# Charter of Aged Care Rights

I have the right to:

1. safe and high quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

| Consumer |  | Provider |
| --- | --- | --- |
|  |  |  |
| Consumer (or authorised person)’s signature (if choosing to sign) |  | Signature and full name of provider’s staff member |
|  |  | SERBIAN SOCIAL SERVICES AND SUPPORT INC. |
| Full name of consumer |  | Name of provider |
|  |  | / / |
| Full name of authorised person (if applicable) |  | Date on which the consumer was given a copy of the Charter |
|  |  | / / |
|  |  | Date on which the consumer (or authorised person) was given the opportunity to sign the Charter |

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## Consumers

Consumers have the option of signing the Charter of Aged Care Rights (the Charter). Consumers can receive care and services even if they choose not to sign.

If a consumer decides to sign the Charter, they are acknowledging that their provider has given them a copy of the Charter, and assisted them to understand:

* information about consumer rights in relation to the aged care service; and
* information about consumer rights under the Charter.

## Providers

Under the aged care law, providers are required to assist consumers to understand their rights and give each consumer a reasonable opportunity to sign the Charter. Providers must give consumers a copy of the Charter that sets out:

* signature of provider’s staff member;
* the date on which the provider gave the consumer a copy of the Charter; and
* the date on which the provider gave the consumer (or their authorised person) the opportunity to sign the Charter;
* the consumer (or authorised person)’s signature (if they choose to sign); and
* the full name of the consumer (and authorised person, if applicable).

The provider will need to retain a copy of the signed Charter for their records.