



Australian Government

Department of Health, Disability and Ageing



# **A new Aged Care Act for the rights of older people**

**A new law to protect the rights of older  
people who use aged care services**

Easy Read version



# How to use this document



Australian Government

Department of Health,  
Disability and Ageing

We are the Australian Government  
Department of Health, Disability and  
Ageing.

We wrote this document.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page 20.



You can ask someone you trust for support to:

- read this document
- find more information.



This is an Easy Read summary of  
another document.

It only includes the most important ideas.



You can find the other document on  
our website.

[https://www.health.gov.au/our-work/  
aged-care-act/rights](https://www.health.gov.au/our-work/aged-care-act/rights)

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# Your rights when you use aged care services



The Australian Government has created a new law called the Aged Care Act 2024.

In this document, we call it the Act.



The Act will help make aged care services better in Australia.



The Act will protect the **rights** of older people who use aged care services the Australian Government pays for.



Rights are rules about how people must treat you:

- fairly
- equally.



The Act includes a Statement of Rights.



We explain what is included in the  
Statement of Rights on the following pages.

## Choice and control



You have the right to make decisions about things that affect your life.

This includes decisions about:



- aged care services you want to use



- who gives you aged care services



- how you get aged care services.





You have the right to get support to make decisions if you need to.



You have the right to take risks when you choose how you want to live.

## Get the services you need



You have the right to get a fair and true **assessment** for aged care services.



An assessment can help work out:

- what you need
- how to support you.

The assessment for aged care services should respect:



- what support you want



- your past experiences



- your **culture**.

Culture is someone's way of life and what they believe.



You also have the right to get the care you need when you need it.

For example, if you are near the end of your life.



## Safe services that work well

You have the right to use aged care services that:



- work well for you



- are safe and fair



- treat you with respect.



Aged care services should also be easy to find and use.

You have the right to get services from **providers** that:



- follow the law



- have the right skills and training.



Providers support people by delivering a service.

## Safe and private information



You have the right for aged care services to keep your information:

- safe
- private.

You have the right to get information about:



- your rights



- the aged care services you use.



This includes how much your services cost.

## Get information and speak up



You have the right to get information about your aged care services in a way you understand.



You have the right to share what you think about your aged care services.

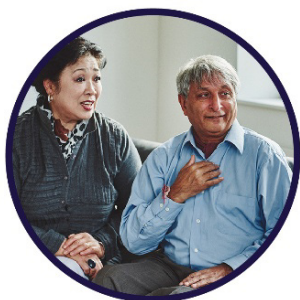


You have the right to communicate in the language you want.

You have the right to use an **interpreter**.

An interpreter is someone who:

- uses your language
- helps you understand what someone is saying.





You have the right to use tools to help you communicate.

For example, picture cards.

If there are problems with your aged care services, you have the right to:



- get information and support from your provider



- speak up without getting in trouble



- get a quick and fair response to your **complaint**.



A complaint is when you tell someone that something:

- has gone wrong
- isn't working well.

If you don't feel safe in your aged care services, you can get free support from:



- lawyers



- social workers



- other professionals.



You can find more information about how to get support on our website.

<https://www.ag.gov.au/rights-and-protections/protecting-rights-older-australians#specialist-elder-abuse-services>



## Get support from other people



You have the right to get support from someone you choose.

For example, an **advocate**.



An advocate is someone who can:

- support you
- help you have your say
- give you information and advice.



You have the right to choose who your advocate is.

For example, a friend or family member.



You have the right to contact an advocate at any time you want.

Providers should respect the people who are important to you.



For example:

- your family
- your friends
- your carers.

You have the right to stay connected with:



- the people who are important to you



- your community



- your pets.

If you are Aboriginal or Torres Strait Islander,  
you have the right to stay connected to your:



- community



- **Country.**

Country means the land, water,  
sky and everything within them.

# What to do if your rights aren't respected



You can make a complaint if your provider doesn't respect your rights.



Australian Government  
Aged Care Quality and  
Safety Commission

You can make a complaint to the  
**Aged Care Quality and Safety Commission**  
**(Aged Care Commission).**



The Aged Care Commission makes sure older Australians:

- are safe
- get good services.



You can visit the Aged Care Commission's website.

**[www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)**



You can call the Aged Care Commission.

**1800 951 822**



You can email the Aged Care Commission.

**[info@agedcarequality.gov.au](mailto:info@agedcarequality.gov.au)**



You can also send a letter to the  
Aged Care Commission.

They have a mailbox in each state and territory.

You can send your letter to:

**Aged Care Quality and Safety Commission  
GPO Box 9819**



Make sure you add your:

- capital city
- state or territory.

# Word list

This list explains what the **bold** words in this document mean.

## **Advocate**



An advocate is someone who can:

- support you
- help you have your say
- give you information and advice.

## **Aged Care Quality and Safety Commission (Aged Care Commission)**



The Aged Care Commission makes sure older Australians:

- are safe
- get good services.

## **Assessment**



An assessment can help work out:

- what you need
- how to support you.





## **Complaint**

A complaint is when you tell someone that something:

- has gone wrong
- isn't working well.



## **Country**

Country means the land, water, sky and everything within them.



## **Culture**

Culture is someone's way of life and what they believe.



## **Interpreter**

An interpreter is someone who:

- uses your language
- helps you understand what someone is saying.



## **Providers**

Providers support people by delivering a service.



## **Rights**

Rights are rules about how people must treat you:

- fairly
- equally.

## Contact us



You can call us.

**1800 200 422**



You can send us an email.

**[agedcareenquiries@health.gov.au](mailto:agedcareenquiries@health.gov.au)**



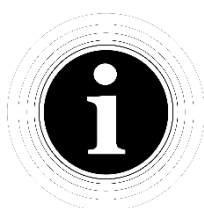
You can write to us.

**Department of Health, Disability and Ageing  
GPO Box 9848  
Canberra ACT 2601  
Australia**



You can visit our website.

**[https://www.health.gov.au/  
our-work/aged-care-act](https://www.health.gov.au/our-work/aged-care-act)**



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