

## Response ID ANON-E7E3-8PZS-9

Submitted to **The draft Charter of Aged Care Rights**

Submitted on **2018-10-08 11:39:07**

### Tell us about you

#### 1 What is your name? (Optional)

**Name:**

Scott Walker, CEO

#### 2 What is your email address?

**Please provide your email address:**

scott.walker@carersvictoria.org.au

#### 3 Are you providing comments on behalf of an organisation? If so, please provide your organisation's name.

**Organisation's name:**

Carers Victoria

#### 4 Do you give consent for your submission to be published in whole or in part?

Yes

#### 5 Do you give consent for your name to be published?

Yes

#### 6 What role best describes you? Please select all that apply.

Peak body - consumers

**Please specify other role if not listed:**

#### 7 Where do you live, or where does your organisation operate? Please select all that apply.

VIC

#### 8 What is your location, or the location where your organisation operates? Please select all that apply.

Metropolitan, Regional, Rural / Remote

#### 9 If you are a consumer, do you identify with any of the following groups?

#### 10 If you are commenting on behalf of an organisation, does your organisation provide support or services to any of the following groups? Please select all that apply.

People from Aboriginal and/or Torres Strait Islander communities, People from culturally and linguistically diverse (CALD) backgrounds, People who live in rural or remote areas, People who are financially or socially disadvantaged, People who are veterans of the Australian Defence Force or an allied defence force including the spouse, widow or widower of a veteran, People who are homeless, or at risk of homelessness, People who are care leavers (which includes Forgotten Australians, Former Child Migrants and Stolen Generations), Parents separated from their children by forced adoption or removal, People from lesbian, gay, bisexual, trans/transgender and intersex (LGBTI) communities, People living with dementia

#### 11 If you are an aged care service provider, please select all the types of care your service delivers.

Commonwealth Home Support Programme services

### About the draft Charter

#### General comments about the draft Charter

#### 12 Does the Charter cover what you think is important?

No

**If no, please specify:**

Carers Victoria believes the draft Charter covers most areas of service use, but needs greater emphasis on the value and contribution of older people in our

society, and on the individuality and continuing person-hood of each person receiving aged care services, in the context of their families and communities.

This is further elaborated in answers to the questions below.

### 13 Does the introduction/preamble require clarification or any further information?

Yes

#### If yes, please provide details:

Carers Victoria recommends the preamble includes: • Para 1: High level introduction to older people receiving Commonwealth subsidised aged care as active agents in their own lives, with rights to self-determination and support to achieve this. It still tends to default to people as recipients of care, which is too passive. • Para 2: Reference to the Carer Recognition Act 2010 • Para 3: Specific reference to responsibilities that are intrinsic to the exercise of rights e.g. to treat others with dignity and respect.

### 14 Should the Charter be phrased in the first person, 'I have the right to' or 'you have the right to'?

Comfortable with either

### 15 Are the rights in the draft Charter easy to understand?

No

#### If no, please suggest alternative wording:

The fact that each right listed requires an explanatory paragraph (intent of the rights) means they are all open to interpretation.

Carers Victoria recommends the explanatory paragraphs are included on the reverse side of a One Page Charter.

Carers Victoria recommends adding: "This may require making arrangements to meet language or communication needs, and welcoming carers, families or advocates to be present." to the explanatory paragraph under (f).

### 16 Would you add any additional rights to the Charter?

Yes

#### If so, please provide details:

Carers Victoria recommends the following additions:

Individual rights:

- I have the right to have services delivered in a way which promotes my unique person-hood and builds on my strengths, capabilities and goals.
- I have the right to be recognised, respected and supported to maintain my roles contributing to and participating in personal, social and community life.
- I have the right to take informed risks.

Recognition of care relationships as per the Carer Recognition Act 2010:

- I have the right to have my relationships with family and friends recognised and respected, including relationships of giving and receiving care.
- I have the right to have my carer considered as a partner in my care, acknowledging their unique knowledge and experience.

### 17 Would you remove any rights from the draft Charter? (Please select all that apply)

### 18 Would you change any rights in the draft Charter?

Yes

#### If yes, please specify which right and your suggested changes:

Carers Victoria recommends each right is amended as follows:

- a) I have the right to safe and high quality care and services
- b) I have the right to be treated with dignity and respect and for my strengths and individuality to be valued
- c) I have the right to have my history, lived experience, identity, culture and diversity valued and supported
- d) I have the right to a meaningful life with autonomy and independence
- e) I have the right to live without abuse and neglect in any form
- f) I have the right to be informed about my care, have access to information about my rights, accommodation and anything else that relates to me personally, and get this information in a timely way
- g) I have the right to maintain control over, and continue to make decisions about, my personal, social and community life, care and support
- h) I have the right to communicate and receive information in a way that meets my needs and be listened to and understood
- i) I have the right to choose another person (family/carer/advocate) to speak on my behalf
- j) I have the right to complain, and to have complaints dealt with fairly and promptly
- k) I have the right to exercise my rights without it adversely affecting how I am treated in any way
- l) I have the right to personal privacy and to have my personal information kept confidential unless I have given permission for information sharing.

## Your final say

### 19 How else could consumers be made aware of their rights under a single Charter?

#### Ways of raising consumer awareness:

Carers Victoria recommends:

Raising aged care community awareness through:

Educating all board members, management and staff about these rights and how to protect them.

Raising consumer awareness through:

- Prominent information on My Aged Care targeted to consumers and carers with a self-paced learning module and links to complaints mechanisms
- Information in multiple languages other than English and in Easy English
- All residents and their representatives to have access to an information session on their rights conducted at the aged care facility by a member of the Older Persons Advocacy Network (OPAN).
- All home care/flexible care/STRC recipients and their representatives to be invited to an information session on their rights conducted by an OPAN member.

### 20 Do you have any other comments?

#### Additional comments:

Carers Victoria recommends extending the Charter of Rights to people receiving Commonwealth Home Support Program services.

#### additional information uploaded:

No file was uploaded