

Statement of **Rights** Explained

Your rights and how they are upheld



From **1 November 2025**, the new Aged Care Act comes into effect. It places older people's rights at the centre of aged care — through a new Statement of Rights.

These rights belong to everyone receiving Government-funded aged care — at home, in the community, or in residential care. At Lutheran Services, we uphold these same rights for all older people we support.

Your rights

1. Make your own decisions — and have them respected.
2. Feel safe, included and supported.
3. Have your privacy and information protected.
4. Stay connected with your culture, community and loved ones.
5. Receive safe, quality care that values who you are.

Our promise to you

At Lutheran Services, we uphold your rights and support your wellbeing — respecting your individuality, supporting your sense of purpose, safety and belonging, and creating moments of joy.

What Lutheran Services will do

- Support your independence, choice and control in daily life.
- Take time to listen and respect your preferences in how care is planned and delivered.
- Create a warm, welcoming environment where everyone belongs.
- Act quickly on concerns and make sure you always feel safe and cared for.
- Handle your personal information with care and confidentiality.
- Only share information when it helps deliver the best possible care — and always with your permission.
- Help you maintain meaningful relationships and connections.
- Respect your culture, faith and identity, and support you to take part in what matters most to you.
- Deliver care that is respectful, professional and guided by the Strengthened Quality Standards.
- Our teams are trained and supported to provide care that meets your needs and upholds your dignity.

More information

If you have feedback about the aged care you are receiving, you can:

- Talk to Lutheran Services, your aged care provider
- Speak with an advocate on **1800 700 600** or at **OPAN.org.au**
- Contact the Aged Care Quality and Safety Commission on **1800 951 822** or at **AgedCareQuality.gov.au**



Read the full Statement of Rights, including how you can make sure your rights are upheld here health.gov.au/our-work/aged-care-act/about

