

# All About Living Statement of Rights

Everyone deserves care  
that respects who they are



# How to use this document



We are All About Living.

We wrote this book.



This is an Easy Read document.

Easy Read means:

- Short sentences



- Simple words



- One idea at a time



You can read this yourself.

You can also ask someone you trust to help you.



This document explains **your rights** when you receive aged care services from **All About Living**.

## About All About Living



All About Living is a **local, not-for-profit organisation**.



We have supported older Australians and people with disability for more than **30 years**.

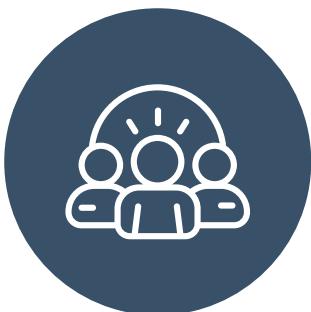


We support people to:

- Live safely at home



- Stay independent



- Feel respected and supported



We provide aged care and NDIS services  
across **Brisbane North, Sunshine  
Coast and Gold Coast.**



Our mission is simple.

We aim to **make a difference every day.**

## Our Promise to You



Everyone at All About Living is trained to respect your rights.



We promise to make sure your care is:

- Positive
- Respectful



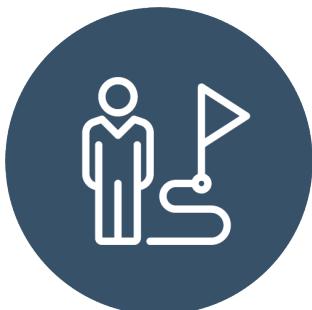
- Built on trust



We are committed to doing what is right, always.



## How We Keep Our Promise



We do this by:

- Providing **person-centred care** that respects your choices



Protecting your **privacy and confidentiality**



- Listening to your feedback and responding quickly



- Giving you **clear and easy-to-understand information**



- Supporting **diversity, inclusion and cultural safety** including people of all genders and identities.



If something does not feel right,  
we want to know.



Your feedback helps us improve.



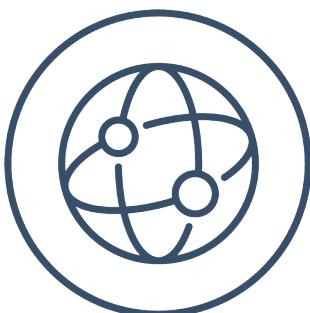
You can give feedback in these ways:



Phone us: 1300 503 886



Email us: [feedback@allaboutliving.com.au](mailto:feedback@allaboutliving.com.au)



Visit our website:

[www.allaboutliving.com.au/feedback-form](http://www.allaboutliving.com.au/feedback-form)

## Your Rights in Aged Care



Your rights are protected by a law called  
**the Aged Care Act 2024.**



Your rights explain:

- How you should be treated



- What you can expect from your provider



You have the right to be treated with:

- Dignity



- Respect



- Fairness



You have the right to **choice and control** over your life and care.

## Making Your Own Choices



You have the right to make decisions about:

- Your care and support



- Your daily routines



- Your relationships



- How you live your life



You can get support to make decisions if you need help.



You also have the right to choose the level of risk you are comfortable with.

## Fair Access to Services



You have the right to fair access to:

- Assessments



- Aged care services

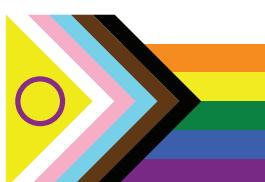


Your care should respect:

- Your culture



- Your identity



- Your gender, sexuality and who you love.



- Your life experiences



- Conditions such as dementia or memory loss

## Safe and Good Quality Care



You have the right to care that is:

- Safe



- High quality



- Delivered by trained and qualified staff



You have the right to be treated with dignity and respect at all times.

## Privacy and Confidentiality



You have the right to:

- Privacy



- Have your personal information kept safe



Your information should only be shared:

- With your consent



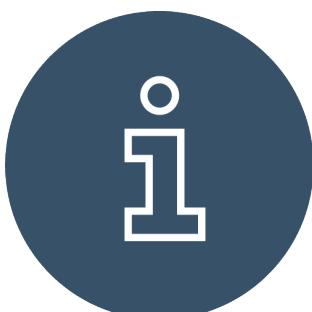
- Or when the law requires it

## Communication and Feedback



You have the right to receive information:

- In a way you understand



- Using clear and simple language



You have the right to:

- Ask questions



- Share your views



- Raise concerns



- Make a complaint



You will not get into trouble for speaking up.



Your concerns should be handled:

- Fairly



- Respectfully



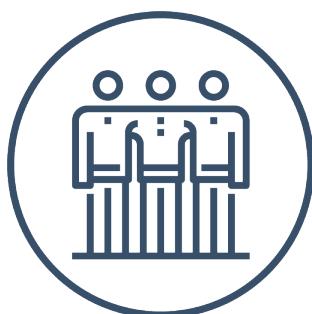
- As quickly as possible

## Support and Staying Connected



You have the right to stay connected with:

- Family



- Friends



- Your community



- Your pets



If you are Aboriginal or Torres Strait Islander, you have the right to stay connected to:

- Your community



- Your Country

## Advocacy and Extra Support

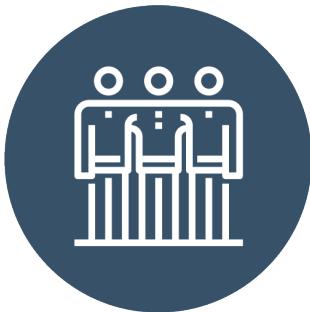


You have the right to support from someone you trust.



This could be:

- A family member



- A friend



- An advocate



An advocate can:

- Help you understand your rights



- Support you to speak up



- Help you make decisions

## Independent Advice and Complaints



If you want independent advice or support, you can contact:



### Aged Care Quality and Safety Commission

Phone: 1800 951 822



### Older Persons Advocacy Network (OPAN)

Phone: 1800 700 600



These services are free.

## Contact All About Living



Phone: 1300 503 886



Email:  
[info@allaboutliving.com.au](mailto:info@allaboutliving.com.au)



Website:  
[www.allaboutliving.com.au](http://www.allaboutliving.com.au)



If you have any feedbacks or complaints,  
please let us know via:



Phone: 1300 503 886



Email: [feedback@allaboutliving.com.au](mailto:feedback@allaboutliving.com.au)



Visit our website:

[www.allaboutliving.com.au/feedback-form](http://www.allaboutliving.com.au/feedback-form)



Everyone deserves care that respects  
who they are.

**Your rights. Our promise.**