

## MEDIA RELEASE

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### Free educational events to increase understanding about the new Charter of Aged Care Rights

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On 1 July 2019, the Australian Government introduced a new and simpler Charter of Aged Care Rights. The new Charter places the consumer, a person who is receiving aged care services, at the centre of their care by supporting them to express their needs and recognising their fundamental right to be treated with dignity and respect.

Older Persons Advocacy Network's Chief Executive Officer, Craig Gear, said "I see the new Charter of Aged Care Rights as an essential tool and protection for older people at this time of change and Royal Commission into Aged Care Quality and Safety".

Providers are responsible for supporting consumers to understand their rights under the new Charter, and ensure consumers or their authorised person are given a reasonable opportunity to sign a copy of the Charter. This presents an important opportunity for providers to deepen their engagement with consumers and change the way that care is experienced by older people.

In partnership with their state-based aged care advocacy organisation, Older Persons Advocacy Network is running free interactive educational events for aged care consumers, carers and families, and service providers across regional Australia. The sessions will support consumers and providers to understand the new Charter of Aged Care Rights and cover key information on the rights in the Charter and its benefits, implementation requirements, and implementing the Charter in Home Care and the Commonwealth Home Support Programme.

The events will run from October to December 2019.

For more information about the Charter of Aged Care Rights and to register for an event, visit [open.com.au/charter/](http://open.com.au/charter/) or call the OPAN Charter Information Line on 1800 237 981, Monday – Friday 8:00am – 8:00pm (AEDT).

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**More details** regarding Older Persons Advocacy Network, a leader in providing aged care advocacy support and elder abuse prevention, can be found at <https://open.com.au>.

#### **For media information contact:**

Craig Gear, Chief Executive Officer, Older Persons Advocacy Network on (02) 8217 0211 or 04 1069565

#### OPAN service delivery organisations by state



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