



Charter of Aged Care Rights

I have the 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 choices 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.

Consumer

Provider

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Consumer (or authorised person)'s signature (if choosing to sign)

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Signature and full name of provider's staff member

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Full name of consumer

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Shadi Hanna – Manager, Aged and Disability

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Name of provider

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Full name of authorised person (if applicable)

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17 June 2019

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Date on which the consumer was given a copy of the Charter

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17 June 2019

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Date on which the consumer (or authorised person) was given the opportunity to sign the Charter