



What is person-centred care?

Everyone in aged care has the right to be safe, treated with dignity and respect, and receive high quality care and services.

Person-centred care supports you to be an active partner in your care.

You can work with your provider to ensure you receive care that meets your needs by telling your providers your goals and which relationships and activities are important to you – so you can live the life you choose.

To provide person-centred care, your provider will:



Talk with you about your preferences

Person-centred care involves lots of **conversations** about you and your preferences.

Tell your provider how they can help you to be as independent as possible, support your wishes and keep your connections to people and community.



Support you to take risks

Dignity of risk is a big part of person-centred care. This means you have choices and should be supported to take risks.

If something you want to do involves risks, your provider should help you to understand the risk and work with you to manage the risk.



Work with you and your representatives or family

You may like to have a partner in care involved in any discussions with your provider about your care and services. A partner in care can be a family member, friend or representative.

There are many ways your provider can support you to live the life you choose.

Talk to your aged care provider about your options.

If you have a concern about the care that you or someone else is receiving, it's important to talk about it.



Services are available to help you, like the Older Persons Advocacy Network (OPAN).

Older Persons Advocacy Network (OPAN)

1800 700 600

You can also raise a concern or make a complaint with the Aged Care Quality and Safety Commission.

Aged Care Quality and Safety Commission

1800 951 822



Australian Government
Aged Care Quality and Safety Commission