

Independent aged care advocacy: an introduction

Free eLearning program for aged care employees



About this course

All older people seeking or receiving government-funded aged care services have legally-protected rights, including the right to free, independent and confidential advocacy support to help resolve common aged care issues.

This short, free eLearning program covers:

- the rights of older people under the Statement of Rights
- provider responsibilities
- the role of independent aged care advocates.

Why complete this course?

-  Understand the rights of older people, including to receive advocacy support, give feedback or make a complaint.
-  Learn about independent aged care advocacy services and the significant role advocates play.
-  Understand provider responsibilities to inform and support older people to access advocacy support if needed.
-  Demonstrate progress towards Aged Care Quality Standard 2.6: Complaints and feedback management.
-  Participants receive a **certificate of completion** upon meeting the course requirements.

Course overview



Topic

Aged care rights and independent aged care advocacy



Who

All aged care workers, service providers



Duration

Self-paced; approximately 30 minutes



Cost

Free

How to register

Visit education.opan.org.au or scan the qr code.



Contact us

 education@opan.org.au

Aged Care Advocacy Line



1 800 700 600



opan.org.au

All free eLearning courses

OPAN's specialised online training courses for health and aged care professionals cover essential topics around the rights of older people, provider responsibilities and how to identify and respond to abuse.

Each eLearning course is self-paced and available 100% online, and is aligned with aged care legislation and strengthened Aged Care Quality Standards. Certificates of completion can be downloaded after successfully fulfilling the course requirements. Continued professional development (CPD) hours may apply.

Independent Aged Care Advocacy: an Introduction

A short training module on the rights of older people seeking or receiving government-funded aged care services, provider responsibilities and the role of advocates.

 **Course length:**
30 minutes

 **For more info:**
education.opan.org.au

Supported decision-making

Covers supported decision-making under the Aged Care Act 2024, how it applies in practice, provider obligations and the distinct roles of registered supporters and independent advocates.

 **Course length:**
1 hour

 **For more info:**
education.opan.org.au

Planning for Diversity

This course equips providers to plan and deliver inclusive services for older people; identify and address barriers, demonstrate compliance and embed diversity within continuous improvement.

 **Course length:**
2 hours

 **For more info:**
education.opan.org.au

Abuse of the older person

Educates participants in identifying the forms, signs and risk factors of abuse, and respond with appropriate communication, referral and support strategies.

 **Course length:**
6 hours

 **For more info:**
education.opan.org.au

Responding to sexual assault

Aimed at aged care educators, this course supports the training of residential aged care workers to understand the risk and indicators of sexual assault, and believing those who disclose.

 **Course length:**
4 hours

 **For more info:**
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