

## THE RESIDENT'S PERSONAL CARE PLAN

As a resident of an Aged Care home you have the right to have your individual needs met in an appropriate manner.

The staff of the home should consult with you, or your representative, about your likes, dislikes and health and personal care needs, including linguistic, cultural and spiritual needs. They should also talk to you about your interests. The information you provide will be documented in your Care Plan.

You have the right to see your Care Plan and to have input into your Care Plan. (See fact sheet *Access to Records*)

There should be a regular review of your Care Plan in consultation with you and / or your representative.

You should be consulted prior to any changes being made to your Care Plan.

Only information relevant to the Care Plan should be kept and this information should remain confidential.

You have the right to provide feedback on how well the care and support you receive meets your needs and what changes you would like to have in place.

### Contact ERA

Phone: (03) 9602 3066, 1800 700 600

Email: [era@era.asn.au](mailto:era@era.asn.au)

Website: [www.era.asn.au](http://www.era.asn.au)

## THE RESIDENT'S CHOICE OF LIFESTYLE

As a resident of an Aged Care home you have the right to participate in decisions about the service you receive.

You have the right to maintain control over, and to continue making decisions about the personal aspects of your daily life, your financial affairs and your possessions.

You have the right to be consulted on, and to choose to have input into decisions about the living arrangements of the home.

Your wishes, about everything to do with your care, including your health care, should be respected by staff members.

You have the right to be involved in the activities, associations and friendships of your choice, both within and outside the home.

You have the right to access information about your rights, care, accommodation, and any other information that relates to you personally.

You also have the responsibility to ensure that the exercising of your rights does not affect others' individual rights, including those providing care.

### Contact ERA

Mail: Elder Rights Advocacy  
Level 2 – 85 Queen Street  
Melbourne VIC 3000

# Empowering older Victorians

Elder Rights Advocacy is the registered business name of Residential Care Rights Inc. (ABN 63 367 539 827) which is part of the National Aged Care Advocacy Program - an Australian Government Initiative.

Note, the information in this fact sheet is general information about the law in Victoria— it is not legal advice.

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