

Talk to Us First

Free eLearning on aged care advocacy

Who is OPAN?

The Older Persons Advocacy Network (OPAN) is the national peak body for individual aged care advocacy support. The network is made up of 9 state and territory organisations that have been successfully delivering advocacy, information and education services to older people, their families and other representatives for more than 30 years.

OPAN offers education to providers on aged care advocacy, aged care rights, and abuse prevention.

Who should complete the training?

All aged care workers and service providers. The training is also available to paid and unpaid carers, older people and those who visit them, and anyone who has contact with older people.

How long does it take to complete?

The course can be completed within **30 minutes**.

Format and assessment:

This short training is self-paced and accessible online at all times, or as set by your manager. After reading and watching the course content, there is a short quiz and feedback form to be completed in order to receive a certificate of completion.

Learning objectives:

- To increase the aged care workforce understanding of advocacy services and the significant role advocates play.
- To support understanding of the rights of older people and the role they have in ensuring older people feel safe, encouraged, and supported to give feedback or make a complaint.
- To develop aged care workers' and providers' understanding of older people's rights and the key role they play in supporting older people to raise any of their concerns early.

By completing the program, **aged care workers will gain a certificate of completion** which will demonstrate they are working towards *Aged Care Quality Standard 2.6: Complaints and feedback management*.

- Older people, workers and others are encouraged and supported to provide feedback and make complaints about care and services, without reprisal.
- Older people are empowered to access advocates, language services and other ways of raising and resolving feedback and complaints.

Register today:
education.opan.org.au/register

Contact us

✉ education@opan.org.au

Aged Care Advocacy Line

☎ 1800 700 600  opan.org.au