

Aged Care Statement of Rights

Frequently Asked Questions



The Statement of Rights outlines the rights of all individuals who receive Australian Government-funded aged care services. These rights guide how we, at Benetas, deliver care and services and how we interact with you, your family, and representatives.

This FAQ helps you understand what your rights are, how we protect them, and what you can do if you believe your rights are not being upheld.

1. What is the Statement of Rights?

The Statement of Rights is a legal document under the Aged Care Act 2024.

It sets out the rights of every individual receiving aged care services in Australia and the responsibilities of providers like Benetas to uphold those rights.

These rights apply whether you receive care in your home, in a residential aged care service, or through community programs.

2. Why are these rights important?

Your rights are at the heart of quality care. They ensure that every Older Person can live with dignity, make choices about their life, and be treated fairly and respectfully.

They also ensure that care and services are provided safely and with compassion.

3. What are my rights under the Statement of Rights?

Under the Aged Care Act 2024, you have the right to:

- Be treated with dignity and respect, and have your identity, culture, and diversity valued.
- Live free from abuse and neglect.
- Make your own choices and decisions about your care and daily life.
- Have your privacy respected and your personal information protected.
- Receive safe and high-quality care and services that meet your needs and preferences.
- Be listened to, and have your views considered in decisions about your care and services.
- Be informed about your care, including costs, choices, and any changes.
- Have access to advocacy support to help you understand and exercise your rights.
- Give feedback or make a complaint without fear of victimisation or discrimination.
- Be supported to live the life you choose, with meaning, connection, and independence.

4. How will I receive my copy of the Statement of Rights?

Benetas will provide you with a copy of the Statement of Rights:

- When you first begin receiving care or services;

- Whenever there are significant updates to your rights under the law; and
- Upon request at any time.

You may ask for a copy in writing, electronically, or in a format that best suits your needs.

5. How will Benetas help me understand my rights?

We recognise that everyone has different communication needs and levels of understanding.

To support you, we will:

- Explain your rights clearly in plain language.
- Provide the Statement of Rights in different languages or accessible formats (large print, audio, Braille, or easy-read).
- Use interpreters or communication aids where needed.
- Offer face-to-face discussions to answer questions about your rights and responsibilities.
- Support your representative, carer, or advocate to understand your rights with you.

You can always ask a staff member to explain or go through your rights with you at any time.

6. What are Benetas' responsibilities?

As a registered aged care provider, Benetas must:

- Provide every individual with information about their rights and a copy of the Statement of Rights.
- Assist individuals to understand that information.
- Deliver care and services in a way that upholds those rights every day.
- Take prompt action if anyone's rights are not being respected or protected.
- Create an environment that supports speaking up safely and respectfully.

7. What if I believe my rights have been breached?

If you feel your rights have not been respected:

1. Raise your concern with a Benetas staff member or your Service Manager.
2. Submit feedback or a complaint through any of the ways listed in our Feedback and Complaints FAQ.
3. Contact the Aged Care Quality and Safety Commission if you wish to raise the issue externally.

You will not be victimised or disadvantaged for raising a concern. We value openness and act promptly to address all issues raised.

8. Can I have someone support me to understand or exercise my rights?

Yes. You can have a family member, carer, friend, or independent advocate support you.

You can contact:

- **Older Persons Advocacy Network (OPAN):** 1800 700 600
- **Translating and Interpreting Service:** 131 450
- **National Relay Service:** 1800 555 660

These services are free, confidential, and available nationally.

9. How does Benetas promote and protect these rights?

Benetas:

- Integrates the Statement of Rights into all aspects of care planning, staff training, and policy development.
- Encourages older people and families to participate in decisions about care and service design.
- Monitors and reports on rights-related issues through our Quality and Safeguarding Framework.
- Embeds the Statement of Rights in our onboarding, training, and performance expectations for all staff.

Our goal is not only to uphold these rights, but to create environments where they are actively lived and experienced.

10. Where can I learn more?

You can:

- Ask any staff member to explain or discuss your rights.
- Request a printed or translated copy of the Statement of Rights.
- Visit: health.gov.au/resources/publications/a-new-aged-care-act-for-the-rights-of-older-people
- Download the [Statement of Rights A4 explainer](#)
- Watch a short video - [Your aged care rights | Australian Government Department of Health, Disability and Ageing](#)

Benetas commitment

We are committed to supporting every Older Person to understand, experience, and exercise their rights. Your rights are not negotiable — they are protected by law, upheld by Benetas, and respected by every member of our team.