

THE CHARTER OF RESIDENTS' RIGHTS AND RESPONSIBILITIES

PREAMBLE

Every person has the right to freedom and respect and the right to be treated fairly by others. A person's rights do not diminish when he or she moves into an Aged Care Facility regardless of his or her physical or mental frailty or ability to exercise or fully appreciate his or her rights.

A positive, supportive and caring attitude by family, friends, host proprietors and staff, carers and the community will help people who live in Care Facilities to continue as integral, respected and valued members of society.

Australian society has a strong commitment to social justice principles. Those principles recognize the aspirations of all Australians to dignified and secure way of life with equal access to health care, housing and education, and equal rights in civil, legal and consumer matters. They form the basis of a society, which is free of prejudice and is caring, just and humane.

This Charter confirms those social justice principles.

The personal, civil, legal and consumer rights of each resident are not diminished in any way when he or she moves into a Care Facility.

The Charter also recognizes that residents of Care Facilities have the responsibilities to ensure that the exercising of their individual rights does not affect others individual rights, including those providing care. The Charter recognizes that residents have specific rights and responsibilities, which balance the needs of the Care Facility community as a whole.

The comfort, safety and well being of Residents are the prime responsibility of all Staff.

Staff of Hillview – Bunyip Aged Care will be selected for their ability to provide quality care.

Each resident of a residential care service has the right:

- To full and effective use of his or her personal, civil, legal and consumer rights.
- To quality care appropriate to his or her needs.
- To full information about his or her own state of health and about available treatments.
- To be treated with dignity and respect, and to live without exploitation abuse or neglect.
- To live without discrimination or victimisation, without being obliged to feel grateful to those providing his or her care accommodation.
- To personal privacy.
- To live in a safe, secure and homelike environment, and to move freely both within and outside the residential care service without undue restriction.
- To be treated and accepted as an individual, and to have his or her individual preferences taken into account and treated with respect.
- To continue his or her cultural and religious practices and to keep the language of his or her choice without discrimination.
- To select and maintain social and personal relationships with anyone without fear, criticism and restriction.
- To freedom of speech.
- To maintain his or her personal independence, including a recognition of personal responsibility for his or her own actions and choices, even though some actions may involve an element of risk that the resident has the right to accept, and that should then not be used to prevent or restrict the residents' actions.
- To receive all messages and phone calls and receive and send mail without censorship.
- To maintain control over, and to continue making decisions about the personal aspects of his or her daily life, financial affairs and possessions.
- To be involved in the activities, associations and friendships of his or her choice, both within and outside the residential care services.
- To have access to services and activities available generally in the community.
- To be consulted on, and to choose to have input into, decisions about the living arrangements of the residential care services.

- To have access to information about his or her rights, care, accommodation and any other information that relates to him or her personally.
- To complain and to take action to resolve disputes.
- To have access to advocates and other avenues of redress.
- To be free from reprisal, or a well-founded fear of reprisal, in any form for taking action to enforce his or her rights.

Each resident of a residential care service has the responsibility:

- To respect the rights and needs of other people within the residential care service, and to respect the needs of the residential care service community as a whole.
- To respect the rights of staff and the Provider to work in an environment free from harassment.
- To care for his or her own health and well being, as far as he or she is capable.
- To inform his or her medical practitioner, as far as he or she is able, about his or her relevant medical history and his or her current state of health.