

Charter of Residents' Rights and Responsibilities.

Each resident of a residential care service has the right to:

- full and effective use of his or her personal, civil, legal and consumer rights;
- quality care which is appropriate to his or her needs;
- full information about his or her own state of health and about available treatments;
- be treated with dignity and respect, and to live without exploitation, abuse or neglect;
- live without discrimination or victimization and without being obliged to feel grateful to those providing his or her care and accommodation;
- personal privacy;
- live in a safe, secure and homelike environment, and to move freely both within and outside the residential aged care service without undue restriction;
- be treated and accepted as an individual, and to have his or her individual preferences taken into account and treated with respect;
- continue his or her cultural and religious practices and to retain the language of his or her choice, without discrimination;
- select and maintain social and personal relationships with any other person without fear, criticism or restriction;
- freedom of speech;
- maintain his or her personal independence, which includes a recognition of personal responsibility for his or her own actions and choices, even though some actions may involve an element of risk which the resident has the right to accept, and that should not then be used to prevent or restrict those actions;
- maintain control, and to continue making decisions about, the personal aspects of his or her daily life, financial affairs and possessions;
- be involved in activities, associations and friendships of his or her choice, both within and outside the residential care service;
- have access to services and activities which are available generally in the community;
- be consulted on, and to choose to have input into, decisions about the living arrangements of the residential service;
- have access to information about his or her rights, care, accommodation, and any other information which relates to him or her personally;
- complain and to take action to resolve disputes;
- have access to advocates and other avenues of redress. And
- be free of reprisal or a well-founded fear of reprisal in any form for taking action to enforce his or her rights;

Each resident of a residential care service has the responsibility to:

- respect the rights and needs of other people within the residential care service, and to respect the needs of the residential care service community as a whole;
- respect the rights of staff and the proprietor to work in an environment which is free from harassment;
- care for his or her own health and well being, as far as he or she is capable; and
- inform his or her medical practitioner, as far as he or she is able, about his or her relevant medical history and his or her current state of health.