



# Supported and connected living

Services in your home  
and in the community

## English

Darebin Council offers services and support to help you to stay independent in your own home and connected to the community. If you would like to speak with someone at Council in your own language, please call 8470 8828 and ask for an interpreter.

## Arabic

يقدم مجلس داربين الخدمات والدعم لمساعدتك على البقاء مستقلاً في منزلك وملتصلاً بالمجتمع. إذا كنت ترغب في التحدث مع شخص ما في المجلس (Council) بلغتك الأم، فيرجى الاتصال بالرقم 8470 8828 وطلب مترجماً.

## Chinese

戴瑞宾市议会提供相关服务和援助，以帮助您在自己家中保持独立生活能力和与社区的联系。如果您想使用自己的母语联系市议会工作人员，请致电8470 8828并要求提供传译服务。

## Greek

Ο Δήμος Darebin προσφέρει υπηρεσίες και στήριξη για να σας βοηθήσει να παραμείνετε ανεξάρτητοι στο σπίτι σας και συνδεδεμένοι με την κοινότητα. Εάν θέλετε να μιλήσετε με κάποιον στο Δήμο στη γλώσσα σας, παρακαλούμε καλέστε το 8470 8828 και ζητήστε διερμηνέα.

## Italian

Darebin Council offre servizi e supporto per aiutarvi a rimanere indipendenti a casa vostra e connessi alla comunità. Se desiderate parlare con qualcuno al Comune nella vostra lingua, chiamate il numero 8470 8828 e chiedete di un interprete.

## Macedonian

Општина Даребин нуди услуги и поддршка за да ви помогне да останете независни во вашиот дом и поврзани со заедницата. Ако сакате да разговарате со некого во општината на вашиот јазик, ве молиме јавете се на 8470 8828 и побарајте преведувач.

## Somali

Golaha degaanka Darebin wuxuu bixiyaa adeegyo iyo taageero kaa caawinaya inaad gurigaaga u joogtid si madax bannaan oo aad bulshadana ku xirnaatid. Haddii aad jeclaan lahayd inaad kala hadashid qof Golaha degaanka adoo isticmaalaya luuqadaada, fadlan wac 8470 8828 oo weydiiso turjubaan.

## Vietnamese

Hội đồng Thành phố Darebin trợ giúp và cung ứng các dịch vụ để giúp quý vị tiếp tục sinh hoạt tự lập trong nhà riêng và kết nối với cộng đồng. Nếu muốn nói chuyện với người tại Hội đồng Thành phố bằng ngôn ngữ của quý vị, vui lòng gọi số 8470 8828 và yêu cầu thông dịch viên.

# Darebin Council support services



Our services are funded by the Commonwealth Home Support Program (CHSP) for older people.

The CHSP program is part of the national aged care system, called My Aged Care. You can call My Aged Care on 1800 200 422 or visit their website:

[www.myagedcare.gov.au](http://www.myagedcare.gov.au), if you have any questions about services and supports.

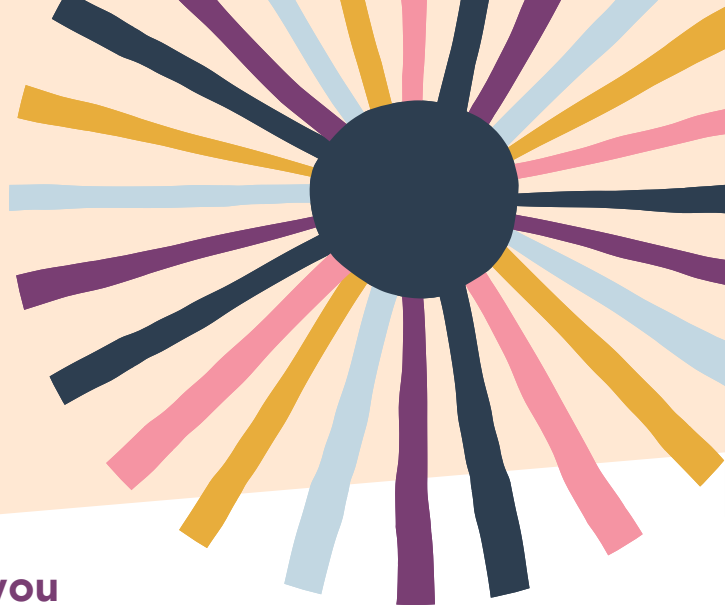
At Darebin we value diversity. We support all members of our community, regardless of their cultural background, disability, gender, religion or sexual orientation.



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# How we work with you



## Learning about you

We welcome the chance to talk to you about your story and how we can best assist you. You can also give consent for someone else to speak to us on your behalf.

## Your Service Plan

We will work with you to develop your service plan. This plan will focus on your goals. To make sure we stay up to date with your needs, we will review this plan with you every year.

## Your Support Worker

Our trusted workers assist residents with a range of different needs. All staff undergo pre-employment checks which are being monitored throughout their employment.

At the end of their shift, your worker will ask you to sign a time sheet on their mobile device. This time sheet will show the day, and the length of time they spent with you. By signing this, you are saying that you agree and we will charge you for the provided service. Please call us if there is an issue with what you have been charged.

## Changes to your services

You need to be home for your service to take place. You can call us if you require a change to your service. To avoid a cancellation fee, please let us know at least 24 hours before your service, if you would like to cancel.

There may be times where we have to change the day or time that we visit you. For example, during high heat days or during public holidays. We will give you as much notice as possible.

## Do you have a question about your service?

Call us if you interested in inquiring about an additional service, like Community Transport and Social Support.

**Call us on 8470 8828**

# Equipment and products for your service



To provide the best possible service for you, we ask that you provide the following cleaning equipment for your Community Support Worker:

## Mop and bucket

We recommend a Vileda mop.



## Your vacuum cleaner should:

- Be light weight and in good working condition.
- Be bagless or have the dust bag in place.
- Have a head for both carpet and hard wood surfaces.
- Have good suction.
- Be easily accessible.
- The cord should not be frayed.



**Please provide clothes, sponges, extension cords and ironing board.**

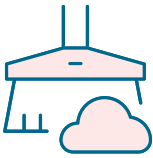


# Your Council services



## Personal Care

Assistance with hygiene, dressing, meal preparation and medication prompting.



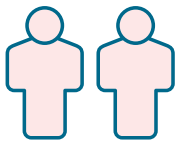
## Domestic Assistance

General house cleaning and laundry. We assist you to manage everyday domestic tasks, including shopping.



## Home or Community General Respite

Respite during the day – in the home or in the community – support for carers while providing meaningful care and activities for the person.



## Social Support and Community Engagement

A support worker can keep you company at home, help you with technology, work alongside you in the garden or support you to go out to a social event. The service can also include escorted shopping or other errands in Darebin, including transport to a medical appointment, as well as Groups Social Support.



## Windows & Gutters Cleaning Subsidy Program

We cover part of the cost for a contractor of your choice to keep your windows and/or gutters clean once a year.

**Call us on 8470 8828 for social support and services in your home.**

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## Home Maintenance and Repairs and Home Adjustments

Minor changes to your home to improve safety and access, e.g. installation of rails, hand held showers, small repairs and maintenance.



## Transport

Friendly door-to-door transport within Darebin. We help to connect you to a local seniors group or activities in the community.



## Meals - for clients with different social contact preferences

A range of nutritious and delicious meals are delivered by staff, who also provide valuable social interaction with our clients. For those who do not require in-person contact, Lite n' Easy, offers meal delivery.

**Call us on 8470 8296 for Home Maintenance/Repairs and Home Adjustments, Transport and Meals.**

# Your Council services - in the community



## Getting Active

We help to connect you to a local seniors group or activities in your community that suits your interests.

## Older and Active Directory and Newsletter

Subscribe to regular updates on local activities and information. Receive the Directory and/or Newsletter in your posted mail or via email.

You are interested in activities and events across Darebin?

Call our friendly team on 8470 8063. We can discuss your interests with you and find out what might be right for you.

## Care Finder Program

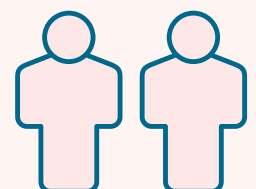
Do you or someone you know need help to navigate the aged care system? We can talk about your needs and situation to find services that help you stay healthy, safe and connected to your community.

Care Finder is free and confidential.

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**Contact Care Finder on 8470 8543 or on  
[positiveageingcarefinder@darebin.vic.gov.au](mailto:positiveageingcarefinder@darebin.vic.gov.au)**

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# Group Social Support

## Social Groups at Yanada House

Meaningful social connection can improve your mood, your mental and physical health!

Darebin City Council offers a range of social connections designed to bring people together in a welcoming and supportive environment.

### Why join:

- Meet like-minded people and build friendships
- Stay connected and improve your wellbeing
- Access support and information
- Enjoy social & recreational outings
- Visit local cafes for lunch outings
- Enjoy fun and engaging activities, including:
  - Arts and crafts
  - Music and dance
  - Gardening
  - Games
  - Gentle exercise
- A delicious morning tea and lunch is served in our centre-based programs
- Receive information & support for carers
- Dedicated programs for people living with mild memory loss
- Subsidised fees apply for all programs



.....  
**Call us on 8470 8970**  
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# Lively

Lively is a vibrant not-for-profit that's revolutionising aged care through intergenerational connection.

Our programs pair older community members with enthusiastic, big-hearted young Helpers (18-25) who bring joy, companionship, and practical assistance into their lives.

We provide flexible, personalised support for older adults in their communities, empowering elders to stay connected, creative, and curious while thriving at home longer. All relationships are built on equality and mutual exchange, where both Helpers and elders contribute to and benefit from each other's experiences and knowledge.

We do this via our **in-home support** and **community-based tech help programs**, delivered in partnership with local Councils and aged care providers.

Using this intergenerational model, Lively is creating a society where both younger and older people feel valued, connected, and supported.

## How to get started:

Visit [lively.org.au](https://lively.org.au) or scan the QR code.



## Here's what we can help out with!



### Technology

Trying to find your way around a new device, or learn about the online world? Lively Helpers provide friendly, safe and approachable help to grow your confidence.



### Social gardening

If you're looking to bring a bit of life and brightness to your garden, Lively Helpers can be your extra pair of hands to bring some joy back to your yard.



### Help around the home

Lively Helpers are trained to help you keep your home tidy and pleasant, and can help you tackle odd jobs like reorganising shelves, decluttering or cleaning windows.



### Personal projects

Don't be afraid to think creatively! Let a Lively Helper help you paint that outdoor furniture, organise your photos, write your life story, or start a new craft project.



### Transport out and about

Lively Helpers can help you get out of the house for outings and appointments, by personal vehicle or company on foot or public transport.



*"We did heaps of stuff in our last session! Rebekah helped me with locating emails, and then getting them onto my mobile phone, then we re-framed a picture and then re-potted some cyclamens. A very productive session! I love the variety."*



*"I've learned how to communicate with my children and grandchildren via video calls, it's been really nice to see their faces. I'm finding out things that I never thought I could do. I did a European tour 5 years ago, after a few sessions with my Helper, I could track my trip and retrace my steps."*



*"We always find a range of topics to discuss whilst we work in the garden together, or when we sit and have a break. I have had two marvellous benefits from this program- one a much tidier garden than I would have ever achieved, and two, the benefit of working with my Helper, Temby."*



Lively partners with local Councils and aged care providers to provide services, so that older Australians can access government support to pay for Lively Helper sessions. Reach out to find out if we're working with a partner in your area!

**Want to find out more?**

Visit [lively.org.au](https://lively.org.au) or scan the QR code.

**Lively**

# Your safety and wellbeing



## If you don't respond to a service

If you don't answer the door for your scheduled service, we want to ensure you are safe.

- We will call you and leave a message when there is no answer.
- Then we will try to call your emergency contacts and leave a message if there is no answer.
- If we are not able to contact you or your emergency contacts, we will call your GP.
- If we are unable to confirm your safety, we will contact the main public hospitals.
- A support worker will revisit your home to check on your welfare.
- Finally, if we still cannot confirm that you are safe, the local police may be contacted to conduct a welfare check.

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**Call us on 8470 8828**

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## **Safety for our staff**

Darebin Council has to make sure that your home is a safe workplace for our staff.

### **We ask that you:**

- Let us know if you feel unwell or are suffering from an illness that might be contagious.
- Are at home for the duration of the service.
- Do not smoke indoors prior to staff arriving and while staff are present.
- Make sure that getting into and around your home is safe and easy.
- Keep any animals in a separate room or outside.
- Have a working smoke detector.
- Make sure equipment and products are safe.
- Please treat our staff with respect and free from abuse.
- Please ensure that valuables are stored away during your service for security and safety reasons.

# Survive the Heat

During summer when the days get hotter, we want to make sure that you and our Community Support Workers are safe.

On very hot days we will continue our services for you, performing basic tasks. For their health and safety, your worker will be instructed to have regular breaks.

If a service is scheduled for you, please turn on your air conditioning before your support worker arrives.

Other changes to your services when temperatures are forecast to be 36 degrees and over (as per Watsonia weather records):

- Domestic assistance service is limited to a maximum of 30 minutes and will be moved to the morning or may be cancelled.
- Domestic assistance service will not include any sweeping, mopping, vacuuming or other physically demanding tasks.
- Shopping services will be provided in the morning and will only take place in locations with air-conditioning.
- Shopping is focused on essentials such as banking, medication and basic food items and may be unescorted.
- Personal care service will be provided in the morning only.
- Respite shifts can be provided in the afternoon as long as air-conditioning is available.

We will not be able to call you about these changes, however your community support worker will let you know when they arrive.

# Your information – it's private

## Privacy Legislation

Darebin City Council ( "Council" ) collects, holds and manages personal information under the Privacy and Data Protection Act 2014 (Vic) ( "PDP Act" ) and health information under the Health Records Act 2001 ( "HR Act" ).

## Why do we collect your personal and health information?

Your personal and health information will only be used by our Supported and Connected Living Department staff who use Carelink Plus and are trained to contact you regarding:

- your My Aged Care plan
- your personal and health information are collected from your referral from My Aged Care to Council
- this information is used to set you up on Council' s Customer Relationship Management System, Carelink Plus
- we then use this information to contact you about creating a My Aged Care Plan for your services
- when we come to visit you, we may also take notes about your service plan. These will be kept with your client record

The Council may provide personal information to its agents, such as its lawyers and interpreters. At times, the Council may be legally required to disclose personal and health information, for instance to the police or courts.

Sensitive information is defined in Council's Privacy Policy. We may be required to ask for sensitive information (such as individual' s racial or ethnic origin) for the purpose of it being necessary to carry out research, or the compilation or analysis of statistics about government funded targeted services. This has the benefit of enabling government to assess whether public funds are being spent effectively.

Council commits to assessing our progress and performance on service delivery and improving customer experience by engaging customers in an Annual Satisfaction Survey. Please let Council know if you would like to not be contacted for this purpose.

If you choose not to provide your personal and health information, we may not be able to provide a full range of services.

## Who will see your Information?

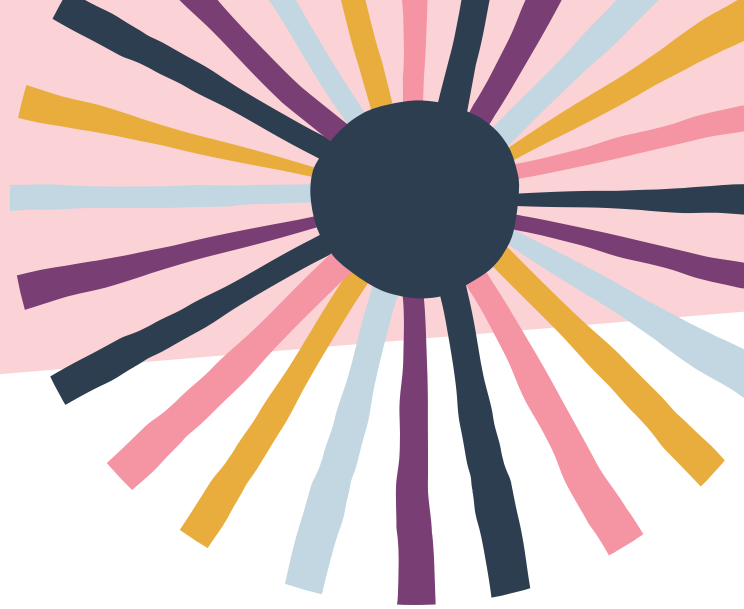
- the Supported and Connected Living Department who use Carelink Plus
- our finance team issue a monthly invoice that reflect the services delivered that month.

## How do I access or correct my information?

If you would like to gain access to your personal information or correct it, you can contact Council's Freedom of Information officer on 8470 8888 or email to [foi@darebin.vic.gov.au](mailto:foi@darebin.vic.gov.au)

You can access the Council's privacy policy by emailing [privacy.officer@darebin.vic.gov.au](mailto:privacy.officer@darebin.vic.gov.au) or from our customer centre. For further information on privacy matters please call Council's Privacy Officer on 8470 8888 or email to [privacy.officer@darebin.vic.gov.au](mailto:privacy.officer@darebin.vic.gov.au)

# How we respond to your complaints



## Tell us what you think!

We love to hear your positive feedback and welcome your complaints to improve our services. We will respond to your feedback in a respectful, private and timely manner.

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**Speak to your Community Support Worker, or Darebin's Customer Service. Call us or send us an email via [adfeedback@darebin.vic.gov.au](mailto:adfeedback@darebin.vic.gov.au).**

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A client has the right to call an advocate of their choice to present any complaints and to help them through the complaints management process.

Clients (or their representative) can raise a complaint in the following ways:

- contact My Aged Care to discuss concerns and raise a complaint if needed on 1800 200 422 or write to:

### **My Aged Care Complaints**

PO Box 1237

Runaway Bay QLD 4216

- contact their aged care assessor and seek a resolution through their complaints process
- directly with their provider through their publicly available complaints system
- contact ACQSC on an open, confidential or anonymous basis by calling 1800 951 822 (free call) or by visiting the ACQSC website.

Further information on making complaints is available on the My Aged Care website

**The Aged Care Quality and Safety Commission** can assist you with complaints about your Aged Care Provider. You can visit their website [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au) or phone 1800 951 822.

**Victorian Ombudsman** can assist you with complaints about Councils.

You can visit their website [ombudsman.vic.gov.au/complaints](http://ombudsman.vic.gov.au/complaints) or phone 9613 6222.

**We will let you know that we have received your complaint or your request for an internal investigation within two business days.**



# Advocating for you

**An advocate can be a friend or family member. Also an organisation that is funded to provide the service.**



An advocate can assist your interactions with Darebin Council, to make sure we have considered your needs and wishes when providing you with a service.

## **An advocate works with you to:**

- Understand what you want Council to know about how our services meet your needs.
- Help you to understand your rights.
- Negotiate on your behalf.
- Help you to plan for services you receive from Council.
- Support you if you wish to make a formal complaint.

## **You can have an advocate at any time during your interaction with Council. Specifically if:**

- You have difficulty understanding information.
- You don't fully understand your rights and responsibilities.
- You raised a complaint but are not satisfied with the response.
- You believe Council made a decision about your services without fully considering your circumstances.

## **My Aged Care and my Advocate**

My Aged Care will ask you to nominate your support network, for example your 'emergency contact'. or you can nominate an advocate. All communication from My Aged Care service providers will be with your primary contact. You can call My Aged Care on 1800 200 422 to check or update your contact.

## **Where can I find an advocate?**

- Ask a trusted friend or family member.
- National Aged Care Advocacy Line on 1800 700 600.
- Office of the Public Advocate and Guardianship Board on 1300 309 337.
- Human Rights and Equal Opportunity Commissioner on 1300 292 153.
- State Trustees on 9667 6444.
- Older Persons Advocacy Network on 1800 700 600.



# Darebin Councils support services fees in 2024-2025

## Commonwealth Home Support Program (CHSP)

	<b>LOW FEE</b>	<b>MEDIUM FEE</b>	<b>HIGH FEE</b>
<b>Fees for single person per hour</b>	<b>Annual income under \$39,089</b>	<b>Annual income \$39,089 - \$86,208</b>	<b>Annual income over \$86,208</b>
Domestic assistance	\$7.50	\$13.90	\$50.30
Personal care	\$5.50	\$12.40	\$52.50
Flexible respite	\$4.40	\$7	\$49.20
Social support individual	\$7.50	\$13.90	\$50.30
Home maintenance	\$14.50 plus material	\$22.50 plus material	\$61.00 plus material
Community transport	\$5 return trip	\$5 return trip	\$5 return trip
Delivered meals	\$10.50 for 3-course; \$8 for 2-course	\$10.50 for 3-course; \$8 for 2-course	\$10.50 for 3-course; \$8 for 2-course
Social support individual, transport	\$7.50 plus \$1.30/km travelled	\$13.90 plus \$1.30/km travelled	\$50.30 plus \$1.30/km travelled

<b>Fees for couples per hour</b>	<b>Annual income under \$59,802</b>	<b>Annual income \$59,802 - \$115,245</b>	<b>Annual income over \$115,245</b>
Domestic assistance	\$8.00	\$19.40	\$50.30
Personal care	\$5.50	\$12.40	\$52.50
Flexible respite	\$4.40	\$7	\$49.20
Social support individual	\$8	\$19.40	\$50.30
Home maintenance	\$15.70 plus material	\$23.50 plus material	\$63.00 plus material
Community transport	\$5 return trip	\$5 return trip	\$5 return trip
Delivered meals	\$10.50 for 3-course; \$8 for 2-course	\$10.50 for 3-course; \$8 for 2-course	\$10.50 for 3-course; \$8 for 2-course
Social support individual, transport	\$8.00 plus \$1.30/km travelled	\$19.40 plus \$1.30/km travelled	\$50.30 plus \$1.30/km travelled

<b>Fees for families per hour</b>	<b>Annual income under \$66,009</b>	<b>Annual income \$66,009 - \$118,546</b>	<b>Annual income over \$118,546</b>
Domestic assistance	\$8.00	\$19.70	\$50.30
Personal care	\$5.50	\$12.40	\$52.50
Flexible respite	\$4.40	\$7.00	\$49.20
Social support individual	\$8.00	\$19.70	\$50.30
Home maintenance	\$15.70 plus material	\$23.50 plus material	\$63.00 plus material
Community transport	\$5 return trip	\$5 return trip	\$5 return trip
Delivered meals	\$10.50 for 3-course; \$8 for 2-course	\$10.50 for 3-course; \$8 for 2-course	\$10.50 for 3-course; \$8 for 2-course
Social support individual, transport	\$8.00 plus \$1.30/ km travelled	\$19.70 plus \$1.30/km travelled	\$50.30 plus \$1.30/km travelled

## Darebin Council Social Support Group – CHSP and Home Care Packages (HCP) - Fees in 2024-2025

SOCIAL SUPPORT GROUPS - CHSP	FEE	SOCIAL SUPPORT GROUPS – HCP	FEE
Social Support Group – full session	\$20	Social Support Group – Full Session – HCP Level 1&2	\$70
Social Support Group – short session	\$7.50	Social Support Group – Short Session – HCP Level 1&2	\$30
Social Support Group – short session, transport	\$5	Social Support Group – Short Session Transport - HCP Level 1&2	\$15
		Social Support Group – Full Session – HCP Level 3&4	\$120
		Social Support Group – Short Session – HCP Level 3&4	\$50
		Social Support Group – Short Session Transport – HCP Level 3&4	\$15

## Home and Community Care Program for Younger People (HACC PYP) - Fees in 2024-2025

	LOW FEE	MEDIUM FEE	HIGH FEE
<b>Fees for single person per hour</b>	<b>Annual income under \$39,089</b>	<b>Annual income \$39,089 - \$86,208</b>	<b>Annual income over \$86,208</b>
Domestic assistance	\$7.50	\$13.90	\$52.40
Flexible Service Response	\$7.50	\$15.70	\$52.40
Home maintenance	\$14.50 plus material	\$22.50 plus material	\$63.00 plus material
Flexible respite	\$7.50	\$13.90	\$52.40
Personal care	\$7.50	\$13.90	\$52.40
Delivered meals	\$10 for 3-course; \$8 for 2-course	\$10 for 3-course; \$8 for 2-course	\$10 for 3-course; \$8 for 2-course
Social support individual, transport	\$7.50 plus \$1.30/km travelled	\$15.70 plus \$1.30/km travelled	\$52.40 plus \$1.30/km travelled

**Please note: The full cost of the service will be charged in the event of late cancellation or non attendance if no relevant reason provided (e.g. hospital admission).**



ABN 75 815 980 522

# SAMPLE INVOICE

## TAX INVOICE/STATEMENT

Darebin Customer  
14 Reservoir Avenue  
RESERVOIR VIC 3073

Date invoice was printed:

Please pay by this date:

<b>Account No.</b>	<b>1009999</b>
<b>Issue Date.</b>	03/04/2025
<b>Due Date.</b>	31/04/2025
<b>Page No.</b>	1/1

030

### AGED SERVICES

Payments received after 03/04/25 may not appear on this invoice.

Date	Ref No.	Description	Amount
		Brought Forward Balance	\$55.00
30/03/2025	007544159	Payment Received	-55.00
13/03/2025	005146689	Social Support Group	20.00
19/03/2025	005146867	Social Support Group	20.00
05/03/2025	005147184	Personal Care 0.58 HOURS	5.38
12/03/2025	005147900	Personal Care 0.58 HOURS	5.38
09/03/2025	005148906	Domestic Assistance 1.00 HOURS	7.25

Amount unpaid from previous month/s:      Amount unpaid from this invoice period:

Overdue	Current	Total Due
\$00.00	\$58.01	\$58.01

(\*) Taxable Item

Australia Post



\*326 001009999 Amount \$40.70

### PAYMENT OPTIONS

**Phone** Call 1300 954 297 (Press 4 for debtor's account)  
Account No.: 1009999

**Internet** Visit [www.darebin.vic.gov.au](http://www.darebin.vic.gov.au)  
Account No.: 1009999

**In person** Present this account for payment at any Australia Post Office or Darebin Customer Service Centre



**Billpay Code: 0326**  
Ref: 0010 0999 9

In person at any post office,  
by phone 13 18 16 or go to  
[postbillpay.com.au](http://postbillpay.com.au)



**Biller Code: 214338**  
Ref: 0100 999 9

Account No. **1009999**  
Account Name Darebin Customer  
Date 09/04/2025  
**Amount Due \$40.70**



## EXPLAINING YOUR SERVICE HOURS AND MINUTES

0.08 HRS	=	5 MINUTES
0.17 HRS	=	10 MINUTES
0.22 HRS	=	13 MINUTES
0.25 HRS	=	15 MINUTES
0.33 HRS	=	20 MINUTES
0.42 HRS	=	25 MINUTES
0.50 HRS	=	30 MINUTES
0.58 HRS	=	35 MINUTES
0.67 HRS	=	40 MINUTES
0.75 HRS	=	45 MINUTES
0.83 HRS	=	50 MINUTES
0.92 HRS	=	55 MINUTES
1.00 HRS	=	60 MINUTES



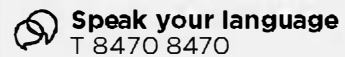
### CITY OF DAREBIN

274 Gower Street, Preston  
PO Box 91, Preston, Vic 3072  
T 8470 8888 F 8470 8877  
E [mailbox@darebin.vic.gov.au](mailto:mailbox@darebin.vic.gov.au)  
[darebin.vic.gov.au](http://darebin.vic.gov.au)



**National Relay Service**  
[relayservice.gov.au](http://relayservice.gov.au)

If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service.



**Speak your language**  
T 8470 8470

العربية	Italiano	Soomalii
繁體中文	Македонски	Español
Ελληνικά		اردو
	ਪੰਜਾਬੀ	Tiếng Việt

# Direct Debit / Credit Card

## City of Darebin Direct Debit / Credit Card Arrangement



**Darebin's Direct Debit system allows you to nominate a savings, cheque account or credit card from which your Homecare, Meals Service, Home Maintenance and Family Day Care fees are automatically deducted.**

### **Option 1.**

Your fortnightly service fees are deducted from your nominated account or charged to your credit card on their due dates.

### **Option 2.**

An agreed amount is deducted from your nominated account or charged to your credit card on each payment run.

If there are outstanding amounts owing and you wish to utilise this payment method, please contact the service enquiry number on your account for further information.

Once established the **Direct Debit / Credit Card Arrangement** continues on until your service ceases, unless written notification is received to cancel the Direct Debit.

Paying your service charges by **Direct Debit / Credit Card** is a convenient and easy way for you to ensure that your accounts are always paid on time.

### **When will my bank account / credit card be debited?**

Your **Direct Debit / Credit Card** will be debited on the same day each fortnight.

**To begin a Direct Debit Arrangement all you need to do is:**

- Have a current savings, cheque account or credit card.
- Fill out and sign the application form nominating either Option 1 or Option 2.
- Contact your bank or financial institution to ensure that the BSB and Account number details are correct and that your nominated account allows Direct Debit.
- Send your completed application form to:

**City of Darebin  
PO Box 91  
Preston Vic 3072**

Your Homecare, Meals Service, Home Maintenance and Family Day Care fees will then be automatically debited from your account as they fall due.

**You can download the Direct Debit Form from the internet or alternatively please contact Council on 8470 8888 and additional forms will be mailed to you.  
[www.darebin.vic.gov.au](http://www.darebin.vic.gov.au)**

**If you wish to cancel this arrangement at any time, written advice must be given to City of Darebin.**

# Direct Debit / Credit Card Request Service Agreement

Please retain this agreement and store with your account

<b>1. Debiting your account</b>	1.1 By signing a <i>direct debit / credit card request</i> , you have authorised us to arrange for funds to be debited from your account or charged to your credit card. You should refer to the <i>direct debit / credit card request</i> and this agreement for the terms of the arrangement between us and you. 1.2 We will only arrange for funds to be debited from <i>your account or credit card</i> as authorised in the <i>direct debit / credit card request</i> . 1.3 If the <i>debit day</i> falls on a day that is not a <i>banking day</i> , we may direct <i>your financial institution</i> to debit <i>your account</i> on the following <i>banking day</i> . If you are unsure about which day <i>your account</i> has or will be debited you should ask <i>your financial institution</i> .
<b>2. Changes by us</b>	We may vary any details of this agreement or a <i>direct debit / credit card request</i> at any time by giving you at least fourteen (14) days' written notice.
<b>3. Changes by you</b>	3.1 Subject to 3.2 and 3.3, you may change the arrangements under a <i>direct debit / credit card request</i> by contracting us on 8470 8880. 3.2 If you wish to stop or defer a <i>debit payment</i> you must notify us in writing at least 5 days before the next <i>debit day</i> . This notice should be given to us in the first instance 3.3 You may also cancel your authority for us to debit your account at any time by giving us 5 days notice in writing before the next <i>debit day</i> . This notice should be given to us in the first instance.
<b>4. Your obligations</b>	4.1 It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the <i>direct debit / credit card request</i> . 4.2 If there are insufficient clear funds in your account to meet a <i>debit payment</i> . (a) you may be charged a fee and/or interest by your financial institution; (b) you may also incur fees or charges imposed or incurred by us; and (c) you must arrange for the <i>debit payment</i> to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the <i>debit payment</i> . 4.3 You should check your account statement to verify that the amounts debited from your account are correct 4.4 If Darebin City Council is liable to pay goods and services tax ('GST') on a supply made in connection with this agreement, then you agree to pay Darebin City Council on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.
<b>5. Dispute</b>	5.1 If you believe that there has been an error in debiting your account, you should notify us directly on 8470 8880 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. 5.2 If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted 5.3 If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding. 5.4 Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between us and you. If we cannot resolve the matter you can still refer it to your financial institution which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.
<b>6. Accounts</b>	You should check: (a) with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions. (b) Your account details which you have provided to us are correct by checking them against a recent account statement; and (c) With your financial institution before completing the <i>direct debit request</i> if you have any queries about how to complete the <i>direct debit request</i> .
<b>7. Confidentiality</b>	7.1 We are collecting this information for the purpose of processing the payment of Council service charges via <i>Direct Debit / Credit Card</i> payment. We will keep the information (including your account details) confidential, and will take reasonable steps to ensure that all information that we have about you is kept secure. 7.2 We will only disclose this information; (a) For the purpose of this agreement; or (b) to the extent specifically required by law You may access this information by contacting Council on 8470 8880.
<b>8. Notice</b>	8.1 If you wish to notify us in writing about anything relating to this agreement, you should write to Darebin City Council PO Box 91 Preston 3072 8.2 We will notify you by sending a notice in the ordinary post to the address you have given us in the <i>direct debit / credit card request</i> . 8.3 Any notice will be deemed to have been received on the third <i>banking day</i> after posting.

Please complete details and return this form to:  
 Darebin City Council, PO Box 91 Preston VIC 3072



<b>DIRECT DEBIT / CREDIT CARD REQUEST</b>	
<b>Request and Authority to debit the account / credit card named below to pay Darebin City Council</b>	
<b>Request and Authority To Debit</b>	<p><b>Surname or Company Name</b> <input type="text"/> ('you')</p> <p><b>Given Names or ACN/ARBN</b> <input type="text"/></p> <p>Request and authorise <b>Darebin City Council, ID No. 407191</b>, to arrange, through its own financial institution, for any amount Darebin City Council may debit or charge you to be debited through the Bulk Electronic Clearing System from an account held at the financial institution identified below and paid to the Debit User, subject to the terms and conditions of the Direct Debit Request Service Agreement (attached)</p>
<b>Insert the name and address of bank or financial institution at which account is held</b>	<p><b>Bank/Financial Institution Name</b> <input type="text"/></p> <p><b>Address</b> <input type="text"/></p>
<b>Insert details of account to be debited</b>	<p><b>Name of Account</b> (ie. A. Citizen) <input type="text"/></p> <p><b>BSB number</b> <input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/></p> <p><b>Account number</b> <input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/></p>
<b>Insert details of credit card to be debited</b>	<p>MasterCard <input type="checkbox"/> Visa <input type="checkbox"/> <b>Expiry Date</b> ____ / ____</p> <p><b>Card No.</b> <input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/></p> <p><b>Cardholder Name</b> <input type="text"/></p>
<b>Acknowledgement</b>	<p>By signing this Direct Debit / Credit Card Request you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and Darebin City Council as set out in this Request and in your Direct Debit / Credit Card Request Service Agreement.</p>
<b>Insert your signature and address</b>	<p><b>Signature</b> <input type="text"/></p> <p>(If signing for a company, sign and print full name and capacity for signing eg. Director)</p> <p><b>Address</b> <input type="text"/></p> <p><b>Telephone No.</b> <input type="text"/> <b>Date</b> ____ / ____ / ____</p>
<b>Please indicate</b>	<p>Homecare <input type="checkbox"/> Meals Service <input type="checkbox"/> Home Maint. <input type="checkbox"/> Family Day Care <input type="checkbox"/></p>

**Tick preferred payment method:**

Outstanding Balance

Agreed Fortnightly Amount   
 (Amount to be debited / charged \$ \_\_\_\_ .00)

If you do not wish to receive a monthly statement, please tick this box

**If you have any queries please contact Council on 8470 8888**

## Definitions

**account** - the account held at your financial institution from which we are authorized to arrange for funds to be debited, being a Cheque or Savings Account only.

**agreement** - this Direct Debit Request Service Agreement between you and us

**banking day** - a day other than a Saturday or a Sunday or a public holiday listed throughout Australia

**debit day** - the day that payment is due to Council

**debit payment** - a particular transaction where a debit is made

**direct debit request** - the direct Debit Request between us and you

**us or we** - Darebin City Council (the Debit User) – the organisation you have authorized by signing a direct debit request

**you** - the customer who signed the direct debit request

**your financial institution** - the financial institution where you hold the account that you have authorised us to arrange to debit.

### Please Note:

This is a continuous agreement, that can only be cancelled on written notification received by Council.

You will receive a monthly statement from Darebin Council when the amount owed is greater than \$0. You are not required to make any additional payment upon receipt of this statement. The statement is for your information only.





# 1800 ELDERHelp (1800 353 374)

I am **treated** with **respect** by family and friends

I **know** how my **money** is being spent

I **choose** what happens in my **home**

**Decisions** about my life are in my **best interest**

My will reflects **my own wishes**

I **know** where my **medication** is

If you answered **'no'** to any of these statements, you may wish to **talk to someone you can trust.**



If you experience, witness, or suspect elder abuse, call the **free and confidential** National Elder Abuse phone line for information, support and referrals.  
In an emergency, contact **000.**

# Strengthened Aged Care Quality Standards





# What is open disclosure?

**Everyone in aged care has the right to be safe and treated with dignity and respect.**

Open disclosure is a conversation your aged care provider must have with you if something goes wrong that has or could have caused you harm.

Open disclosure can help you to speak up about issues and how they have affected you. You can also make suggestions to your aged care provider so together you can resolve any issues.

**Open disclosure requires your aged care provider to take action when something goes wrong. They must:**



**Check that you are ok and respond quickly to provide the support you need**



**Acknowledge the issue and apologise**



**Find out and explain what happened**



**Learn from the experience and make improvements**

## **When these open conversations happen, you should be supported to take part in any discussions.**

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This means your provider must engage with you and communicate with you honestly and openly. This will help you to make informed choices so that you can get the most out of your care.

You have the right to access an aged care advocate to support you during these discussions. An advocate is a person that can stand beside you or work on your behalf to represent your wishes.

If you're not comfortable speaking to your aged care provider or you're not satisfied with their response, it is important that you talk about it. There are services available to help you including the Older Persons Advocacy Network (OPAN). You can call OPAN on 1800 700 600.

You can also raise a concern or make a complaint by contacting the Aged Care Quality and Safety Commission on 1800 951 822.



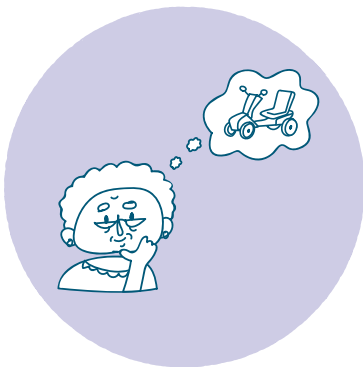
**Australian Government**  
**Aged Care Quality and Safety Commission**

# What is dignity of risk?

**Dignity of risk is another way of saying you have the right to live the life you choose, even if your choices involve some risk.**

If something you want to do involves some risk to you, your aged care provider should support you and your representative to understand the risks and manage them. They should also respect your wishes and preferences.

Your aged care provider should:



**Make sure you understand the risks to you and others**



**Work with you to manage those risks**



**Respect your decisions**

## Dignity of risk is a big part of person-centred care.

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This means you have the right to make decisions about your care and services.

Dignity of risk is included in the Aged Care Quality Standards. These Standards require your provider to recognise and respect your unique identity, culture, social connections, wellbeing and needs.

This will help you to maintain your independence.

Your aged care provider should support you to take risks, so you can live your best life.

If you, your family or representatives have concerns about the care you or someone else is receiving, it is important to talk about it. Talk to your aged care service, the **Older Persons Advocacy Network on 1800 700 600** or the **Aged Care Quality and Safety Commission on 1800 951 822**.

**Let's stay safe together.**



Australian Government  
Aged Care Quality and Safety Commission



# What is the Serious Incident Response Scheme?

Information for home services care recipients

**1800 951 822**  
agedcarequality.gov.au



## The Serious Incident Response Scheme (or SIRS) helps reduce the risk of abuse and neglect for people who receive aged care.

On 1 December 2022, the SIRS was extended from residential aged care to include home care and flexible aged care delivered in a home or community setting.

### What home services providers must do

Your provider must record all incidents that occur when delivering aged care and services in their incident management system. This includes recording an incident that nearly happened or when someone suspects that something happened. This is so they can learn from the incident and improve their practices so that incidents don't occur again.

Your home services provider must notify the Aged Care Quality and Safety Commission (the Commission) of certain reportable incidents that

happen while delivering your care and services. The Commission will determine if any regulatory action should be taken.

### What is a reportable incident?

A serious incident your provider must report to the Commission could be:

- **Unreasonable use of force** – like kicking, punching or rough handling
- **Unlawful sexual contact or inappropriate sexual conduct** – like stalking, making sexual advances or unwanted sexual touching
- **Psychological or emotional abuse** – like yelling, name calling or ignoring
- **Stealing or financial coercion by a staff member** – like stealing money or pressuring you to give money
- **Neglect** – like not giving you the care you need to stay well
- **Inappropriate use of restrictive practices** – like using physical force or medication to restrict your freedom or movement

- **Missing consumers** – where a care recipient goes missing
- **Unexpected death** – like someone dying unexpectedly because they did not receive proper care and services.

## What should I expect from my provider?

If an incident like this happens to you while you are receiving care, staff must:

- check that you are okay, talk to you about what happened and work with you to resolve the issue
- record all incidents in their incident management system
- report serious incidents to the Commission.

## Your aged care rights

You have the right to safe, quality care and to live without abuse or neglect. It's always okay to speak up if you are concerned about an issue or incident.

Any incidents or concerns can be raised by you, your representative or by staff to your home services provider. You should not be treated differently if you raise a concern or exercise any of your rights under the [Charter of Aged Care Rights](#).

## Where can I go for help?

If you do not feel comfortable talking to your provider or were not satisfied when you did, you can contact the Commission or an advocacy service for help and support.

### Aged Care Quality and Safety Commission

You can raise concerns or make a complaint about the aged care services you receive by calling the Commission on **1800 951 822 (free call)**. You can also contact us by [online form, email or post](#).

### Translation services

If translation services are required, call Translating and Interpreting Service (TIS National) on **131 450**, and ask the operator to contact us.

### Older Persons Advocacy Network (OPAN)

An advocate is an independent person who helps you understand your rights and supports you to sort out your aged care concerns. They can help you talk to your provider about a problem or raise a complaint with us. This free and confidential help is available from the Older Persons Advocacy Network (OPAN). Call OPAN on **1800 700 600 (free call)** or visit [opan.org.au](http://opan.org.au).

5 December 2022



#### Phone

1800 951 822



#### Web

[agedcarequality.gov.au](http://agedcarequality.gov.au)



**Write** Aged Care Quality and Safety Commission GPO Box 9819, in your capital city





## Antibiotics (Antimicrobials) and older people – what you should know

A resource for older people, their families and carers.

### What are antibiotics?

Antibiotics are important medicines that we rely on to treat infections caused by bacteria (e.g. pneumonia). Bacterial infections can be very serious in older people. Antibiotics are part of a larger group of medicines called antimicrobials, which are used to treat a range of infections. Other antimicrobials can be used to treat infections caused by viruses (e.g. flu), fungi (e.g. thrush) or parasites (e.g. threadworm or scabies).

Sometimes antibiotics are prescribed when they are not needed. Using antimicrobials when we don't need them is a risk to our health and contributes to the problem of antimicrobial resistance.

### What is antibiotic (antimicrobial) resistance?

When you take antimicrobials, they kill the germs (the bacteria, virus, fungus or parasite) causing your sickness, but they also kill some of the germs that you carry in your body that keep you healthy.

Overuse increases the chance of some germs becoming resistant, which means when you next need antimicrobials they may no longer work to treat your infection.

This is important, because if you get an infection caused by resistant germs it can be difficult or even impossible to treat. You might require a long stay in hospital, alternative antimicrobials that have more side effects or injections rather than oral antimicrobials. Resistant germs can multiply and spread to other people you have contact with, then these people can also develop antimicrobial-resistant infections.



### Why is antimicrobial resistance a concern for older people?

If older people 'catch' antimicrobial-resistant germs, they could get very sick or even die because the first antimicrobial they receive doesn't work. Older people are especially vulnerable because they:

- Are more likely to have poor health or a weaker immune system
- May have frequent hospital admissions which expose them to other germs
- May have devices, such as indwelling catheters, that can give germs direct access into the body
- May live where they are close to other people, such as an aged care home.

Smart use of antimicrobials helps keep us healthy, stops antimicrobial resistance, and ensures that these life-saving medicines are available for future generations.

**AUSTRALIAN  
COMMISSION  
ON SAFETY AND  
QUALITY IN  
HEALTH CARE**

## If you have an infection and your doctor is considering antimicrobials, ask:

- Why am I taking this medicine?
- Will I get better without this medicine?
- What are the risks of taking this medicine?
- Will this medicine interact with my other medications?
- How should I take this medicine (e.g. before food) and for how long?
- How will I know the medicine is working and what should I do if I don't improve?
- Is there anything else I can do to help? e.g. rest, paracetamol

Many infections get better without antimicrobials.



## Tips to reduce antimicrobial-resistant infections

- ✓ Ask what you can do to feel better and treat your symptoms without antibiotics. Infections caused by viruses don't need antibiotics.
- ✓ Talk with your doctor if you have any questions about your antimicrobials, or if you develop any side effects.



## Tips to stay healthy

Healthy habits can protect you from infections and help stop antimicrobial-resistant germs from spreading to and from others.

- ✓ Wash your hands with soap and water or use an alcohol-based hand rub often.
- ✓ Ask others to wash their hands before touching you and especially when caring for any wounds or catheters you may have.
- ✓ Ask carers, family or friends not to visit when they don't feel well.
- ✓ Get recommended vaccines, such as the flu, pneumococcal (pneumonia) and COVID-19 vaccines.
- ✓ Take good care of yourself if you have a chronic condition, like diabetes.
- ✓ Covering your cough to prevent the spread of germs.



## Family members and carers can support an older person by:

- Communicating with your loved one's doctors, healthcare workers and carers
- Helping your loved one understand why medicines are being prescribed, how long they should be taken for, and the risks and benefits
- Making sure you know what your loved one's wishes are should they become unwell.



## Using antimicrobials when they are not needed can do more harm than good

- Side effects of antimicrobials can be a rash, nausea, diarrhoea, or fungal infections (e.g. thrush) and older people can be more prone. More serious side effects include *Clostridioides difficile* infection (also called *C. difficile* or *C. diff*), a germ which causes diarrhoea that can lead to severe bowel damage and even death
- Life-threatening allergic reactions can also occur, which can be more severe in older people
- Older people may also be taking other medicines that can interact with antimicrobials.



# A new rights-based Aged Care Act

The new Aged Care Act will put the rights of older people first. It includes a Statement of Rights for older people accessing aged care services. This fact sheet is a plain language summary of those rights.

## About the Statement of Rights

The Australian Government is changing Australia's aged care laws. The *Aged Care Act 2024* (the new Act) has a Statement of Rights. This explains what rights older people have when accessing aged care services funded by the Australian Government. The Statement of Rights will replace the current Charter of Aged Care Rights on 1 July 2025.

The full Statement of Rights from the new Act is at the end of this fact sheet.

## What the Statement of Rights means for you

The Statement of Rights will help make sure you are at the centre of your aged care.

It gives you the right to:

- make your own decisions about your own life
- have your decisions not just accepted, but respected
- get information and support to help you make decisions
- communicate your wishes, needs and preferences
- feel safe and respected
- have your culture and identity respected
- stay connected with your community.

## Independence, choice and control

You have the right to make your own decisions and have control over:

- what funded aged care services you use
- how you access funded aged care services and who provides them
- your money and belongings.

You have the right to get support to make these decisions if you need to.

You also have the right to choose how you live, even if there is some personal risk. For example, choices about your social life and close relationships.

## Fair access

You have the right to a fair and accurate assessment to find out what funded aged care services you need.

This assessment should be done in a way that suits you. It should respect your:

- culture and background
- personal experience and any trauma
- cognitive conditions, such as dementia.

You also have the right to get the kind of care you need, when you need it. This includes palliative care and end-of-life care.

## Safety and quality

You have the right to safe, quality and fair funded aged care services that treat you with dignity and respect.

This includes the right to access funded aged care services that:

- value and support your identity, culture and background
- respect your experience, including any trauma
- are accessible and meet your needs
- are free from violence, abuse and neglect.

You have the right to access funded aged care services from:

- workers with the right training, skills and experience
- providers that meet all the conditions under the aged care laws.

If you feel unsafe when accessing aged care, you can get free support from lawyers, social workers and other specialists. Visit the [Attorney-General's website](#) for more information on protection against elder abuse.

## Respect for your privacy and information

Your provider must:

- respect your personal privacy
- protect your personal information, such as information about your health and finances
- allow you to choose when your personal information can be given to someone else, such as an advocate or a lawyer.

You have the right to get records and information about your rights and the funded aged care services you use. This includes how much they cost.

## Communication that meets your needs

You have the right to:

- get information in a way you understand
- give feedback.

You have the right to communicate in the language or method you prefer. This includes using interpreters or communication aids if you need them.

You also have the right to meet with your provider and your supporters in a way that suits you. That might mean meeting at a time of day that works best for you.

## Support to raise issues quickly and fairly

When there are issues with your funded aged care services, you have the right to:

- get support from your provider
- complain without fear or being punished
- get a quick and fair response to your complaints.

## Support and connection with people and community

You may need support to understand your rights, make decisions or make a complaint. You have the right to get this support from an independent advocate or someone else you choose.

You have the right to communicate with your advocate or support person at any time you like.

Providers should respect the role of the people who are important to you. For example, family, friends and carers.

You have the right to stay connected with:

- the people who are important to you
- your community, including by taking part in leisure or cultural activities
- your pets.

Aboriginal and Torres Strait Islander peoples have a right to stay connected with their community, Country and Island Home.

## How to make sure your rights are upheld

Your provider must understand and follow the Statement of Rights. If they don't, you can make a complaint to the Complaints Commissioner.

You can make a complaint online, by phone or by letter. Visit the [Aged Care Quality and Safety Commission website](#) for more information.

If you need support to make a complaint or find information, call the Older Persons Advocacy Network (OPAN) on 1800 700 600.

OPAN has free, independent and confidential advocates to help you.

## Statement of Rights in full from the new Act

Below is the full Statement of Rights from section 23 of the new Act.

### *Independence, autonomy, empowerment and freedom of choice*

- (1) An individual has a right to:
- (a) exercise choice and make decisions that affect the individual's life, including in relation to the following:
    - (i) the funded aged care services the individual has been approved to access;
    - (ii) how, when and by whom those services are delivered to the individual;
    - (iii) the individual's financial affairs and personal possessions; and
  - (b) be supported (if necessary) to make those decisions, and have those decisions respected; and
  - (c) take personal risks, including in pursuit of the individual's quality of life, social participation and intimate and sexual relationships.

### *Equitable access*

- (2) An individual has a right to equitable access to:
- (a) have the individual's need for funded aged care services assessed, or reassessed, in a manner which is:
    - (i) culturally safe, culturally appropriate, trauma-aware and healing-informed; and
    - (ii) accessible and suitable for individuals living with dementia or other cognitive impairment; and
  - (b) palliative care and end-of-life care when required.

### *Quality and safe funded aged care services*

- (3) An individual has a right to:
- (a) be treated with dignity and respect; and
  - (b) safe, fair, equitable and non-discriminatory treatment; and
  - (c) have the individual's identity, culture, spirituality and diversity valued and supported; and
  - (d) funded aged care services being delivered to the individual:
    - (i) in a way that is culturally safe, culturally appropriate, trauma-aware and healing-informed; and
    - (ii) in an accessible manner; and
    - (iii) by aged care workers of registered providers who have appropriate qualifications, skills and experience.
- (4) An individual has a right to:
- (a) be free from all forms of violence, degrading or inhumane treatment, exploitation, neglect, coercion, abuse or sexual misconduct; and
  - (b) have quality and safe funded aged care services delivered consistently with the requirements imposed on registered providers under this Act.

**Note:** Division 1 of Part 4 of Chapter 3 deals with conditions on registered providers, including requirement in relation to the use of restrictive practices and management of incidents.

### *Respect for privacy and information*

- (5) An individual has a right to have the individual's:
- (a) personal privacy respected; and
  - (b) personal information protected.

(5) An individual has a right to seek, and be provided with, records and information about the individual's rights under this section and the funded aged care services the individual accesses, including the costs of those services.

*Person-centred communication and ability to raise issues without reprisal*

(6) An individual has a right to:

- (a) be informed, in a way the individual understands, about the funded aged care services the individual accesses; and
- (b) express opinions about the funded aged care services the individual accesses and be heard.

(7) An individual has a right to communicate in the individual's preferred language or method of communication, with access to interpreters and communication aids as required.

(8) An individual has a right to:

- (a) open communication and support from registered providers when issues arise in the delivery of funded aged care services; and
- (b) make complaints using an accessible mechanism, without fear of reprisal, about the delivery of funded aged care services to the individual; and
- (c) have the individual's complaints dealt with fairly and promptly.

*Advocates, significant persons and social connections*

(10) An individual has a right to be supported by an advocate or other person of the individual's choice, including when exercising or seeking to understand the individual's rights in this section, voicing the individual's opinions, making decisions that affect the individual's life and making complaints or giving feedback.

(11) An individual has a right to have the role of persons who are significant to the individual, including carers, visitors and volunteers, be acknowledged and respected.

(12) An individual has a right to opportunities, and assistance, to stay connected (if the individual so chooses) with:

- (a) significant persons in the individual's life and pets, including through safe visitation by family members, friends, volunteers or other visitors where the individual lives and visits to family members or friends; and
- (b) the individual's community, including by participating in public life and leisure, cultural, spiritual and lifestyle activities; and
- (c) if the individual is an Aboriginal or Torres Strait Islander person—community, Country and Island Home.

(13) An individual has a right to access, at any time the individual chooses, a person designated by the individual, or a person designated by an appropriate authority.

## Let's change aged care together

We invite Australians to continue to have their say about the aged care reforms.



Visit [agedcareengagement.health.gov.au](https://agedcareengagement.health.gov.au)



Phone **1800 318 209** (Aged care reform free-call phone line)

For translating and interpreting services, call 131 450 and ask for 1800 318 209.

To use the National Relay Service, visit [nrschat.nrscall.gov.au/nrs](https://nrschat.nrscall.gov.au/nrs) to choose your preferred access point on their website, or call the NRS Helpdesk on 1800 555 660.