



Support when leaving hospital

Helping you understand your aged care options and have your say when leaving hospital

Sometimes you're ready to leave hospital but can't because of a delay – such as waiting for an aged care assessment, in-home support services, or a place in a residential aged care home.

Hospital staff are there to support your discharge, but they might not know the aged care system in detail. That's where an **independent aged care advocate** can support you – by working through your concerns and making sure your wishes and preferences are heard.

An advocate can help when you're:

- waiting on aged care and can't leave hospital
- unsure about your options, or feeling rushed
- facing a discharge plan that doesn't reflect what you want
- told your residential aged care home won't take you back, or that in-home care hasn't started as planned
- offered residential care when you'd rather look at staying at home.

An advocate can support you to:

- communicate your wishes and explore your options
- make sure you get the information and support you need to decide
- understand your rights and connect you with services.

You have the right to:

- be included in discussions about your discharge
- have your wishes, preferences and goals heard and respected
- receive information in a way you understand
- get independent support to make your own informed decisions.

Further support

You don't have to manage this alone. Advocates work with you, and are independent from the hospital or aged care services.

Call the Aged Care Advocacy Line

Speak to an advocate in your state or territory for information or support if you are seeking or receiving government-funded aged care services.

Our operating hours are:
8am – 8pm Monday to Friday
10am – 4pm on Saturdays

1 800 700 600

Complete a form

www.opan.org.au/contact-us

Complete an online form to request information or advocacy support in relation to government-funded aged care services you are seeking or receiving.

Submit form >

Need an interpreter? **Call 131 450 and ask for 1800 700 600.**

For free and confidential information call our Aged Care Advocacy Line:



1 800 700 600



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