



13 Brooks Street
West Wallsend 2286
Phone: 02 4962 6680
Fax: 02 4955 4218
ABN 34 095 335 309
mercyservices.org.au

Dear Consumer,

I have attached the Commonwealth Government's Charter of Aged Care Rights. The Charter of Aged Care Rights describes your rights and our obligations when we supply service to you.

You have the option of signing the Charter of Aged Care Rights. You can still receive services even if you choose not to sign it.

If you decide to sign the Charter, you're acknowledging that Mercy Services have given you a copy of the Charter, and assisted you to understand:

- information about consumer rights in relation to the aged care service; and
- information about consumer rights under the Charter.

After signing the charter, you can send it back to us by mail or give it to one of our drivers.

Under the aged care law, we are required to assist consumers to understand their rights and give each consumer a reasonable opportunity to sign the Charter. If you would like assistance to understand your rights, please contact us here at the office and ask for assistance.

Yours sincerely

David Murray

Head of Community Transport

Exceptional care



Charter of Aged Care Rights

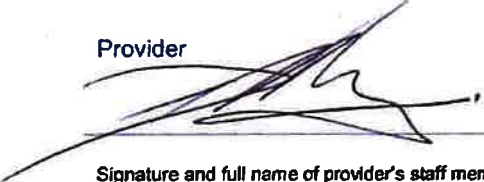
I have the right to:

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, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
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;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

Consumer

Provider

Consumer (or authorised person)'s signature (if choosing to sign)


Signature and full name of provider's staff member

DAVID MURRAY

Full name of consumer

Name of provider **MERCY SERVICES**

Full name of authorised person (if applicable)

Date on which the consumer was given a copy of the Charter

Date on which the consumer (or authorised person) was given the opportunity to sign the Charter