

Your rights for good, safe aged care

Artwork by Chern'ee Sutton - proud Kalkadoon woman.

Please know there may be images of, or images that look like people who have passed into the Dreaming.

The new Aged Care Act puts the rights of our Elders and older people first. It includes a Statement of Rights for people who get aged care.

About your Statement of Rights

The Australian Government is changing Australia's aged care laws. The Statement of Rights is part of the new laws. They start on 1 November 2025. The Statement of Rights is part of the changes.

The Aged Care Quality and Safety Commission makes sure all aged care providers follow the Statement of Rights.



What the Statement of Rights means for you

Good aged care means our people are safe and cared for the right way. It means respecting your culture, your connection to family, community and Country or Island Home.

You have the right to:



Have your culture and identity respected

This means things like:

- staying connected to Country or Island Home and community
- using your language
- practicing culture and tradition.



Make choices about your care

This means things like:

- having a say about who cares for you
- how you spend your time
- how you spend your money
- what you want help with.



Australian Government
Aged Care Quality and Safety Commission

Engage
Empower
Safeguard



Speak up about your care

This means you can:

- say what you want or need
- speak up about what can be done better
- tell someone if you are unhappy
- ask someone you trust or an advocate to speak for you.



Be listened to and respected

This means:

- the people who provide care for you, listen to you
- they will try and make things better
- they don't judge or make things bad for speaking up.



Live without abuse or neglect

This means:

- you have quality and safe care that is right for you
- you get care that respects you and your dignity
- you are not neglected, abused or disrespected.



Have your privacy respected

This means:

- people need to respect your personal privacy
- you choose when your information is shared with someone else - like your family, friend or advocate
- keep your information about things like your health and finances safe.

How to make sure your rights are respected

If you're worried about your aged care, you can:

- speak to your provider
- speak to someone you trust - like a family or friend who can help share your truth
- speak to a support person or the **Older Persons Advocacy Network (OPAN)** or the **National Aboriginal Community Controlled Health Organisation (NACCHO) Elder Care Support Program**. Both services are free.
 - OPAN: **1800 700 600**
 - NACCHO Elder Care Support: **02 6246 9300**

If you want to speak up about something that isn't right about your care you can contact the **Aged Care Quality and Safety Commission**. It's their job to make sure you're getting aged care that is safe and works for you and your family. You don't have to tell them your name. They can keep things private if you want them to.

- **1800 951 822**
- **info@agedcarequality.gov.au**
- **agedcarequality.gov.au/FirstNations**