



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 ومتصلًا بالمجتمع. إذا كنت ترغب في التحدث مع شخص ما في المجلس (Council) بلغتك الأم ، فيرجى الاتصال بالرقم 8470 8828 وطلب مترجمًا.

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 Australian Government Department of Health, Disability and Ageing.

The CHSP program is part of the national aged care system, which can be accessed through My Aged Care. You can call My Aged Care on 1800 200 422 or visit their website: 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 and nominate a Registered Supporter.

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 clients with a range of different needs. All staff undergo pre-employment checks which are being updated 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. You can find a full list of our services on page 9.

Domestic Assistance: Equipment & Products for your Service



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

Cleaning Products

- In their original containers.
- Our Support Workers cannot use products like Domestos, Exit Mould, caustic soda, bleach and oven cleaners with ammonia.
- Recommended products are Ajax, Jiff, Earth Choice, Mr. Muscle and Windex.



Mop and bucket

Both light weight – we recommend a **Vileda** mop with adjustable handle. No steam mops.

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 an adjustable wand with an air vent and good suction.
- Be easily accessible.
- Have an undamaged powercord.



Please provide cloths, sponges, extension cords and ironing board.





Safety for our staff

Darebin Council staff need to be safe when working in your home.

We ask that you:

- Treat our staff with dignity and respect.
Darebin Council does not tolerate sexism and racism.
- 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, use illegal drugs or drink alcohol prior to staff arriving and while staff are present.
- Make sure that getting into and around your home is safe and easy.
- Keep pets (cats and dogs) in a separate room or outside.
- Tell us if there is anyone in the home whose behaviour could risk staff safety.
- Have a working smoke detector.
- Make sure equipment and products are safe.
- Please ensure that valuables are stored away during your service for security and safety reasons.

30 Minutes Floor Guidelines



Health and Safety Guidelines

Our support workers can perform a maximum of 30 minutes combined vacuuming and mopping at any one household.

For example: If vacuuming takes 15 minutes, mopping can only be for 15 minutes or if mopping takes 20 mins then vacuuming can only be for 10 minutes. Vacuum cleaners are not to be carried up or down stairs.

Greek

Οδηγίες Υγείας και Ασφάλειας

Να κάνετε το πολύ 20 λεπτά σκούπισμα με ηλεκτρική σκούπα σε κάθε νοικοκυρίο, το ανώτερο ως 30 λεπτά συνδυασμό σκουπίσματος με ηλεκτρική σκούπα και σφουγγάρισμα σε κάθε νοικοκυρίο.

Για παράδειγμα: Εάν το σκούπισμα με ηλεκτρική σκούπα διαρκεί 15 λεπτά, τότε το σφουγγάρισμα μπορεί να είναι μόνο για 15 λεπτά ή αν το σφουγγάρισμα διαρκεί 20 λεπτά, τότε το σκούπισμα με ηλεκτρική σκούπα μπορεί να είναι μόνο για 10 λεπτά. Οι ηλεκτρικές σκούπες δεν πρέπει να μεταφέρονται πάνω ή κάτω από τις σκάλες.

Italian

Linee guida per la salute e la sicurezza

Impiegare un massimo di 20 minuti per aspirare i pavimenti in ogni nucleo familiare, un massimo di 30 minuti totali per aspirare e lavare i pavimenti in ogni nucleo familiare. Ad esempio: se si impiegano 15 minuti per aspirare, bisogna impiegare solo 15 minuti per lavare e se lavare i pavimenti durasse 20 minuti si potrà aspirare soltanto per 10 minuti. Gli aspirapolvere non possono essere trasportati su e giù per le scale.

Macedonian

Насоки за здравје и безбедност

Чистите со правосмукалка максимум 20 минути во секое домаќинство, најмногу 30 минути заедно со правосмукалка и бришење во секое домаќинство.

На пример: ако чистењето со правосмукалка трае 15 минути, тогаш бришењето може да трае само 15 минути или ако бришењето трае 20 минути, тогаш чистењето со правосмукалка може да биде само 10 минути. Правосмукалките не треба да се носат нагоре или надолу по скалите.



30 Minutes Floor Guidelines

Arabic

إرشادات الصحة والسلامة

قم بإجراء ما لا يزيد عن 20 دقيقة من التنظيف بالمكنسة الكهربائية في كل منزل، وبحد أقصى 30 دقيقة من التنظيف بالمكنسة الكهربائية والمسح في أي منزل.

على سبيل المثال: إذا كان التنظيف بالمكنسة الكهربائية يستغرق 15 دقيقة، فيمكن أن يكون المسح لمدة 15 دقيقة فقط أو إذا استغرق المسح 20 دقيقة، فيمكن أن يكون التنظيف لمدة 10 دقائق فقط.
لا يجوز حمل المكناس الكهربائية إلى أعلى أو لأسفل السلالم.

Chinese

健康与安全指引

每家最多用20分钟吸尘，每家最多用30分钟吸尘和拖地。

比如说：如果吸尘用了15分钟，那拖地只能用15分钟；如果吸尘用了20分钟，那只能用10分钟拖地。吸尘吸不能拿上楼或拿下楼。

Vietnamese

Các Quy định về Sức khỏe và An toàn

Hút bụi tối đa 20 phút tại mỗi hộ gia đình, hút bụi và lau nhà tối đa 30 phút tại bất kỳ hộ gia đình nào.

Ví dụ: Nếu hút bụi 15 phút thì chỉ có thể lau nhà 15 phút hoặc nếu lau nhà 20 phút thì chỉ có thể hút bụi 10 phút. Không được phép đem máy hút bụi lên hoặc xuống cầu thang.

Your Council services



Personal Care

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



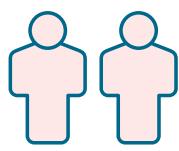
Domestic Assistance

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 Group 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.



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. There is also a meal delivery option for people who do not need the interaction with staff.

Call us on 8470 8445 for Home Maintenance/Repairs and Home Adjustments, 8470 8296 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.

Are you interested in activities and events across Darebin?

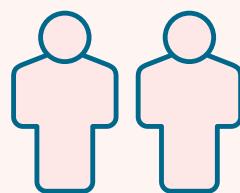
Call our friendly team on **8470 8063**. We can discuss your interests with you and find out what might be right for you.

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.

**Contact Care Finder on 8470 8543 or on
positiveageingcarefinder@darebin.vic.gov.au**





Group Social Support

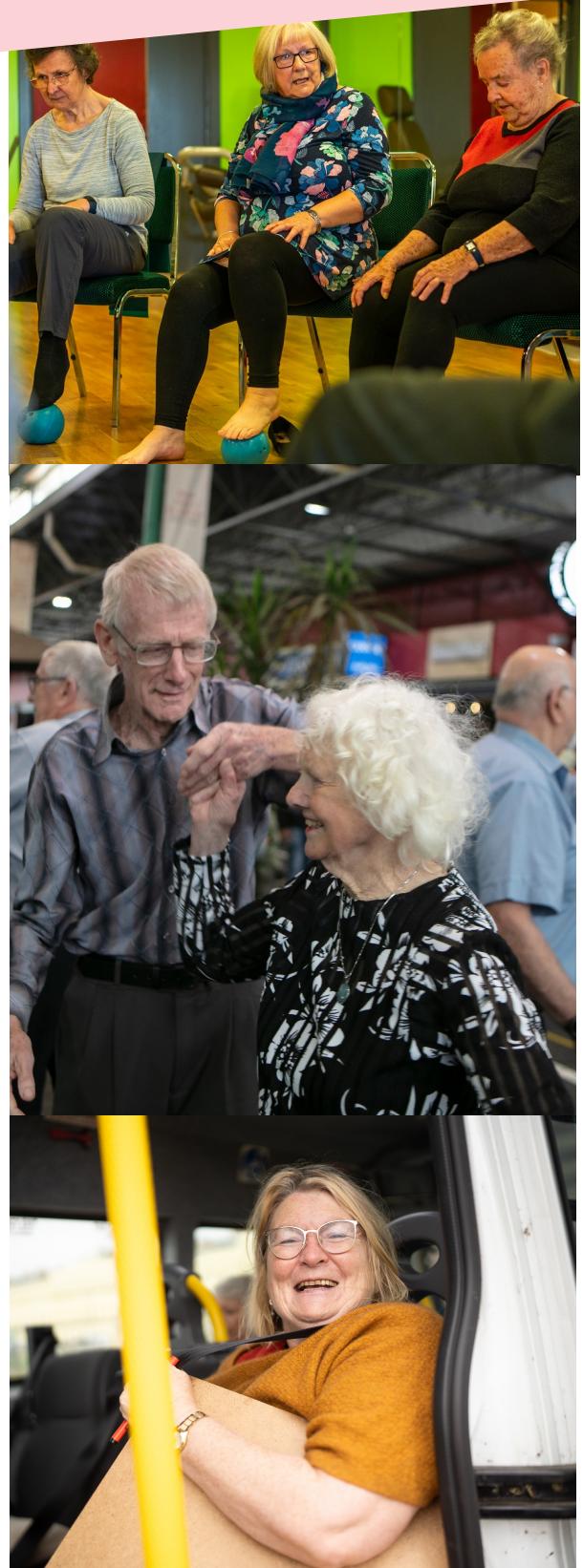
Social Groups at Yanada House

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

Your safety and wellbeing



If you do not respond to a service

If you do not 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.

Call us on 8470 8828

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.

We will need to make the following changes to your services when the temperature is forecast to be 36 degrees and over by the Bureau of Meteorology Watsonia:

- 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 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.
- Information being used to set your record up on Council's Customer Relationship Management System, Carelink Plus.
- We then use this information to contact you about creating a 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 an individual's racial or ethnic origin) for the purpose of carrying out necessary research, or the compilation or analysis of statistics about targeted government funded services. This enables the 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 the Carelink Plus system.
- Our Finance team issue a monthly invoice for the services delivered to you.
- Our Subcontractors or Associated Providers.

Under the new Aged Care Act the following applies

- (a) The Department of Health, Disability and Ageing (DoHDA) provide grant funding to providers of aged care services under the Commonwealth Home Support Program (CHSP).
- (b) Commonwealth Home Support Programme (CHSP) providers must report on the delivery of CHSP services to DoHDA via the Data Exchange (DEX).
- (c) Data Exchange is an IT system that is hosted by the Department of Social Services (DSS).
- (d) DSS on behalf of DoHDA collects information (including information about the services received and an encrypted version of a client's 'My Aged Care ID') from you and stores this information as a de-identified record in the Data Exchange.

- (e) With the exception of My Aged Care ID, DSS de-identifies and aggregates personal information that is stored on the Data Exchange to produce information for policy development, grants program administration, research and evaluation purposes. This will not include information that identifies the client, or re-identifies the client, in any way
- (f) DSS's privacy policy is published on its website. The website contains information about how the client may access or correct the personal information that is stored on the Data Exchange; complain about a breach of the Australian Privacy Principles (APPs) by DSS, and how DSS will deal with the client's complaint. The privacy policy also contains information about the circumstances in which DSS may disclose personal information to overseas recipients.

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**.

You can access the Council's Privacy Policy by emailing **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**.

How we respond to your complaints and feedback



Tell us what you think!

We love to hear all positive and constructive feedback and complaints; we will respond to your feedback/complaints in a respectful and timely manner.

We encourage and welcome any complaints from you, your carers, registered supporters and advocate about how we can keep improving our services.

How can you give feedback?

- You can speak with your community support worker in person or call the Team Leader, Coordinator or Manager on 8470 8828.
- Send us an email via adfeedback@darebin.vic.gov.au.
- You can provide feedback anonymously, written or verbally.
- You can call Darebin's Customer Service 8470 8888.
- You have the right to withdraw any complaints or feedback.

Council will respond to your complaint within 2 business days. If required, we will investigate and resolve the complaint, advising you about the outcome within 14 business days.

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 representatives) can discuss concerns or raise a complaint by contacting:

- My Aged Care on 1800 200 422, write to My Aged Care Complaints, PO Box 1237. Runaway Bay QLD 4216 or visit the [My Aged Care website](#) on myagedcare.gov.au
- The aged care assessor and seek a resolution through their complaints process.
- Aged Care Quality and Safety Commission (ACQSC) on an open, confidential or anonymous basis by calling 1800 951 822 (free call) or by visiting the [ACQSC website](#).

ACQSC can assist you with complaints about your Aged Care provider. You can visit their website agedcarequality.gov.au or phone 1800 951 822.

Victorian Ombudsman can assist you with complaints about Home Care Services. You can visit the [Ombudsman website](#) or phone 1800 806 312.



Registered Supporter and Advocates

Under the new Aged Care Act, a Registered Supporter is someone who helps an older person make decisions about their in-home aged care services, based on the assumption that every older person can make their own choices.



Some older people may need help making decisions. Supported decision-making allows them to stay in control with support. Older people can register supporters in My Aged Care (MAC) to assist them.

From 1 November 2025, Council can only discuss your needs with you and/or your Registered Supporters.

Call My Aged Care at 1800 200 422 to check or update your contacts.

External Advocates:

The Australian Government provides free, independent, and confidential support through the National Aged Care Advocacy Program (NACP), delivered by the Older Persons Advocacy Network (OPAN) nationwide. All older Australians, their families, and carers accessing government-funded aged care services are eligible for this support. This includes those who:

- Live in aged care homes
- Receive in-home aged care services
- Help someone receiving aged care services

For More Information:

To learn more about advocacy, NACP, or connecting with an aged care advocate, you can:

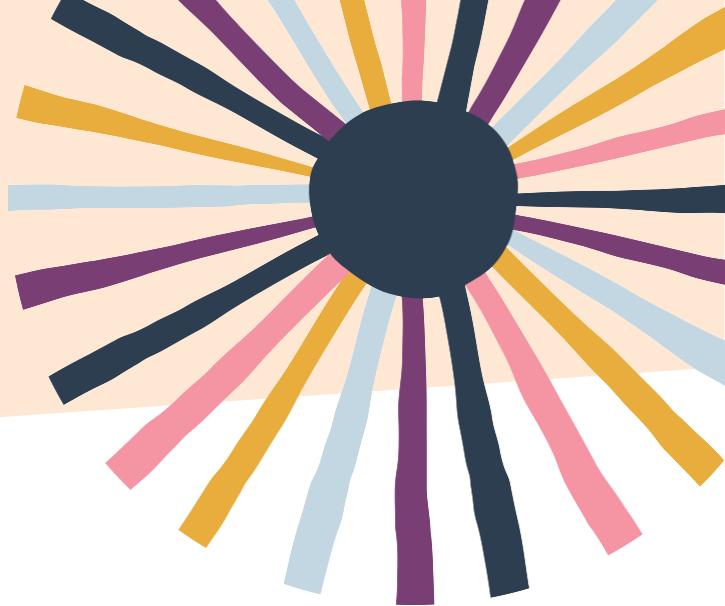
- Visit the OPAN website
- Call OPAN at 1800 700 600 (8am - 8pm, Mon - Fri; 10am - 4pm, Sat)

If you have a disability, you can also get help through the National Disability Advocacy Program (NDAP) on 1800 643 787.

Other Advocacy Support:

- Ask a trusted friend or family member
- National Aged Care Advocacy Line: 1800 700 600
- Public Advocate & Guardianship Board: 1300 309 337
- Human Rights Commissioner: 1300 292 153
- State Trustees: 9667 6444

Are you considering a Home Care Package?



You may be able to keep your trusted Council Home Support Services.

Care Connect are a trusted, local not-for-profit Home Care Package provider (Support at Home after 1 November 2025).

Council is extending a trial to continue some aged care services for clients who transition to a Home Care Package with Care Connect.

Council intends to work with other organisations in the future.

How can I find out more?

If you receive Home Support Services through Darebin Council, you can request your Home Care Package through Care Connect.

To learn more about Home Care Packages and to discuss your options, please contact Care Connect at **1800 692 464**.

DAREBIN COUNCIL SUPPORT SERVICES FEES 2025 - 2026

Commonwealth Home Support Program (CHSP)	LOW FEE	MEDIUM FEE	HIGH FEE
Fees for single person per hour	Annual income under \$39,089	Annual income \$39,089 - \$86,208	Annual income over \$86,208
Domestic assistance	\$7.70	\$14.30	\$51.80
Personal care	\$5.65	\$12.75	\$54.05
Home or community general respite	\$4.50	\$7.20	\$50.65
Individual social support	\$7.70	\$14.30	\$51.80
Home maintenance and repairs and Home adjustments	\$14.90 plus material	\$23.15 plus material	\$62.80 plus material
Transport	\$5.15 return trip	\$5.15 return trip	\$5.15 return trip
Delivered meals (3 course)	\$10.80	\$10.80	\$10.80
Delivered meals (2 course) *new	\$8	\$8	\$8
Individual social support – transport	\$7.70 plus \$1.40/km travelled	\$14.30 plus \$1.40/km travelled	\$51.80 plus \$1.40/km travelled
Fees for couples per hour	Annual income under \$59,802	Annual income \$59,802 - \$115,245	Annual income over \$115,245
Domestic assistance	\$8.20	\$19.95	\$51.80
Personal care	\$5.65	\$12.75	\$54.05
Home or community general respite	\$4.50	\$7.20	\$50.65
Individual social support	\$8.20	\$19.95	\$51.80
Home maintenance & repairs & Home adjustments	\$16.15 plus material	\$24.20 plus material	\$64.85 plus material
Transport	\$5.15 return trip	\$5.15 return trip	\$5.15 return trip
Delivered meals (3 course)	\$10.80	\$10.80	\$10.80
Delivered meals (2 course) *new	\$8	\$8	\$8
Individual social support – transport	\$8.20 plus \$1.40/km travelled	\$19.95 plus \$1.40/km travelled	\$51.80 plus \$1.40/km travelled
Fees for families per hour	Annual income under \$66,009	Annual income \$66,009 - \$118,546	Annual income over \$118,546
Domestic assistance	\$8.20	\$20.25	\$51.80
Personal care	\$5.65	\$12.75	\$54.05
Home or community general respite	\$4.50	\$7.20	\$50.65
Individual social support	\$8.20	\$20.25	\$51.80
Home maintenance and repairs and Home adjustments	\$16.15 plus material	\$24.20 plus material	\$64.85 plus material
Transport	\$5.15 return trip	\$5.15 return trip	\$5.15 return trip
Delivered meals (3 course)	\$10.80	\$10.80	\$10.80
Delivered meals (2 course) *new	\$8	\$8	\$8
Individual social support – transport	\$8.20 plus \$1.40/ km travelled	\$20.25 plus \$1.40/km travelled	\$51.80 plus \$1.40/km travelled

Darebin Council Group Social Support – CHSP and Home Care Packages (HCP) - Fees in 2025-2026

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

Care Connect - Fees in 2025-2026

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

Home and Community Care Program for Younger People (HACC PYP) - Fees in 2025-2026

	LOW FEE	MEDIUM FEE	HIGH FEE
Fees for single person per hour	Annual income under \$39,089	Annual income \$39,089 - \$86,208	Annual income over \$86,208
Domestic assistance	\$7.70	\$14.30	\$53.95
Flexible Service Response	\$7.70	\$16.15	\$53.73
Flexible respite	\$7.70	\$14.30	\$53.95
Personal care	\$7.70	\$14.30	\$53.95
Home maintenance	\$14.90 plus material	\$23.15 plus material	\$64.85 plus material
Delivered meals (3 course)	\$10.30	\$10.30	\$27.90
Delivered meals (2 course) *new	\$8	\$8	N/A
Flexible Service Response – transport	\$7.70 plus \$1.40/km travelled	\$16.15 plus \$1.40/km travelled	\$53.73 plus \$1.40/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 is provided (e.g. hospital admission).

SAMPLE INVOICE

Darebin Customer
14 Reservoir Avenue
RESERVOIR VIC 3073

Date invoice was printed:
Please pay by this date:

Account No.	1009999
Issue Date.	03/04/2025
Due Date.	31/04/2025
Page No.	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
Account No.: 1009999

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



Post
Billpay
Billpay Code: 0326
Ref: 0010 0999 9

In person at any post office,
by phone 13 18 16 or go to
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
darebin.vic.gov.au

National Relay Service 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 नेपाली اردو¹
हिन्दी 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

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

1. Debiting your account	<p>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 <i>agreement</i> for the terms of the arrangement between <i>us</i> and <i>you</i>.</p> <p>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>.</p> <p>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>.</p>
2. Changes by us	<p>We may vary any details of this <i>agreement</i> or a <i>direct debit / credit card request</i> at any time by giving you at least fourteen (14) days' written notice.</p>
3. Changes by you	<p>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.</p> <p>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</p> <p>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.</p>
4. Your obligations	<p>4.1 It is <i>your responsibility</i> to ensure that there are sufficient clear funds available in <i>your account</i> to allow a debit payment to be made in accordance with the <i>direct debit / credit card request</i>.</p> <p>4.2 If there are insufficient clear funds in <i>your account</i> to meet a <i>debit payment</i>.</p> <ul style="list-style-type: none">(a) <i>you</i> may be charged a fee and/or interest by <i>your financial institution</i>;(b) <i>you</i> may also incur fees or charges imposed or incurred by <i>us</i>; and(c) <i>you</i> must arrange for the <i>debit payment</i> to be made by another method or arrange for sufficient clear funds to be in <i>your account</i> by an agreed time so that we can process the <i>debit payment</i>. <p>4.3 You should check <i>your account</i> statement to verify that the amounts debited from <i>your account</i> are correct</p> <p>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.</p>
5. Dispute	<p>5.1 If you believe that there has been an error in debiting <i>your account</i>, you should notify <i>us</i> directly on 8470 8880 and confirm that notice in writing with us as soon as possible so that we can resolve <i>your query</i> more quickly.</p> <p>5.2 If we conclude as a result of our investigations that <i>your account</i> has been incorrectly debited we will respond to <i>your query</i> by arranging for <i>your financial institution</i> to adjust <i>your account</i> (including interest and charges) accordingly. We will also notify you in writing of the amount by which <i>your account</i> has been adjusted</p> <p>5.3 If we conclude as a result of our investigations that <i>your account</i> has not been incorrectly debited we will respond to <i>your query</i> by providing <i>you</i> with reasons and any evidence for this finding.</p> <p>5.4 Any queries <i>you</i> may have about an error made in debiting <i>your account</i> should be directed to us in the first instance so that we can attempt to resolve the matter between <i>us</i> and <i>you</i>. If we cannot resolve the matter <i>you</i> can still refer it to <i>your financial institution</i> which will obtain details from <i>you</i> of the disputed transaction and may lodge a claim on <i>your behalf</i>.</p>
6. Accounts	<p>You should check:</p> <ul style="list-style-type: none">(a) with <i>your financial institution</i> whether direct debiting is available from <i>your account</i> as direct debiting is not available on all accounts offered by financial institutions.(b) <i>Your account</i> details which you have provided to <i>us</i> are correct by checking them against a recent account statement; and(c) With <i>your financial institution</i> before completing the <i>direct debit request</i> if <i>you</i> have any queries about how to complete the <i>direct debit request</i>.
7. Confidentiality	<p>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 <i>your account</i> details) confidential, and will take reasonable steps to ensure that all information that we have about <i>you</i> is kept secure.</p> <p>7.2 We will only disclose this information;</p> <ul style="list-style-type: none">(a) For the purpose of this agreement; or(b) to the extent specifically required by law <p>You may access this information by contacting Council on 8470 8880.</p>
8. Notice	<p>8.1 If you wish to notify <i>us</i> in writing about anything relating to this agreement, you should write to Darebin City Council PO Box 91 Preston 3072</p> <p>8.2 We will notify <i>you</i> by sending a notice in the ordinary post to the address <i>you</i> have given <i>us</i> in the <i>direct debit / credit card request</i>.</p> <p>8.3 Any notice will be deemed to have been received on the third <i>banking day</i> after posting.</p>

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



DIRECT DEBIT / CREDIT CARD REQUEST

Request and Authority to debit the account / credit card named below to pay Darebin City Council

Request and Authority To Debit	<p>Surname or Company Name <input style="width: 100%; height: 20px; border: 1px solid black;" type="text"/> ('you')</p> <p>Given Names or ACN/ARBN <input style="width: 100%; height: 20px; border: 1px solid black;" type="text"/></p> <p style="font-size: 0.8em; margin-top: 10px;">Request and authorise Darebin City Council, ID No. 407191, 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>
Insert the name and address of bank or financial institution at which account is held	<p>Bank/Financial Institution Name <input style="width: 100%; height: 20px; border: 1px solid black;" type="text"/></p> <p>Address <input style="width: 100%; height: 20px; border: 1px solid black;" type="text"/></p>
Insert details of account to be debited	<p>Name of Account (ie. A. Citizen) <input style="width: 100%; height: 20px; border: 1px solid black;" type="text"/></p> <p>BSB number <input style="width: 10px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 10px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 10px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 10px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 10px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 10px; height: 20px; border: 1px solid black;" type="text"/></p> <p>Account number <input style="width: 10px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 10px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 10px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 10px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 10px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 10px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 10px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 10px; height: 20px; border: 1px solid black;" type="text"/></p>
Insert details of credit card to be debited	<p>MasterCard <input type="checkbox"/> Visa <input type="checkbox"/> Expiry Date <input style="width: 20px; height: 15px; border: 1px solid black;" type="text"/> / <input style="width: 20px; height: 15px; border: 1px solid black;" type="text"/></p> <p>Card No. <input style="width: 10px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 10px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 10px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 10px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 10px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 10px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 10px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 10px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 10px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 10px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 10px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 10px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 10px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 10px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 10px; height: 20px; border: 1px solid black;" type="text"/></p> <p>Cardholder Name <input style="width: 100%; height: 20px; border: 1px solid black;" type="text"/></p>
Acknowledgement	<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>
Insert your signature and address	<p>Signature <input style="width: 100%; height: 20px; border: 1px solid black;" type="text"/></p> <p style="text-align: center;">(If signing for a company, sign and print full name and capacity for signing eg. Director)</p> <p>Address <input style="width: 100%; height: 20px; border: 1px solid black;" type="text"/></p> <p>Telephone No. <input style="width: 100%; height: 20px; border: 1px solid black;" type="text"/> Date <input style="width: 20px; height: 15px; border: 1px solid black;" type="text"/> / <input style="width: 20px; height: 15px; border: 1px solid black;" type="text"/> / <input style="width: 20px; height: 15px; border: 1px solid black;" type="text"/></p>
Please indicate	<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.



Code of Conduct for Aged Care

Quick guide for consumers

The Code of Conduct for Aged Care describes how **providers and the people providing your care must behave and treat you**. It includes the 8 elements below.



Respect your rights to express yourself and make your own decisions about how you want to live



Act with integrity, honesty and transparency



Treat you with dignity and respect and value your diversity



Take action promptly about matters that may impact on the safety and quality of your care



Respect your privacy



Provide safe care free from all forms of violence and abuse



Provide high quality care in a safe and competent manner



Prevent and respond to all forms of violence and abuse

If you or someone you know has a concern or complaint with your service, contact:

Older Person Advocacy Network (OPAN)

Phone 1800 700 600

Aged Care Quality and Safety Commission

Phone 1800 951 822 Web agedcarequality.gov.au

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



Strengthened Aged Care Quality Standards

Expectations for Older People





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.

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

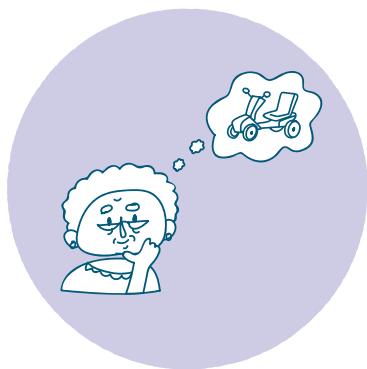


What is dignity of risk?

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.

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



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**.



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 open.org.au.

5 December 2022



Phone

36

1800 951 822



Web

agedcarequality.gov.au



Write

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



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. Commencing 1 November 2025.

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

 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 to choose your preferred access point on their website, or call the NRS Helpdesk on 1800 555 660.

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

 **Speak your language**
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