

Statement of Rights

The Statement of Rights clearly identifies your rights when seeking or receiving aged care services. Under the new AgedCare Act, which comes into effect on 1st November 2025, your provider is legally obliged to deliver services in line with these rights.



Autonomy and freedom of choice

I have the right to make my own choices - about my care, relationships, lifestyle and taking risks - with support if I want it.



Communication and complaints

I have the right to be informed in a way I understand and to raise concerns without fear of reprisal. My feedback must be dealt with fairly and promptly.



Safe & quality care

I have the right to be treated with dignity and respect by experienced aged care workers who value my identity, culture, spirituality and diversity.



Privacy & confidentiality

I must have my privacy respected and my personal information kept confidential, and be in control of who this information is shared with.



Equitable access

I have the right to have my needs assessed in a way that works for me including having my cultural background, past trauma or cognitive conditions, such as dementia, respected.



Support and social connections

I can stay connected to important people, pets and culture including independent advocates. As an Aboriginal or Torres Strait Islander I can stay connected to Country and Island Home.