Transcript

Aged Care Quality and Safety Commission

What is Person-Centred Care?

**Presented by:**

Speaker

[*Opening visual of slide with text saying ‘What is person-centred care?’’, ‘Australian Government with Crest (logo)’, ‘Aged Care Quality and Safety Commission’*]

[*The visuals during this video are of slides with text and animations representing what is being said at the time during the video*]

§(Music Playing)§

**Speaker:**

Everyone receiving aged care services has the right to be safe and treated with dignity and respect. Person-centred care supports you to be an active partner in your care. You can work with your provider to ensure the care you receive meets your needs by telling them your goals and which relationships and activities are important to you so you can live the life you choose.

To provide person-centred care your aged care provider will ask you about your preferences and your life before you started receiving aged care services. These conversations will continue as part of your ongoing care.

Tell your provider how they can help you to be independent and keep your connections with people and your community.

[*Visual of slide with text saying ‘Dignity of risk’, ‘RISK’*]

Dignity of risk is also a big part of person-centred care. If something you want to do involves risks, your aged care provider should help you to understand those risks and work with you to manage those risks.

You might like to involve others in conversations about your care. These representatives are sometimes referred to as ‘Partners in care’ and can include a family member, friend or representative. Through an agreement between yourself and your provider your partner in care can be involved in your day to day care. they may help you with your daily routine or you may just enjoy each other’s company.

There are many ways you can be supported to live the life you choose. Talk to your aged care provider about your options. And remember, if you have a concern about the care that you or someone else is receiving it’s important to talk about it. Services are available to help you, like the Older Persons Advocacy Network.

[*Visual of slide with text saying ‘OPAN’, ‘Older Persons Advocacy Network’, ‘1800 700 600’*]

You can also raise a concern or make a complaint with the Aged Care Quality and Safety Commission.

[*Visual of slide with text saying ‘Australian Government with Crest (logo)’, ‘Aged Care Quality and Safety Commission’, ‘1800 951 822’*]

§(Music Playing)§

[*Closing visual of slide with text saying ‘Australian Government with Crest (logo)’, ‘Aged Care Quality and Safety Commission’, ‘agedcarequality.gov.au’, ‘Call: 1800 951 822’*]

[End of Transcript]