



New Zealand
Aged Care Association

Code of Residents' Rights and Responsibilities

The New Zealand Aged Care Association expects its members to always provide a high standard of care for residents and to recognise and respect their individual rights. As a resident, you should expect the following values to be upheld in your home.

You have a right to:

Be treated with courtesy and respect in a way that recognizes your dignity and individuality.

- Be addressed by your preferred name.
- Have your cultural, religious, and spiritual beliefs and practices respected by staff and other residents.
- Be spoken to directly about matters relating to you.
- Be listened to about how you wish to be treated and taken care of.

Maintain your dignity and independence.

- Maintain your personal independence and be assisted to regain independence where possible.
- Privacy when desired for matters such as hygiene.
- Control over all personal matters regarding your own possessions, financial matters, and activities of daily living.
- Participate in a range of activities, both in the facility and in the community.
- Be supported to make informed decisions about activities of daily life and have information provided in a format best suited to your needs.

Maintain and form relationships.

- Communicate in confidence, receive visitors, and talk in private without interference.
- Choose and maintain contact with individuals and groups from the community through visitors to the home and outings.
- Form friendships and relationships, including intimate relationships, as long as the personal rights of others are maintained.

Receive personal and health care according to your needs.

- Be properly clothed, groomed, and cared for in a manner consistent with your preferences.
- Be informed about your medical condition, treatment and proposed course of treatment.
- Participate fully in making decisions concerning any aspect of care.
- Have your medical records kept confidential.
- Designate a person to receive information concerning transfer or emergency hospitalization.

Be provided with a suitable living environment.

- Be properly housed and fed in a manner consistent with your needs.
- Live in a clean and safe environment.
- Display in your room, personal possessions, pictures and furnishings in keeping with safety requirements.
- Not have your possessions shared without your permission.
- Participate in setting any house rules.

You have a responsibility to:

- Remember that other residents have the same rights as you and not act in such a manner that infringes on the rights of others.
- Treat staff and other residents with dignity and respect.
- Assist staff in looking after your health and wellbeing.
- Inform staff when you are leaving the home and when you plan to return.
- Treat the facility with care and respect.
- Keep current any financial obligations relating to your home provider.
- Adhere to the house rules.

The [Code of Health and Disability Services Consumers' Rights](#) sets out your legally enforceable rights as a consumer of health and disability services.

- A copy of the Code of Health and Disability Services Consumers' Rights should always be made available to residents.
- Residents should be able to have any complaint willingly and respectfully heard by the facility manager in the first instance.
- Residents have the right to complain about anything that upsets them and if necessary, have an independent person to advocate on their behalf.

The nationwide Health and Disability Advocacy Service (0800 555 050) is available to assist consumers in resolving complaints that arise under the Code of Health and Disability Services Consumers' Rights.