

IT'S YOUR RIGHT: LIVING IN AN AGED CARE FACILITY

This 26 page booklet is designed to provide plain English information to residents and their families on consumer rights in aged care. It can also be included in entry kits for new residents, as required by the accreditation and quality improvement standards.

Topics covered include:

- Consumer rights and an outline of the various protections available.
- A short practical example of what this means.
- Where to go for help, including 'in-house' complaints schemes.
- The Charter of Residents' Rights and Responsibilities.
- Contacts and an outline of advocacy services.



RIGHTS IN PRACTICE: WORKING IN AN AGED CARE FACILITY

A 27 page information booklet written as a guide for staff in aged care facilities. The booklet looks at rights and responsibilities within a practical framework and encourages consultation with residents and their families about care.

Topics covered include:

- Informed decision making and competency.
- Duty of care.
- Complaints handling.
- Balancing rights.
- Access to care notes.
- Resident's right to smoke.

TWO PRODUCTS TO HELP YOU MEET CONSUMER RIGHTS OBLIGATIONS

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.



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