

Bundaleer Resident Rights and Responsibilities

Everyone has the right to freedom and respect and the right to be treated fairly by others. Your rights do not diminish when you move into Dementia Care at Bundaleer, regardless of your physical or mental frailty, or your ability to fully appreciate your rights and responsibilities.

Every resident in Dementia Care has the right to:

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

Every resident in Dementia Care has the responsibility to:

- respect the rights and needs of other people within the Facility and to respect the needs of the community within the Facility as a whole
- respect the rights of staff and the proprietor to work in an environment which is free from harassment
- his or her health and wellbeing, as far as he or she is capable
- inform his or her medical practitioner, as far as he or she is able, about his or her relevant medical history and his or her current state of health.

We appreciate that this can be an overwhelming time so the friendly staff at Bundaleer are only too happy to assist you in any way they can. Call us on (02) 6858 2811 to let us know how we can help.