumer dignity and choice
- Standard 2. Ongoing assessment and planning with consumers
- Standard 3. Personal care and clinical care
- Standard 4. Services and supports for daily living
- Standard 5. Organisation's service environment
- Standard 6. Feedback and complaints
- Standard 7. Human resources
- Standard 8. Organisational governance