Community Care Tailored Support
Empowering Potential, Inspiring Success

YOUR AGED CARE RIGHTS

Your choices. Your dignity. Your voice.

A practical guide to understanding your rights, staying in control of your care and speaking up when something is not right.

Community Care Tailored Support
Participant and family information handbook | October 2026
Based on the Australian Government Statement of Rights under the Aged Care Act 2024 (in effect from 1 November 2025).

Empowering Potential, Inspiring Success

Welcome to your rights handbook

At Community Care Tailored Support (CCTS), we believe that good support begins by listening to you. Your history, preferences, relationships, identity and goals matter. This guide explains important rights for older people accessing Australian Government-funded aged care.

You can use this book yourself, with family, with an advocate or with a support worker. You can ask questions, request information in a way you understand, and take time to make decisions.

Important: The statutory Statement of Rights applies to people seeking or receiving Australian Government-funded aged care. Private services may have different legal arrangements. This booklet is an educational summary, not legal advice or a substitute for the legislation.

What is inside?

1. Independence, choice and control

2. Fair access and information

3. Safe, respectful and quality care

4. Privacy, culture and identity

5. Family, connection and advocacy

6. Costs, agreements and changes

7. Raising concerns without fear

8. Everyday rights checklist

9. Complaints and useful contacts

1 | Independence, choice and control

You have the right to make decisions about your life and the aged care services you receive. This includes expressing preferences about how and when support is delivered, how you live, and what matters to you.

You can be supported to make decisions without someone automatically taking over. You have the right to make choices that involve personal risk, with appropriate support to understand the options.

You can say: **“Please explain my options.” “I would prefer a different time.” “I want to make this decision myself.”**

At CCTS: We aim to work with you, not simply do things for you. We will listen to your preferences, explain what we can offer and respect your decisions within safe and lawful service arrangements.

2 | Fair access and clear information

You have the right to fair assessment of your aged care needs and to receive information that helps you understand services, decisions and available options. Assessments should be culturally safe and sensitive to your experiences.

Ask for information in plain language, a different format or an interpreter if needed. You can ask why a service is recommended, what it includes and what other options exist.

Questions you can ask:

• What care am I approved to receive?

• What choices do I have about the service?

• Who do I contact if my needs change?

• Can I have this explained more simply or in another language?

3 | Safe, respectful and quality care

You have the right to be treated with dignity and respect and to receive safe, quality aged care. You should not be subjected to abuse, neglect, degrading treatment, discrimination or exploitation.

Workers should listen to your concerns, respect your boundaries and explain what they are doing. You can raise a safety concern, ask for an issue to be reviewed or seek help from an independent body.

If you feel unsafe: Tell someone you trust, ask for help and contact the Aged Care Quality and Safety Commission. If someone is in immediate danger, call **000**.

Examples: “Please explain before you assist me.” “I do not feel comfortable with that.” “I need someone to review what happened.”

4 | Privacy, culture and identity

Your personal information, belongings, relationships, identity and dignity deserve respect. Your care should take account of your culture, language, beliefs, background and personal preferences.

You can ask who will see your information, why it is being collected and how it will be protected. You can ask workers to respect your home, routines and personal space.

You have the right to express your identity and maintain cultural, spiritual and community connections. Aboriginal and Torres Strait Islander older people have rights relating to connection with community, Country and Island Home.

5 | Staying connected and getting support

You have the right to stay connected with people and communities that matter to you, including family, friends, carers, cultural and spiritual communities and pets.

You may choose to involve a trusted person or an independent advocate to help you understand information, communicate wishes, make decisions or raise concerns. Your voice remains central.

Independent aged care advocacy: Older Persons Advocacy Network (OPAN) — **1800 700 600**. An advocate can help you understand your rights and speak up.

6 | Services, agreements and costs

Before agreeing to services, ask what will be delivered, when, by whom and what you may need to pay. You can ask for an explanation of fees, invoices, service changes and how to request a review.

For Australian Government-funded aged care, the precise rules depend on your program and circumstances. The **Support at Home** program and residential aged care have different arrangements.

Useful questions:

• What is included in my care plan or agreement?

• What will I pay, and how is that calculated?

• How do I change a service or ask for a different worker?

• Who should I contact about a missed visit or an incorrect invoice?

If prices or charges do not seem right, ask for a clear explanation. You may also contact the Aged Care Quality and Safety Commission about concerns with funded aged care services.

7 | You can speak up without fear

You have the right to raise concerns and make complaints about aged care without being punished or treated unfairly. You do not have to complain to your provider first if you prefer to contact the regulator directly.

You can complain about the quality of care, worker behaviour, missed services, communication, safety, fees or other aspects of your funded aged care. Complaints may be made openly, confidentially or anonymously.

A simple way to explain a concern:

• What happened?

• When and where did it happen?

• Who was involved?

• How did it affect you?

• What would you like to happen next?

You can say: “I would like to make a complaint.” “Please explain how this will be handled.” “I would like an advocate to help me.”

8 | My rights checklist

Use these questions when meeting a provider, reviewing services or talking with your family.

■ I understand the services I am receiving.

■ My wishes and preferences are listened to.

■ I know how to ask for changes to my support.

■ I understand any fees or contributions I may pay.

■ My privacy, culture and identity are respected.

■ I feel safe with the people providing my care.

■ I know who to contact if something goes wrong.

■ I know I can make a complaint without fear.

■ I know I can ask an independent advocate for help.

What matters most to me: _____

_____

Questions I would like to ask: _____

_____

9 | Complaints and important contacts

Community Care Tailored Support (CCTS)

Phone: **0455 605 331**
Email: **info@cctsupport.com.au**
Website: **www.cctsupport.com.au**

You are welcome to raise feedback or concerns with us. You can also contact an independent organisation directly.

Aged Care Quality and Safety Commission

Complaints phone: **1800 951 822**
Email: **info@agedcarequality.gov.au**
Online complaints: agedcarequality.gov.au

Older Persons Advocacy Network (OPAN)
Free aged care advocacy: **1800 700 600**

My Aged Care
Information about government-funded aged care: **1800 200 422**

Emergency: Call **000** if someone is in immediate danger.

Official information and sources

This CCTS booklet is an independently prepared plain-language educational guide. It is **not** an Australian Government publication and does not reproduce the complete legislative Statement of Rights.

Australian Government — Statement of Rights
https://www.health.gov.au/resources/publications/guide-to-aged-care-law/chapter-1-introduction/statement-of-rights

Australian Government — Statement of Rights explainer
https://www.health.gov.au/resources/publications/aged-care-act-2024-statement-of-rights-a4-explainer

Aged Care Quality and Safety Commission — Make a complaint
https://www.agedcarequality.gov.au/contact-us/complaints-feedback/make-complaint

Aged Care Quality and Safety Commission — Contact details
https://www.agedcarequality.gov.au/contact-us

My Aged Care — Making a complaint
https://www.myagedcare.gov.au/making-a-complaint

Our commitment: Your care should respect your choices, protect your dignity and help you live the life you want.
Community Care Tailored Support — Support That Fits Your Life.