

**"Supporting choice,
decision making and
dignity of risk"**

Who We Are

We are a proudly South Australian family owned organisation that employs three hundred staff across both of our homes in Hope Valley and Findon. Ananda Aged Care welcomes the new single Charter introduced by the Australian Government and welcomes simplified language that aligns with our long standing ethos of compassion, comfort and care

The Charter cont.

I HAVE THE RIGHT TO:

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
12. Personal privacy and to have my personal information protected
13. Exercise my rights without it adversely affecting the way I am treated

The Charter

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, personal and social life, including where choices involve personal risk
8. Have control over, and to make decisions about, the personal aspects of my daily life, financial affairs and possessions





**We embrace the
new charter as an
accountability tool
as we continue to
welcome families
into our homes**



Contact Us

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Charter of Aged Care Rights

Ananda Aged Care committed
to the care and service
provision for older Australians
recognises the new Charter of
Aged Care Rights introduced
by the Australian Government
on 1 July 2019