

# Statement of Rights (Summary)

## Princes Court must uphold your Rights

The new Aged Care Act 2024 introduces a legally binding Statement of Rights to ensure that older people receiving government-funded aged care are treated with dignity, respect, and autonomy. The Aged Care Act promotes a person-centred, inclusive approach to care, focusing on safety, cultural appropriateness, access, and empowerment.



### Independence, Choice & Control

- Make personal decisions, including about services, finances, and living arrangements.
- Accept personal risk in the pursuit of quality of life and relationships.
- Be supported in decision-making and have those decisions respected.



### Equitable Access

- Right to fair, culturally safe and trauma-informed assessments.
- Access care suited to cognitive conditions like dementia.
- Receive needed services promptly, including palliative and end-of-life care.



### Quality & Safe Care

- Be treated with dignity and respect.
- Receive non-discriminatory, trauma-informed, and culturally appropriate services.
- Receive care from qualified, skilled workers.
- Protection from violence, abuse, neglect, coercion, and exploitation.



### Privacy & Information

- Personal privacy and information must be respected and protected.
- Access to personal records and information, including service costs.
- Decide who can access your personal information.



### Communication & Feedback

- Receive information in understandable formats.
- Communicate in preferred language/method (including interpreters or aids).
- Freedom to express opinions and give feedback without fear.
- Right to have complaints addressed fairly and promptly.



### Support to Raise Issues

- Assistance from providers and independent advocates to resolve concerns.
- Right to complain without fear of punishment or retaliation.



### Advocates, Relationships & Community

- Choose a person (advocate, carer, friend) to support you in decision-making or feedback.
- Respect for the role of significant people (family, friends, volunteers).
- Stay connected to people, pets, community, culture, and spirituality.
- Aboriginal and Torres Strait Islander peoples have additional rights to maintain ties with their community, Country and Island Home.

