

New Charter of Aged Care Rights

The Department of Health - Development of a single charter

Currently there are four Charters relating to the rights of aged care recipients that relate to residential care, home care, short-term restorative care (residential and home care settings).

A single Charter across aged care will make rights clearer for consumers, regardless of subsidised care type, and in turn reduce regulatory compliance for providers delivering multiple types of care.

Public consultation on a draft single [Charter of Aged Care Rights](#) was conducted during a five week period from 5 September to 10 October 2018.

New Charter of Aged Care Rights

From 1 July 2019, the new Charter of Aged Care Rights will provide the same rights to all consumers, regardless of the type of Commonwealth subsidised care and services they receive.

The new Charter of Aged Care Rights will replace the:

- Charter of care recipients' rights and responsibilities – residential care
- Charter of care recipients' rights and responsibilities – home care
- Charter of care recipients' rights and responsibilities – short-term restorative care (part 1, residential care setting; part 2, home care setting)

Key changes

The Charter of Aged Care Rights is easy to read and focusses on high-level consumer rights. The new Charter will make it easier for consumers, their families, carers and representatives to understand what they can expect from an aged care service.

Signing the new Charter

Providers have responsibilities to support consumers to understand the new Charter.

From 1 July 2019, providers must give residents a copy of the new Charter signed by the provider, and ensure that the resident or their authorised person has been given a reasonable opportunity to sign a copy of the Charter.

The purpose of requesting your signature is to allow you to acknowledge that you have received the Charter and had assistance to understand it. Residents are not required to sign the Charter and can commence, and/or continue to receive care and services, even if they choose not to sign the Charter.

Timeframes for implementing these new requirements are as follows:

1 July - 30 September 2019 Requirements must be completed for existing consumers in residential care in a residential care setting.