



CHARTER OF RESIDENTS RIGHTS & RESPONSIBILITIES

Resident's has the right:

- To full and effective use of his or her personal, civil, legal and consumer rights.
- To quality care which is appropriate to his/her needs.
- To full information about his/her own state of health and about available treatments.
- To be treated with dignity and respect, and to live without exploitation, abuse or neglect.
- To live without discrimination or victimisation, and without being obliged to feel grateful to those providing his/her care and accommodation.
- To personal privacy.
- To live in a safe, secure and homelike environment, and to move freely both within and outside the residential care service without undue restriction.
- To be treated and accepted as an individual, and to have his or her individual preferences taken into account and treated with respect.
- To continue his/her cultural and religious practices and to retain the language of his/her choice, without discrimination.
- To select and maintain social and personal relationships with any other person without fear, criticism or restriction.
- To freedom of speech.
- To maintain his or her personal independence, which includes a recognition of personal responsibility for his or her own actions and choices, even though some actions may involve an element of risk which the resident has the right to accept, and that should then not be used to prevent or restrict those actions.
- To maintain control over, and to continue making decisions about, the personal aspects of his/her daily life, financial affairs and possessions.
- To be involved in the activities, associations and friendships of his/her choice, both within and outside the residential care service.
- To have access to services and activities which are available generally in the community.
- To be consulted on, and to choose to have input into, decisions about the living arrangements of the residential care service.
- To have access to information about his/her rights, care, accommodation, and any other information which relates to him/her personally.
- To complain and to take action to resolve disputes.
- To have access to advocates and other avenues of redress; and
- To be free from reprisal, or a well-founded fear of reprisal, in any form for taking action to enforce his/her rights.

Resident's have a responsibility to:

- To respect the rights and needs of other people within the residential care service, and to respect the needs of the residential care service community as a whole.
- To respect the rights of staff and the proprietor to work in an environment which is free from harassment.
- To care for his/her own health and well-being, as far as he/she is capable; and
- To inform his/her medical practitioner, as far as he/she is able, about his or her relevant medical history and his/her current state of health.

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