

# Members' Charter

The Ageing Australia Members' Charter (**Charter**) sets high standards to which Ageing Australia and its members aspire.

This Charter outlines what Ageing Australia and our members value and the ways in which we expect to operate and support each other in the provision of services to older Australians. The Charter describes the desired behaviours and expectations of Ageing Australia and its members. These describe to the sector and service users the basis on which we operate as an association.

In stating our expected values and behaviours this Charter reflects the purpose of Ageing Australia to lead, advocate and provide support, advice, and guidance to aged care providers to ensure a high performing, trusted and sustainable aged care sector, so that older Australians can live their best lives.

| Ageing Australia and our members value:  | Ageing Australia and our members achieve this through:   |
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| <ul style="list-style-type: none"> <li>the rights of older Australians and their needs and preferences are at the centre of service delivery</li> </ul>                                    | <ul style="list-style-type: none"> <li>actively listening to and acting upon the input of older Australians and those who care for them in the design and delivery of services and supports to them</li> </ul>                             |
| <ul style="list-style-type: none"> <li>offering care and services that deliver the best outcomes possible for older Australians.</li> </ul>  | <ul style="list-style-type: none"> <li>focusing on the older person's quality of life by integrating services that are delivered by a skilled and compassionate workforce</li> </ul>   |
| <ul style="list-style-type: none"> <li>the trust that is put in us by Australians to deliver care and services</li> </ul>  | <ul style="list-style-type: none"> <li>being accountable for the work we do through our relationships, honesty, reliability and responsiveness with older Australians and the community</li> </ul>   |
| <ul style="list-style-type: none"> <li>a shared ambition for continuous improvement and the pursuit of excellence so that aged care services are the best they can be</li> </ul>           | <ul style="list-style-type: none"> <li>demonstrating performance through transparent reporting, celebrating achievements, sharing leading practice, and ensuring sound governance supporting cultures of continuous improvement</li> </ul> |
| <ul style="list-style-type: none"> <li>having robust and sustainable aged care services, resourced and enabled to provide high quality care and support now and into the future</li> </ul> | <ul style="list-style-type: none"> <li>advocating strongly for an aged care system that is appropriately designed, equipped and funded so that it is resilient, adaptable and enduring</li> </ul>  |

The relationship between Ageing Australia and its members is built on mutual obligations:

## Responsibilities of members

- Strive for high standards and continuous improvement in all areas of operations
- Treat Ageing Australia staff and other members with respect in all engagements and circumstances
- In times of need, seek support from Ageing Australia in responding to challenging issues
- Play an active part in contributing to building and maintaining the reputation of aged care services in Australia
- Commit to and support Ageing Australia's vision and purpose for our sector and translate this intent into actions and outcomes
- To support Ageing Australia and its members through active engagement, participation, and contribution to Ageing Australia advocacy activities and initiatives
- Uphold your responsibilities as a Member of Ageing Australia under this Charter

## Rights of members

- Access Ageing Australia's expertise, advice, and services to support continuous improvement
- Be treated with respect in all dealings with Ageing Australia and its members
- Be supported in times of need by timely and appropriate advice and assistance
- Be supported in the pursuit of excellence, sharing of leading practice and the celebration of achievement that enhances the reputation of our sector
- Be invited to participate in relevant activities in support of Ageing Australia's vision and purpose
- Be able to have your voice heard and participate in the range of advocacy activities available to members
- Exercise your rights as a Member of Ageing Australia under this Charter

All members are bound by the Ageing Australia Constitution and this Charter. To give effect to this Charter, Ageing Australia has in place processes to administer and govern the application of this Charter if that the behaviour or performance of Ageing Australia or its members are not consistent with the aspiration, values, rights, and responsibilities of this Charter.

Ageing Australia Independent Chair  
Michael (Mick) Reid AM

Ageing Australia CEO  
Tom Symondson

