

The Statement of Rights

The Statement of Rights identifies your rights when seeking or receiving aged care services.

The new Aged Care Act, which comes into effect on **1 November 2025**, requires aged care providers 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.

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.

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.

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.

Privacy and confidentiality

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

Support and social connections

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



Call us for free, independent and confidential advice.

1800 700 600

elderrights.org.au



Elder Rights Australia

Promoting the human rights of all older people

