

## Our promise to you

Every member of our team is dedicated to protecting your rights and ensuring your experience with us is positive, respectful and built on trust.

We promise to:

- Deliver care that recognises your individuality and preferences
- Protect your privacy and keep your information secure
- Listen to your feedback and act promptly to resolve any issues
- Communicate clearly and transparently about your care and services
- Celebrate diversity and uphold cultural safety across all we do

If something doesn't feel right, please let us know. Your feedback matters and helps us grow and do better together.

## About us

Allinto was created to bring guidance, support and coordination all into one place. We believe in the power of experienced coordinators to make a meaningful difference for people navigating disability, mental health or aged care systems.

Wherever you are, our team partners with you to access the right supports, understand your options and manage the details so you can focus on living well.

## We are ALL:

**INTO** recovery

**INTO** support

**INTO** working together.

## Our purpose

To partner with our clients to navigate complex human and social services systems, coordinating support that best meets their needs.

## Our values

- ➔ Integrity
- ➔ Respect
- ➔ Connect
- ➔ Empower

PART OF **vertaview** group



**1300 245 516**  
info@allinto.org.au



**allinto.org.au**

A registered NDIS Support  
Coordination agency



## Statement of Rights

# Care that respects who you are



**allinto.org.au**





## Your rights in the new era of aged care

The Statement of Rights puts older Australians at the heart of aged care. It outlines what you should expect from your care provider and what your provider must deliver. Everyone has the right to be treated with dignity, respect and fairness, with real choice and control over how they live and the support they receive.

These rights, protected under the Aged Care Act 2024, ensure your care is safe, transparent and responsive to your needs. They also safeguard your privacy, independence and ability to make informed decisions about what matters most to you and your loved ones.

At Allinto, we partner with you to ensure your rights are recognised, your choices are respected and your wellbeing always comes first.

## Your rights explained

The Statement of Rights applies to everyone receiving aged care in Australia. It defines what you can expect from your provider and how you should be treated at all times. These rights protect your independence, dignity and wellbeing, and guide providers to act with integrity, empathy and accountability.

### Autonomy and freedom of choice

You have the right to make your own decisions about your care, lifestyle, relationships and daily activities, with support when you need it.

### Equitable access

You have the right to fair access to assessments and services that recognise your culture, identity, lived experience and any cognitive or health conditions.

### Safe, quality care

You have the right to safe, high-quality care from qualified staff who respect your individuality, values, and spirituality.

### Privacy and confidentiality

You have the right to privacy and to have your personal information kept secure and shared only with your consent.

### Communication and feedback

You have the right to receive information in a way you understand, to speak up freely and to have your feedback or complaints handled promptly and fairly.

### Support and social connection

You have the right to maintain meaningful connections with your family, friends, pets and culture, including Country or Island Home for Aboriginal and Torres Strait Islander peoples.

### Cultural safety and inclusion

You have the right to care that values diversity and ensures you feel safe, welcomed and included, free from discrimination.

### Advocacy and representation

You have the right to support from an advocate or trusted person to help you understand your rights, make choices and express your views.

## What these rights mean for you

These examples show how your rights are supported in daily life. At Allinto, your preferences, feedback and connections guide everything we do.

### Your choice matters

You have full choice over how and when your services are provided. Our team works with you to maintain your preferred routines and activities while ensuring your safety and independence.

### Your voice counts

Your feedback shapes the way we work. If something is not right, we listen, take action and adjust your plan so your care fits you.

### Staying connected

We support your connections to family, community and culture because meaningful relationships are essential to wellbeing.

### Our commitment to you

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