



Know your rights during COVID-19

We understand that this is an extremely difficult time for you and your families. Supporting you during this is of the utmost importance to us. It's critical you understand what your rights are, what support systems are in place and how to get help.

What are my rights?

Even though some residential aged care facilities have implemented new restrictions, it is important that your rights continue to be upheld. The Charter of Aged Care Rights from the Aged Care Quality and Safety Commission includes 14 rights that you are always entitled to, including the right to aged care advocacy.

I have the right to:

- ▶ safe and high quality care and services
- ▶ be informed about my care and services in a way I understand
- ▶ have control over and make choices about my care, and personal and social life, including where the choices involve personal risk
- ▶ live without abuse and neglect
- ▶ have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions
- ▶ have a person of my choice, including an aged care advocate, support me or speak on my behalf

What is advocacy?

Aged care advocates walk alongside older people and their families, to provide them a voice and to work at their direction. We are independent from aged care providers and government.

OPAN (Older Persons Advocacy Network) is a national aged care advocacy organisation that can provide you with free, confidential aged care advocacy services and information.

Elder Rights Advocacy is the Victorian OPAN member.

How do I get help?

For support, information and/or advocacy services, please contact us on **1800 700 600**. This phone line is active 6am-10pm every day, and can log requests for follow ups after hours. Calling this number in Victoria will connect you to Elder Rights Advocacy, OPAN's Victorian member.

Alternatively, you can also email **covid@opan.com.au** - please include your contact number and your State or Territory.

Within 24 hours, you will then be contacted by one of our aged care advocates who can support you individually or work with families and aged care service providers.

You can view the full Charter of Aged Care Rights on the back of this flyer.

Advocacy Line
6am - 10pm (every day)



1800 700 600

Your rights in aged care

The Charter of Aged Care Rights



I have the right to:

1. safe and high quality care and services
2. be treated with dignity and respect
3. have my identity, culture and diversity valued and supported
4. live without abuse and neglect
5. be informed about my care and services in a way I understand
6. access all information about myself, including information about my rights, care and services
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions
9. my independence
10. be listened to and understood
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly
13. personal privacy and to have my personal information protected
14. exercise my rights without it adversely affecting the way I am treated

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6am - 10pm (every day)



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