



Know your rights during COVID-19

We understand this is a difficult time for you and your family. However, we are here for you – and all older people – by providing free, aged care advocacy. We can help you understand your rights, what support systems are available and how to get help if you need it.

What are your rights?

Even though your residential aged care facility may have put COVID-19 restrictions in place, you still have rights that must 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.

You have a right to...

- ▶ safe and high quality care and services
- ▶ be informed about your care and services in a way you understand
- ▶ have control over and make choices about your 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 your daily life, financial affairs and possessions
- ▶ have a person of your choice, including an aged care advocate, support you or speak on your behalf

What does an aged care advocate do?

Aged care advocates walk alongside older people and their families. They provide older people with a voice and work at their direction. Most importantly, aged care advocates are independent of aged care providers and the government. The support they offer is free.

Who provides advocacy services?

In Victoria, your advocacy provider is Elder Rights Advocacy (ERA). ERA is a member of OPAN, the Older Persons Advocacy Network, which is a national aged care advocacy organisation. ERA provides free, confidential, independent aged care advocacy and information to older people, their families and representatives.

Contact the Advocacy Line when you need help.

Freecall **1800 700 600** to be connected to ERA.



If you need an interpreter, call **131 450**.



For the National Relay Service (NRS), call **133 677**.

If you prefer, email **covid@opan.com.au** – put 'ERA' in the subject line and include your call-back number in the text.

You can ask for a call-back after hours. An advocate can assist whether you're an older person or a family member or representative. They can support you one on one, or work with other members of your family and your aged care service provider.

Turn over for the complete Charter of Aged Care Rights ↪

Advocacy Line



Freecall **1800 700 600**
6am–10pm AEST, 7 days



covid@opan.com.au

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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