



Blindness. Low Vision. Opportunity.

## **Charter of Aged Care Rights**

Vision Australia provides services to you through a Government funding scheme called the Commonwealth Home Support Programme (CHSP). We provide our specialised vision services to you through this funding.

From the 1st of July 2019, the Australian Government introduced a new and simpler Charter of Aged Care Rights (the Charter). This replaced the previous charters of aged care rights and responsibilities. The Charter will make it easier for you, your family and carers to understand what you can expect from Vision Australia.

The Charter places you at the centre of services by giving you choice and recognising your right to be treated with respect. It acknowledges that identity, culture and diversity are to be valued and supported. The Charter will support Vision Australia in delivering services to you.

### **Our commitment to you**

When you meet with one of Vision Australia's service providers, you will have an opportunity to discuss the Charter and we will be signing the Charter as our commitment to you. You too can sign the Charter if you wish.

### **If you have concerns or feedback about the services you are receiving, you can:**

- talk to Vision Australia, in the first instance **1300 88 70 58**;
- speak with an aged care advocate on **1800 70 06 00**, to support you to raise your concerns, or

- contact the **Aged Care Quality and Safety Commission** on **1800 95 18 22** or
- visit its website **agedcarequality.gov.au**. The Commission can help you resolve a complaint about your aged care provider.

## **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.