



Allinto Statement of Rights

Care that respects who you are



How to Use This Document

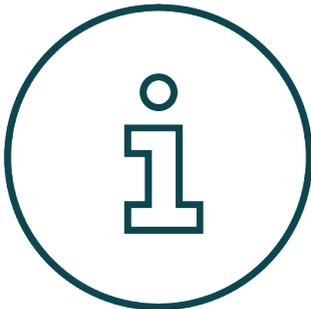


We are Allinto.

We wrote this book.



This is an **Easy Read** version of the Allinto Statement of Rights.



Easy Read means:

- Short sentences



- Simple words



- One idea at a time



You can:

- Read this by yourself



- Ask someone you trust to help you read it



This document explains your rights when you receive aged care services.

About Allinto



Allinto provides support coordination and guidance for people using aged care, disability and mental health services.



Our job is to:

- Listen to you



- Support your choices



- Help you understand your options



- Work with you to coordinate the right supports



- We promise to treat you with dignity, respect and fairness at all times.

Your Rights



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

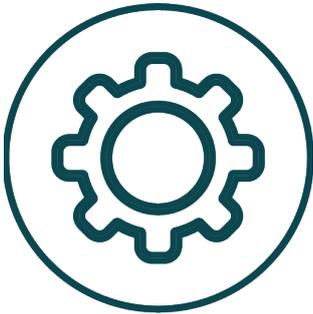


Rights are rules about how people must treat you.



You have these rights when you receive aged care services.

Choice and Control



You have the right to make decisions about your life.



That includes decisions about:

- The service you receive



- Who provides your services



- How and when your services are delivered



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



You also have the right to take reasonable risks when choosing how you want to live.

Getting the Services You Need



You have the right to a fair assessment for aged care services.



An assessment helps work out:

- What support you need



- How you should be supported



Your assessment should respect:

- Your wishes and preferences



- Your life experiences



- Your culture and beliefs



You have the right to receive care when you need it, including at the end of your life.

Safe and Good Quality Care



You have the right to services that:

- Are safe



- Work well for you



- Treat you with respect



You have the right to services from workers who:

- Follow the law



- Have the right skills and training



Services should be easy to understand and easy to access.

Privacy and Your Information



You have the right to have your personal information:

- Kept private



- Kept secure



You have the right to information about:

- Your rights



- The services you receive



- How much your services cost

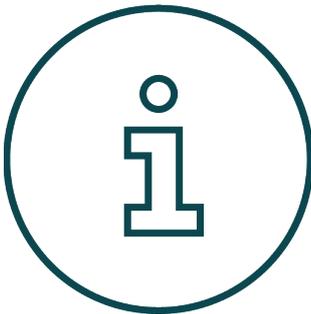


Your information should only be shared with your permission, unless the law says otherwise.

Communication and Speaking Up



You have the right to receive information in a way you understand.



This includes:

- Clear explanations



- Time to ask questions



You have the right to:

- Share your opinion



- Give feedback



- Make a complaint



You can speak up without getting into trouble.



You have the right to a quick and fair response.



You can make a complaint or give feedback in these ways:



Phone us: 1300 245 516



Visit our website:

www.allinto.org.au/feedback/

Language and Communication Support



You have the right to communicate in the language you choose.



This can use:

- An interpreter



- Communication tools such as pictures or devices



An interpreter helps you understand and be understood.

Complaints and Feeling Safe



If something does not feel right, you can make a complaint.



A complaint means telling someone that:

- Something has gone wrong



- Something is not working properly



You can make a complaint to:

- Allinto by phoning 1300 245 516 or online at www.allinto.org.au/feedback/



- The Aged Care Quality and Safety Commission by phoning 1800 951 822 or visiting www.agedcarequality.gov.au



You can ask for help from advocates, lawyers or other support services.

Support from Other People

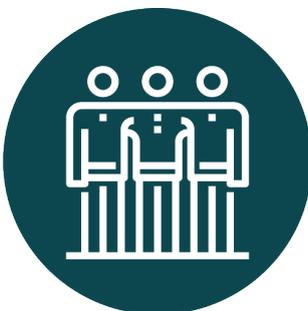


You have the right to support from someone you choose.



This could be:

- A family member



- A friend

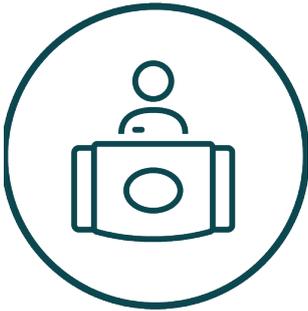


- An advocate

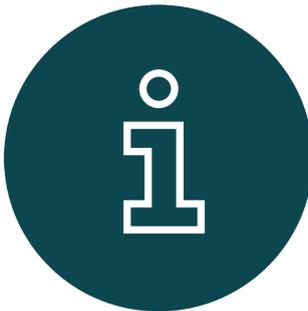


An advocate is someone who:

- Supports you



- Helps you have your say

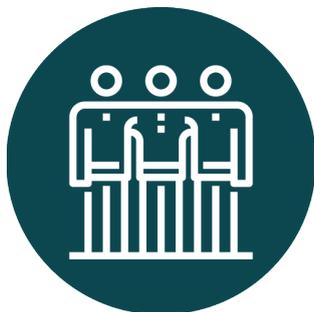


- Gives you information and advice



You can contact an advocate at any time.

Staying Connected



You have the right to stay connected with:

- Family and friends



- Your community



- Your pets

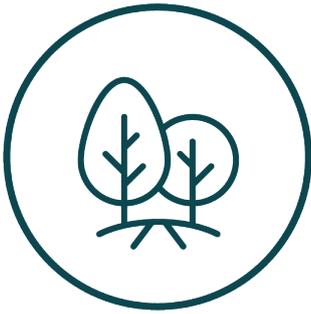


If you are Aboriginal or Torres Strait Islander, you have the right to stay connected to:

- Your community



- Your country



Country means the land, water, sky and everything in them.

Allinto's Promise to You



At Allinto, we promise to:

- Respect who you are



- Listen to your feedback



- Protect your privacy



- Communicate clearly



- Act quickly if something is not right



Your rights matter.



Your voice matters.



We are here to support you.



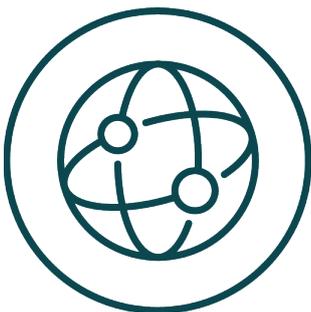
If you are unhappy with your care, you can also contact:



Aged Care Quality and Safety Commission



Phone: 1800 951 922



Website: www.agedcarequality.gov.au