

RESIDENTS' RIGHTS

You have the right to receive a good quality of service that meets your specific needs. To provide a good quality service, staff of the home need to find out what you want and what you feel a good quality service should be.

You have the right to be listened to and have your views about your care needs respected. You can expect that your feedback will be acted upon.

You should be consulted about any service arrangements.

The staff should find out if you are happy with the service. This could be done informally on a daily basis by asking you if you are satisfied with such things as your meals, your daily routine (e.g. activities you have done that day or the time you had your shower) and if your room is comfortable.

You could let staff know whether or not you are satisfied with the service in more formal ways by providing written feedback or through a Residents' Group or Committee.

Contact ERA

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POLICIES TO PROTECT RESIDENTS

The home will have written policies and procedures covering a range of matters that affect you as the Resident, and you have the right to read them and provide comments.

The policies may cover the following:

- security of tenure (i.e. right to maintain your residency and on what grounds you can be asked to leave);
- service approaches to meeting individual interests;
- decision making at the individual and service level;
- protecting residents' privacy, dignity and confidentiality;
- complaints and disputes.

The home may have an 'information book' that provides adequate information on the above issues plus additional information of interest to you.

For example:

- activities program;
- personal belongings;
- fees;
- respite;
- smoking;
- alcohol;
- request to move within the home;
- family involvement;
- emergency procedures;
- meals.

There should also be documentation on the home's vision, values, philosophy, objectives and commitment to quality.

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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