All people receiving Australian Government funded residential care, home care or other aged care services in the community have rights.

I have the right to:
1. safe and high-quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

If you have concerns about the aged care you are receiving, you can:
- talk to your aged care provider, in the first instance,
- speak with an aged care advocate on 1800 700 600 or visit opan.com.au, for support to raise your concerns, or
- contact the Aged Care Quality and Safety Commission on 1800 951 822 or visit its website, agedcarequality.gov.au. The Commission can help you resolve a complaint about your aged care provider.