



# Charter of Aged Care Rights

## **Resthaven supports your rights through the Australian Government's Charter of Aged Care Rights.**

### **Your rights as stated in the Charter are:**

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.