

Hello and welcome to our first issue of **News for You**, a newsletter for people receiving aged care services.

Our newsletter will bring you heartwarming stories and information about protecting your health and safety during the COVID-19 pandemic.

Plus, learn about support services to help you remain in your home. We can also help you address issues you may be experiencing with your aged care services or provider.

We provide free and confidential advocacy support to help you keep control over and make informed decisions about your personal and social life. Browse through and discover what's in this issue of **News for You!**

# Advocare

Empowering People



[advocare.org.au](https://advocare.org.au)



**ADVOCARE** free  
advocacy line

**1800 700 600**

8am - 8pm, Mon-Fri  
10am-4pm Sat

# News for You

Aged Care Advocacy Newsletter | June-July 2021 | Issue 1



## Staying COVID-19 safe once you are vaccinated

Your safety is our number one priority in Australia's national COVID-19 vaccination rollout. Suppose you consent to a COVID-19 vaccine but haven't yet received it. In that case, you and your family will be notified once a vaccination date is confirmed for the aged care home where you live.

As winter approaches, your risk of becoming severely unwell with COVID-19 or other viruses increases if you're not yet vaccinated against them.

You can talk to your GP or phone 1800 020 080 if you have questions about the vaccine, and continue to follow the steps below:



**WEAR A MASK  
IN PUBLIC**



**WASH YOUR  
HANDS WITH SOAP  
OR SANITISER**



**KEEP A 1.5M  
DISTANCE FROM  
OTHERS**



**STAY AWAY FROM  
OTHERS IF YOU  
FEEL SICK**

# What can you do if you have aged care issues?



## JENNY'S FAMILY

### Prioritising your needs

**Jenny's parents have been living together in a residential aged care home for three years.**

When they entered residential aged care, they entered into a contract to pay a daily accommodation payment (DAP) rather than a refundable accommodation deposit (RAD) as the family home had not yet been sold.

Once the family home was sold, the family wished to pay a RAD rather than continuing with the DAP, in line with advice from Centrelink. The facility said a new contract would need to be negotiated and signed for this to occur. However, the family wanted to keep the existing contract, which a financial adviser advised was possible.

Our advocate contacted Aged and Community Services Australia to clarify whether the existing contract could

be amended or whether a new one, with revised costs, is required.

We were able to advise Jenny they didn't require a new contract and that an amendment could be made to the existing contract outlining the agreed change in payment method.

## THERESA'S STORY

### Respite costs

**Theresa is a full-time carer for her husband, who receives a home care package.**

When they signed up with their provider, they were given a handbook outlining costs, including overnight respite at \$200 per night.

Theresa booked this, expecting it to cost \$200.

After the respite, Theresa rang to double-check the cost as she might want to use it again and was told the service was being charged on an hourly basis. When Theresa pointed out the discrepancy, the service provider advised that there was a mistake in the handbook, which they would update, but she would be charged an hourly rate for the 12 hours provided.

Theresa contacted our advocate to see if a provider was allowed to change the service

costs with no notice. The advocate contacted the service provider, who advised that they had charged 12 hours of full service because the service listed in the handbook was not available. They had not discussed the cost with the client because they had arranged it at the last minute. Our advocate referred them to the agreement, and they confirmed they would only charge for the advertised amount on this occasion, but future services would be charged at an hourly rate.



## SARAH'S STORY

### Getting family support

**Louise has advanced dementia and lives in residential aged care.**

Recent changes to medication have affected Louise's behaviour; she is suffering hallucinations and is becoming stressed, agitated and confused.

As an interim measure, her daughter Sarah wanted to visit her mum Louise first thing so she is there when she wakes up and can help her settle. The facility has advised this is not possible for



several reasons, including lack of staff, and being outside of regular visiting hours.

Our advocate provided Sarah with some suggestions to negotiate with the facility, for example, to agree to a given time each morning so that a staff member could be made available to meet her and check her temperature. Sarah can now visit Louise daily.

## Q Your Q&A

**I grew up in Italy and love the food I shared with my family before moving to Australia. Living in residential aged care I don't get to eat that type of food anymore. What can I do?**

While you no longer live in your own home, you still have the right to eat the foods you want and to practice your culture under Australia's Charter of Aged Care Rights.

Speak to your nursing home manager about a meal plan that includes some of your favourite Italian foods. If you don't feel comfortable bringing this up, call us. We can connect you to an independent advocate who can support you to raise your concerns with the manager.

**Call Advocare 1800 655 566**

**You have the right to be treated with dignity and respect.**

Advocare ensures your rights are being met and your voice is being heard.

**Phone: 1800 655 566**

Monday to Friday 8:30am - 4:30pm  
[www.advocare.org.au](http://www.advocare.org.au)



Our services are **free, confidential and guided by you**. We provide:  
**Advocacy | Information | Education | Volunteering | WA Elder Abuse Helpline**

**WA Elder Abuse Helpline: 1300 724 679**

**Advocare**  
Empowering People

## **Q** YOUR QUESTIONS ANSWERED

Recommendations and advice can be difficult to understand, so we've provided some practical advice and answered some of your frequently asked questions, such as:

### ★ **What is elder abuse?**

Elder abuse is a single, or repeated act, or lack of appropriate action occurring within any relationship where there is an expectation of trust which causes harm or distress to an older person.

### ★ **Are there different types of abuse?**

Abuse can take many forms including financial, physical, sexual, emotional, psychological, social or neglect. It can be difficult to seek support, especially if you're worried about something happening to you if you do.

### ★ **How can I get help?**

If you think you're at risk or experiencing elder abuse, we can offer you support and information, help you access appropriate resources and services, and work with you to find a solution.

**If you have questions or need support call Advocare on 1800 700 600**

**Send your contributions to the next newsletter via email: [enquiries@opan.org.au](mailto:enquiries@opan.org.au)**



## **Your Right To Visitors**

Just because you live in residential aged care doesn't mean you can't have the social life you had living in the community. Besides, getting visits can give you something to look forward to and keeps you up to date with what's keeping friends and family busy. Restrictions to stop the spread of COVID-19 have been lifted, so your visitors can return.

- ★ You have the right to do activities of your choice outside your residence.
- ★ You do not need to quarantine when returning from medical or other appointments.
- ★ Community visitors and volunteers can make social visits.
- ★ There are no time limits for social visits.

**If you have questions about having visitors or going out contact your local advocate on 1800 700 600**

# Advocacy - Your Free Aged Care Support

## How can we help you?

Advocare offer free and confidential assistance to people like you to find solutions to issues or concerns you have about the care you're getting. Our job is to listen to your concerns. Our friendly and knowledgeable advocates will work with you to find a solution. We put your needs first.

## When do we help?

Everyone's needs are different, but we have the knowledge and experience

to help you to work through your situation. We can assist you if you feel under pressure to make a choice you disagree with or when you're unhappy with the care you're getting in your nursing home. These are just two examples of situations we can help with, but there are many more.

## How does it work?

Sometimes an issue can be solved with one conversation over the phone with us. Others might need several

conversations or a face-to-face meeting with you or your nursing home to discuss your concerns and find a solution. We are here to support you and always put your needs and best interests first to improve your experience.

**For independent, free and confidential aged care advocacy, phone our free advocacy service on 1800 700 600 or visit our website: [www.advocare.org.au/aged-care-advocacy/](http://www.advocare.org.au/aged-care-advocacy/)**

## Q Your Rights in Aged Care

You are entitled to a unique set of rights under Australia's Charter of Aged Care Rights. The Charter demonstrates what you can expect from aged care providers. It puts your needs first and recognises your fundamental right to be treated with dignity and respect.

### You have the right to:

- ★ Safe and high quality care and services.
- ★ Be treated with dignity and respect.
- ★ Have your identity, culture and diversity valued and supported.
- ★ Live without abuse and neglect.
- ★ Have control over and make choices about your care, and personal and social life, including where the choices involve personal risk.
- ★ Be listened to and understood.
- ★ Have control over, and make decisions about, the personal aspects of your daily life, financial affairs and possessions.
- ★ Your independence.
- ★ Have a person of your choice, including an aged care advocate, support you or speak on your behalf.
- ★ Complain free from reprisal, and to have your complaints dealt with fairly and promptly.

**These are just some of your rights under the Charter of Aged Care Rights. To learn more and get assistance to exercise your rights, call us 1800 700 600**

# New initiative - Stay Connected & Supported in Your Community

**One in eight people aged over 65 living in Australia experience feelings of loneliness, and one in twelve experience social isolation. Feeling lonely and being isolated should not be a regular part of ageing. Connection to people of all ages provides security, support, happiness and a sense of purpose.**

We are living longer than ever before, which means you will experience a range of age-related changes and may need to reach out for support.

The Older Persons Advocacy Network recently launched the Stay Connected and Supported in Your Community initiative. We are delighted to share it with you.

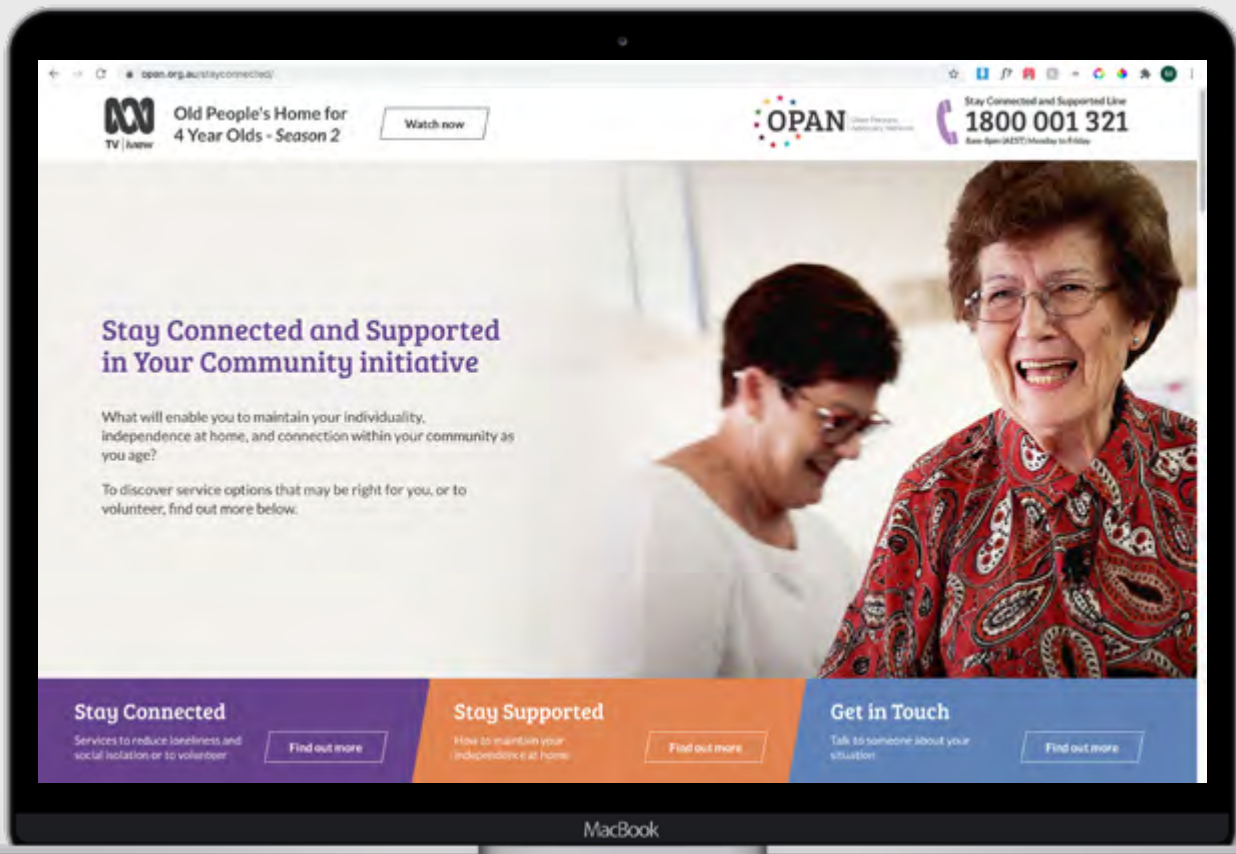
It includes our new Stay Connected website - [www.opan.org.au/stayconnected](http://www.opan.org.au/stayconnected) - bursting with information about services that may be right for you.

There's also a new phone line - **1800 001 321** - to speak to our friendly team who can connect you with volunteer visitors,

services like Friend Line and Dementia Australia or wellbeing support.

Volunteer visitors can be matched to you based on shared interests, and if requested, cultural background, gender and sexual orientation. They visit weekly or fortnightly for a chat, walk, activity, or outing - providing friendship and companionship.

Contact our lovely team, who can assist you to connect to your community. **Call 1800 001 321.**





# Interview with Aesh Rao from Old People's Home for 4 Year Olds

What happens when you bring together older people and pre-schoolers? The ABC's heartwarming series Old People's Home for 4 Year Olds shows us how intergenerational relationships transform older people's lives.

In this season, the show's older stars want to live independently in their own home but need support to remain healthy and happy enough to stay there. We had a chat with Sydney resident Aesh Rao, who stars in season two!

## **What made you want to be involved with the show?**

It came at a very good time because we were locked down during COVID. I felt that this was a very good opportunity for me to go out, meet people and chat.

That's what I was thinking at the time - if an opportunity comes to you, maybe it's a good idea to take it.

## **Tell us about the first time you met the children who feature in the show?**

They were very bubbly, and it was a very happy occasion. We waited to see what these kids were going to do and how they choose who they would go to. It was a very mysterious beginning.

## **How have the friendships you formed on the show changed your life?**

It has given me an opportunity to meet a large number of people from other backgrounds, rather than the sub-culture I was living in, in a way, just with my colleagues and friends I've had for a long time.



# Keep these numbers handy

Advocare  
1800 700 600

Aged Care Quality & Safety Commission  
1800 951 822

My Aged Care  
1800 200 422

Dementia Australia  
1800 100 500

National Seniors Australia  
1300 76 50 50

Stay Connected  
1800 001 321

Lifeline  
13 11 44

Legal Aid WA  
1300 650 579

WA Health  
(08) 9222 4222

## PUZZLE TIME - FIND THE WORDS

E	C	C	E	A	D	V	O	C	A	T	E	Z	N	I	Y	I	N
P	L	H	O	Z	J	W	D	H	P	R	I	V	A	C	Y	N	G
C	E	D	O	N	T	C	U	L	T	U	R	E	D	T	U	D	C
H	O	R	E	I	S	L	Y	O	A	D	N	W	L	S	I	E	R
A	S	T	S	R	C	E	I	D	X	K	I	N	D	A	T	P	E
R	V	U	T	O	V	E	N	S	I	W	S	D	R	F	P	E	S
T	I	H	P	V	N	A	K	T	T	G	W	W	W	E	T	N	P
E	F	G	Y	P	A	A	L	I	D	E	N	T	I	T	Y	D	E
R	A	G	H	D	O	W	L	U	K	Q	N	I	H	Y	U	E	C
P	I	K	B	T	N	R	W	P	E	J	K	W	T	Z	N	N	T
V	R	R	X	J	S	A	T	O	K	L	W	D	Z	Y	S	C	H
L	I	S	T	E	N	C	A	R	E	B	H	E	L	P	O	E	S

ADVOCATE	ELDER	PERSONAL
CARE	FAIR	PRIVACY
CHARTER	HELP	RESPECT
CHOICE	IDENTITY	RIGHTS
CONSENT	INDEPENDENCE	SAFETY
CULTURE	KIND	SUPPORT
DIGNITY	LISTEN	VALUE

We acknowledge the traditional land owners of country throughout Australia and recognise their continuing connection to land, waters and culture. We pay our respects to their Elders past, present and emerging.



 [opan.org.au](http://opan.org.au)

 OPAN Advocacy Line  
**1800 700 600**  
8am - 8pm Mon - Fri  
10am - 4pm Sat

Advocare is a proud member of the Older Persons Advocacy Network with organisations to support you with free and independent aged care advocacy in each state or territory

ACT	VIC	NSW	TAS	NT - Top End
				
WA	QLD	NT - Central	SA	
				