



Australian Government

Department of Health
and Aged Care



Australian Government

Aged Care Quality and Safety Commission



Charter of Aged Care Rights

Rules about how people must treat you



Easy Read version

How to use this booklet



The Australian Government Department of Health and Aged Care (the Department) wrote this booklet.

When you see the word 'we', it means the Department.



We wrote this information in an easy to read way.

We use pictures to explain some ideas.

Bold

We wrote some important words in **bold**.

Not bold

This means the letters are thicker and darker.



We explain what these bold words mean.

There is a list of these words on page 27.



This Easy Read booklet is a summary of another booklet. This means it only includes the most important ideas.



You can find the other booklet on our website.

www.myagedcare.gov.au/resources



You can ask for help to read this booklet. A friend, family member or support person may be able to help you.

What's in this booklet?

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What is the Charter about?



The Charter of Aged Care Rights explains the rules everyone must follow when they provide aged care services.

We call it the Charter.



The Charter also explains what your **rights** are.



Rights are rules about how people must treat you:

- fairly
- equally.



In this booklet, we explain:

- what your rights are
- how you can use them.



We also explain the things:

- you must do
- your **provider** must do.

We call these things **responsibilities**.



A provider supports other people by delivering a service.



Providers might deliver services:

- in an aged care home
- in your home
- for a short amount of time.

What are your rights?



You have the right to receive support and services that are:

- safe
- good quality.



And you have the right to feel safe if you need to tell your provider about a problem.



You have the right to be who you are.



You also have the right to have people respect who you are.

This includes your **culture**.

Your culture is:



- your way of life
- how you think or act now because of how you grew up
- your beliefs
- what is important to you.

You have the right to be safe from:



- **violence** – when someone hurts you physically



- **abuse** – when someone treats you badly.

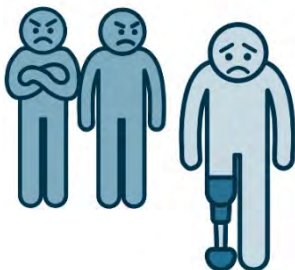
You also have the right to be safe from:



- **neglect** – when someone is not helping you how they are supposed to help you



- **exploitation** – when someone takes advantage of you



- **discrimination** – when someone treats you unfairly because of a part of who you are.

This includes how services treat you.



You have the right to receive information about your services and support.

And it should be easy to understand.



You have the right to take part in decisions about your own life.

This includes decisions that involve risks.

You have the right to make decisions about:



- your daily life



- your money



- the things you own.



You have the right to be **independent**.

When you are independent, you can do things for yourself.



You have the right to have others listen to what you have to say.



You have the right to get support from an **advocate**.

An advocate is someone who:

- helps you have a say
- speaks up for you if you can't speak up for yourself.



When you make a **complaint**, you tell someone that something:

- has gone wrong
- isn't working well.



If you need to make a complaint, you have the right for someone to deal with it:

- fairly
- quickly.



You have the right to **privacy**.

Your privacy is your right to choose:

- what you want to keep safe and private
- what other people can know about you.



People must not treat you differently if you use your rights.

What you must do



You must treat everyone with respect.



And you must make sure the place where you receive services is safe for workers.



For example, you should keep your pet in another part of your home when your provider needs to visit you.

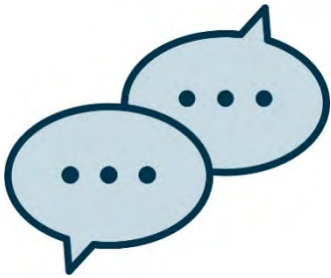


You must help your provider by giving them important information about you.

For example, you should tell them if your phone number changes.



You must pay for supports and services on time.



If you can't pay on time, you should talk to your provider.

Working with your provider



It's important for you to work with your provider.

You should talk to them about:



- what you need



- the goals you want to reach



- what you like



- what's important to you.



Your provider will work with you to get the support and services you need.

What your provider must do



All aged care providers must follow the Aged Care **Code of Conduct** (the Code).

This is a list of rules about how everyone should behave.

This includes:



- leaders of providers



- support workers.

Your provider must respect:



- you



- your rights



- people's privacy.



Your provider must help you understand your rights.



They must deliver services to you safely.



And they must act if they feel that they can't deliver safe services.



Your provider must be:

- honest
- open.

Your provider must try to keep you safe from:



- violence



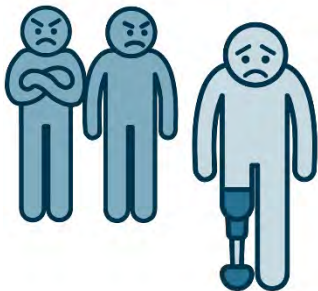
- abuse



- neglect



- exploitation



- discrimination.



They must try to keep you safe from **sexual misconduct**.



Sexual misconduct is when someone behaves in a sexual way that is:

- against the law
- not welcome.



Your provider must make sure anyone they hire to support you will respect your rights.

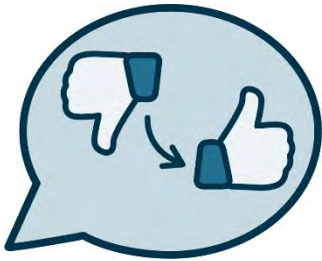


They must also follow the Code.



Your provider must have steps in place to deal with:

- complaints
- **feedback.**



When you give feedback, you tell your provider what they:

- are doing well
- can do better.

Signing this Charter



Your provider must give you a copy of the Charter before you start using their services.



You should keep your copy in a safe place.



It is also a good idea to share this information with:

- your family or friends
- anyone else who supports you with your care.



Your provider must sign a copy of the Charter.

And they must ask you if you want to sign it too.



You don't have to sign it if you don't want to.

Your provider will still give you services.

Support for you



You should tell someone you trust if:

- you don't feel safe
- a person makes you feel uncomfortable.

You could talk to:



- your provider



- a staff member

You could also talk to:



- a family member or friend



- an advocate.



If you don't want to talk to your provider,
there are other services you can use.

Talk to the Aged Care Quality and Safety Commission



The **Aged Care Quality and Safety Commission (Aged Care Commission)** makes sure older Australians:

- are safe
- get good services.



You can call the Aged Care Commission.

1800 951 822



You can send the Aged Care Commission an email.

info@agedcarequality.gov.au



You can visit the Aged Care Commission's website.

www.agedcarequality.gov.au

Other support services



You can call the National Aged Care Line.

1800 700 600



You can visit the Older Persons Advocacy Network website.

opan.org.au



You can visit the Department of Health and Aged Care website.

www.health.gov.au/health-topics/aged-care



You can visit the Aged Care Commission website.

www.agedcarequality.gov.au



You can visit the My Aged Care website.

www.myagedcare.gov.au

Word list

This list explains what the **bold** words in this document mean.



Abuse

Abuse is when someone treats you badly.



Advocate

An advocate is someone who:

- helps you have a say
- speaks up for you if you can't speak up for yourself.



Aged Care Quality and Safety Commission (Aged Care Commission)

The Aged Care Commission makes sure older Australians:

- are safe
- get good services.



Code of Conduct

A Code of Conduct is a list of rules about how everyone should behave.



Complaint

When you make a **complaint**, you tell someone that something:

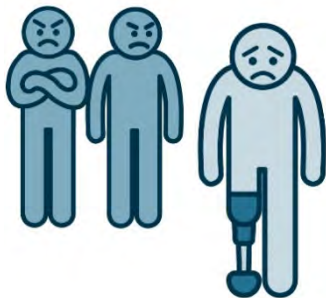
- has gone wrong
- isn't working well.

Culture



Your culture is:

- your way of life
- how you think or act now because of how you grew up
- your beliefs
- what is important to you.



Discrimination

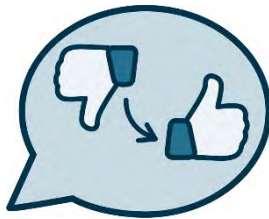
Discrimination is when someone treats you unfairly because of a part of who you are.

This includes how services treat you.



Exploitation

Exploitation is when someone takes advantage of you.



Feedback

When you give feedback, you tell your provider what they:

- are doing well
- can do better.



Independent

When you are independent, you can do things for yourself.



Neglect

Neglect is when someone is not helping you how they are supposed to help you.



Privacy

Your privacy is your right to choose:

- what you want to keep safe and private
- what other people can know about you.



Responsibilities

Responsibilities are the things:

- you need to do
- your provider needs to do.



Rights

Rights are rules about how people must treat you:

- fairly
- equally.



Sexual misconduct

Sexual misconduct is when someone behaves in a sexual way that is:

- against the law
- not welcome.



Violence

Violence is when someone hurts you physically.

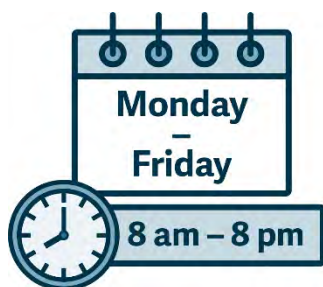
Contact us



You can call My Aged Care.

1800 200 422

You can call My Aged Care from:



- 8am to 8pm, Monday to Friday



- 10am to 2pm, Saturday.



They are not available on:

- national public holidays
- Sundays.



You can visit My Aged Care's website.

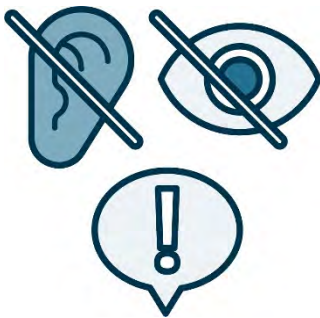
www.myagedcare.gov.au



If you need to talk to someone in a language other than English, you can call the Translating and Interpreting Service (TIS).

131 450

You can visit the Deaf Connect website if you:



- are deaf
- are both deaf and blind
- have a hearing or speech impairment.

Deaf Connect can provide services to support you.

www.deafconnect.org.au



If you are deaf, or have a hearing or speech impairment, you can also call the National Relay Service.

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