

Your Rights and Responsibilities

Statement of Rights

The Aged Care Act 2024 helps make aged care services better in Australia. The Act protects the rights of older people who use aged care services the Australian Government pays for. Rights are rules about how people must treat you fairly and equally. The Act includes a Statement of Rights. We explain what is included in the Statement of Rights:

Choice and control

You have the right to make decisions about things that affect your life. This includes decisions about:

- aged care services you want to use
- who gives you aged care services
- how you get aged care services.

You have the right to get support to make decisions if you need to. You have the right to take risks when you choose how you want to live.

Get the services you need

You have the right to get a fair and true assessment for aged care services.

An assessment can help work out:

- what you need
- how to support you.

The assessment for aged care services should respect:

- what support you want
- your past experiences
- your culture.

Culture is someone's way of life and what they believe. You also have the right to get the care you need when you need it. For example, if you are near the end of your life.

Safe services that work well

You have the right to use aged care services that:

- work well for you
- are safe and fair
- treat you with respect.

Aged care services should also be easy to find and use.

You have the right to get services from providers that:

- follow the law
- have the right skills and training
- support people by delivering a service.

Safe and private information

You have the right for aged care services to keep your information:

- safe
- private.

You have the right to get information about:

- your rights
- the aged care services you use
- This includes how much your services cost.

Get information and speak up

You have the right to get information about your aged care services in a way you understand.
You have the right to share what you think about your aged care services. You have the right to communicate in the language you want.
You have the right to use an interpreter.

An interpreter is someone who:

- uses your language
- helps you understand what someone is saying.

You have the right to use tools to help you communicate. For example, picture cards.

If there are problems with your aged care services, you have the right to:

- get information and support from your provider
- speak up without fear of reprisal
- get a quick and fair response to your complaint.

A complaint is when you tell someone that something:

- has gone wrong
- isn't working well.

If you don't feel safe in your aged care services, you can get free support from:

- lawyers
- social workers
- other professionals.

You can find more information about how to get support on the Department of Health, Ageing and Disability website.

Get support from other people

You have the right to get support from someone you choose. For example, an advocate.

An advocate is someone who can:

- support you
- help you have your say
- give you information and advice.

You have the right to choose who your advocate is.

For example, a friend or family member.

You have the right to contact an advocate at any time you want.

Providers should respect the people who are important to you. For example:

- your family
- your friends
- your carers.

You have the right to stay connected with:

- the people who are important to you
- your community
- your pets.

If you are Aboriginal or Torres Strait Islander, you have the right to stay connected to your:

- community
- country.

Country means the land, water, sky and everything within them.

Voluntary Assisted Dying

Voluntary Assisted Dying (VAD) legislation is now in effect in both NSW and ACT. This means that a person who meets the requirements under the Voluntary Assisted Dying legislation may choose to take a substance prescribed by a doctor that will lead to their death.

We support the right of people in receipt of our services to make informed end-of-life choices. Southern Cross Care does not directly provide Voluntary Assisted Dying services.

If a resident or client chooses to understand more about or access external Voluntary Assisted Dying services, we will respect their wishes. We will not judge nor impede them in their choice, and we will comply with all relevant requirements to allow access to qualified practitioners and services. Our commitment to care for and about those who entrust us with their care will always be our priority and focus.