

AGED CARE STATEMENT OF RIGHTS

The Statement of Rights clearly identifies client rights when seeking or receiving aged care services. Under the Aged Care Act 2024, St John QLD are legally obliged to deliver services in line with these rights.

Independence, choice & control



Older people have the right to make their own choices - about their care, relationships, lifestyle and taking risks - with support if they want it.

Fair & equitable access



Older people have the right to have their needs assessed in a way that works for them, including having their cultural background, past trauma or cognitive conditions, such as dementia, respected.

Safe, quality care



Older people have the right to be treated with dignity and respect by experienced aged care workers who value the person's identity, culture, spirituality and diversity.

Privacy & confidentiality



Older people must have their privacy respected and their personal information kept confidential, and be in control of who this information is shared with.

Communication & complaints



Older people have the right to be informed in a way they understand and to raise concerns without fear of reprisal. Their feedback must be dealt with fairly and promptly.

Support & connections



Older people can stay connected to important people, pets and culture, including independent advocates. Aboriginal or Torres Strait Islander peoples can stay connected to Country and Island Home.



St John