



Australian Government

Aged Care Quality and Safety Commission

Rights-based Approach of the new Act and Regulatory Operations

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The Statement of Rights

The new aged care act places the older person at the centre. Providers must act consistently with the Statement of Rights. It is an obligation, not guidance.

**Independence, Autonomy,
Empowerment and
Freedom of Choice**

Equitable Access

**Quality And Safe Funded
Aged Care Services**

**Respect For Privacy And
Information**

**Person-centred
Communication And The
Ability To Raise Issues
Without Reprisal**

**Advocates, Significant
Persons And Social
Connections**





Regulatory Architecture

How rights have become enforceable





Rights in Practice: Inclusion and Cultural Safety

When investigating an inclusion and cultural safety issue, we ask:

1. How did the organisation consider cultural safety when developing its systems
2. Was it reflected in the person's care plan?
3. Was there genuine agreement with the individual on how culturally safe care looks for them?
4. What visibility did leadership have? Were issues being monitored and acted on?

Supporting People to Exercise Their Rights



We must develop and support environments where people feel safe to speak up and where staff are confident in how to respond. That is the frontline of a rights-based system.

It is also where the impact of policy and regulation is realised. The insight this group generates can directly inform our work.



A shared goal...

To ensure every older person receives care that is safe respectful and aligned to who they are.

Whilst the act sets the framework for success and the Commission's commitment is unwavering, the learnings from groups like this will help us to keep improving.

