

FAIR HAVEN STATEMENT OF RIGHTS

We are created in the image of God and belong to our faithful Saviour, Jesus Christ; this gives us inherent worth and value. As members of His body in fellowship with one another, we uphold justice, love kindness and walk humbly with God. We recognise the God-given authority of the government to protect and promote what is good. As children of God, we recognise that rights come with responsibilities and therefore treat each other with love and care, defending the needy and showing no discrimination.

For you were called to freedom, brothers. Only do not use your freedom as an opportunity for the flesh, but through love serve one another. For the whole law is fulfilled in one word: "You shall love your neighbour as yourself."
- Galatians 5:13-14

At Fair Haven, as an individual receiving funded aged care services, I have the right to:



Quality and safe funded aged care services

1. Be treated with dignity and respect.
2. Safe, fair, equitable and non-discriminatory treatment.
3. Have my identity, culture, spirituality and diversity valued and supported.

*You shall stand up before the gray head and **honor** the face of an old man, and you shall **fear your God**: I am the Lord.*
- Leviticus 19:32

4. Receive care services in a culturally safe, appropriate, trauma-aware and healing-informed way.
5. Receive care services in an accessible manner, by aged care workers with appropriate qualifications, skills and experience.

*Do not neglect to **do good and to share** what you have, for such sacrifices are pleasing to God.*
- Hebrews 13:16

6. Quality, safe and consistently lawful services.
7. Be free from all forms of violence, degradation, exploitation, neglect, coercion, abuse or misconduct.

***Honor** everyone. **Love** the brotherhood. **Fear God**. Honor the emperor.*
- 1 Peter 2:17



Person-centred communication and ability to raise issues without reprisal

8. Be informed about the care and services I access in a way I understand.
9. Express my opinions about the care and services I receive, and be heard.
10. Communicate using my preferred language or method of communication.

Listen to your father who gave you life, and do not despise your mother when she is old.
- Proverbs 23:22

11. Open communication and support from Fair Haven when issues arise in the delivery of services.
12. Make complaints about my care and services without fear of reprisal, and have these complaints dealt with fairly and promptly.

Open your mouth for the mute, for the rights of all who are destitute.
*Open your mouth, judge righteously, **defend the rights** of the poor and needy.*
- Proverbs 31:8-9



Independence, autonomy, empowerment and freedom of choice

13. Exercise choice and make decisions about my life, including my financial affairs and personal possessions.
14. Exercise choice and make decisions about my care and the services I access, including how, when and by whom these services are delivered.
15. Be supported, if necessary, to make decisions, and have those decisions respected.
16. Take personal risks, including in pursuit of my individual quality of life, social participation and relationships.

*Do not rebuke an older man but **encourage** him as you would a father...*
*older women as mothers... **in all purity.***
- 1 Timothy 5:1-2



Respect for privacy and information

17. Have my personal privacy and information protected.

18. Seek and be provided with records and information about my rights and about the services I access.

*You yourselves have been taught by God to love one another... to aspire to **live quietly**, and to **mind your own affairs**, and to work with your hands.*
- 1 Thessalonians 4:9-1



Equitable access

19. Equitable access to the assessment or reassessment of my needs in a culturally safe, appropriate, trauma-aware and healing-informed manner, including if I have dementia or other cognitive impairment.

20. Equitable access to palliative care and end-of-life care when required.

*"You guide me with your counsel, and afterward you will receive me to glory... My flesh and my heart may fail, but God is the strength of my heart and my portion **forever**... for me it is good to be near God; I have made the Lord God my **refuge**, that I may tell of all your works.*
- Psalm 73:23-28



Advocates, significant persons and social connections

21. Be supported by an advocate or other person of my choice, including when I exercise my rights, voice my opinions, make decisions and give feedback or make a complaint.

22. Have carers, visitors, volunteers and other people who are significant to me be acknowledged and respected.

*Religion that is **pure and undefiled** before God the Father is this: **to visit** orphans and widows in their affliction, and to keep oneself unstained from the world.*
- James 1:27

23. Opportunities and assistance to stay connected (if I so choose) with significant people in my life, including through safe visitation with family members, friends, volunteers or other visitors.

24. Opportunities and assistance to stay connected (if I so choose) to my community, including by participating in public life and leisure, cultural, spiritual and lifestyle activities.

25. If I am an Aboriginal or Torres Strait Islander person, opportunities and assistance to stay connected to community, Country and Island Home.

*The righteous are **planted in the house of the Lord**; they flourish in the courts of our God. They still **bear fruit** in old age; they are ever full of sap and green.*
- Psalm 92:12-14

DECLARATION

I have read and understand the Statement of Rights.

Name

Signature

Date