

Statement of Rights

Your Rights When Accessing Aged Care Services

Under the Aged Care Act 2024, your rights are protected by law. From 1 November 2025, all aged care providers must respect and uphold the following rights:

Autonomy and Freedom of Choice

You have the right to make your own decisions and have control over:

- which funded aged care services you use
- how you access services and who provides them
- your money, belongings, and personal lifestyle

You also have the right to take personal risks and get support to make decisions if needed.

Equitable Access

You have the right to a fair and respectful assessment of your needs that considers:

- your culture, background and experiences (including trauma)
- cognitive conditions such as dementia

You are entitled to the care you need, when you need it.

Safe, Quality and Respectful Care

You have the right to receive care that:

- is safe, fair and free from abuse, violence or neglect
- supports your identity, culture, and experiences
- meets your needs and is delivered by skilled, trained staff

Privacy and Confidentiality

You have the right to:

- have your personal and health information protected
- control who sees your information
- access your care records and understand service costs

Support and Social Connections

You have the right to:

- stay connected to family, friends, pets, and your community
 - receive support from independent advocates or chosen people
 - maintain cultural and spiritual connections
- Aboriginal and Torres Strait Islander peoples also have the right to connect with Country and Island Home.*

Communication and Complaints

You have the right to:

- receive information in a way you understand
- communicate in your preferred language or method
- give feedback and make complaints without fear
- get fair and timely responses to concerns

This is a summary. For your full legal rights, visit www.health.gov.au/our-work/aged-care-act/about

