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## Consumer Rights in a COVID-19 World



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## Interstate Advocacy Services Experience

- Refusing unvaccinated workers
- Care issues- running out of food, personal care
- Isolation- separated from family and loved ones
- Requiring home testing and vaccinations
- Accessing hospital and respite care when safe
- Accessing face to face ACAT assessments- hospital
- Community system overloaded- emergency leave, increased care needs, generally entering the system
- Unable to access electronic COVID-19 vaccination evidence
- Communication issues creating fear and uncertainty
- Utilising technology-daily calls and connection



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## Key Rights- Charter of Aged Care Rights

### Safe and high quality care and services

- Receiving services in a safe manner for everyone.
- Flexibility and adapting to changes where needed.
- Not just physical but particularly emotional care and wellbeing.

### Be treated with dignity and respect

- Ensure the older person feels validated and involved throughout the process.

### Be informed about my care and services in a way I understand

- Ensure face to face communication occurs wherever possible.
- Consider communication issues- utilise different methods.



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## Key Rights- Charter of Aged Care Rights

### Have control over and make choices about my care, and personal and social life, including where the choices involve personal risk

- Ensure individual needs and preferences are taken into account.
- Consider needs of diverse communities and vulnerable groups.

### Have a person of my choice, including an aged care advocate, support me or speak on my behalf

- Identify key people the older person may want involved in care decisions or to speak on their behalf if required.

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## Key Requirements

- Plan
- Communicate and reassure
- Take into account individual circumstances- needs and other supports required
- Check in regularly
- Adapt

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## Contact us

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