

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

Our newsletter will bring you stories and information about your rights and maintaining your well being in aged care, including protecting your health and safety during the COVID-19 pandemic.

Plus, learn about support services to help you address issues you may be experiencing with your aged care and more!

We provide free and confidential advocacy support to help you keep control over and make decisions about your personal and social life, no matter where you live. Browse through and discover what's in this issue of News for You!

News for You

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



Staying COVID-19 safe

Your safety is our number one priority in Australia's national COVID-19 vaccination rollout. If you have consented to a COVID-19 vaccine but haven't received it yet, you 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 COVID-19 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



www.adaaustralia.com.au



Free advocacy line
1800 700 600
8am - 8pm, Mon-Fri
10am-4pm Sat

Your Free Aged Care Support - Advocacy

How can we help you?

ADA Australia offers free and confidential assistance to aged care residents to find solutions to issues or concerns you have about the care you're getting. Our job is to listen to your concerns and connect you with a friendly and knowledgeable support person - what we call an advocate - to 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 aged care 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.

For independent, free and confidential aged care advocacy, call our advocacy service on 1800 700 600.

Or visit our website: www.adaaustralia.com.au

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.

Advocacy in Action - How we can support you in everyday situations

MEET OUR ADVOCATE

ADA Australia's Multicultural Advocate Carolyn Sjaarda Richards

As a multicultural advocate, what is your main role?

My role as multicultural advocate is the same as all other ADA advocates. That is to provide information and support to help people raise and resolve any issues they are having with their aged care services.

Working with people from culturally and linguistically diverse backgrounds means that this information may need to be provided in other languages as everyone has the right to information that is delivered in a way that they can understand. ADA Australia uses interpreters and translated materials when required.

I regularly link residential aged care facilities to programs and organizations that can provide their staff with cultural awareness training or appropriate resources to assist them in their roles.

How long have you been an advocate and what is the most rewarding part of your role?

I have worked for ADA Australia for ten years. I think the most rewarding aspect of advocacy is the ability to empower older people. This enables them to improve the quality of their care or to get the things they need for better quality of life, as well as reducing stresses for their families and loved ones.

Why is advocacy important?

Advocacy empowers people. It helps you to understand your rights, resolve service issues and access the services you are entitled to. Through advocacy you can also gain knowledge and confidence. It is a free service and is available to anyone receiving an aged care service.

Why is aged care that considers a person's culture important?

Every individual and family is different regardless of



where you were born or what your first language is. To have support that is flexible and understands your cultural needs without having to explain why you need it this way reduces stress and anxiety.

We know it can be frightening to not have anything or anyone around you that looks or sounds similar to you and as we age, I believe most of us need this familiarity more.

However, culture is so much more than language. Each client should be seen as an individual and asked – what do you need? and how can we help?

If you have concerns about the care you are receiving call ADA Australia to connect to one of advocates. Call us today on 1800 700 600.

Your Q&A

Why can't I have a say in what I do and eat?

You have the right to make choices. We often receive calls from residents who have the capacity to make their own decisions but are being told they are not allowed to.

Our advocates can work with you to negotiate on your behalf, with your aged care home. We use our skills and knowledge to carefully help you combine your choices with your care needs. It's true that sometimes a compromise is needed to get a satisfactory outcome. But we keep your needs at the centre of the discussion.

Call ADA Australia today on 1800 700 600.

MARITA'S STORY

Advocacy support makes a difference.

Marita was having difficulty with meals at her aged care home. She has problems with her stomach and there are many foods she cannot tolerate. She doesn't like to complain and found it difficult to say there was a problem with her food.

So, Marita contacted ADA Australia to find out how she could get some help. We were able to give Marita information about her rights and standards of care and arranged to have a meeting with the operations manager of the home.



Marita asked for a vegetable and fruit smoothie twice a week, and also for a particular brand of bread and butter that she has eaten for the past few years. The manager agreed and the bread was packaged accordingly.

Marita thanked the manager and staff for their support. The manager said that she was happy to help and that it was a small thing to do for Marita.



Aged Care *Advocacy*

- Are you concerned about the quality of care you receive in your aged care facility?
- Do you need to convey your views and wishes to your aged care facility?
- Are you finding it difficult to access new or additional services?

Our Aged Care Advocacy services are:

- Directed by the clients we support
- Free, confidential and independent
- Available to care recipients or their representative
- Available throughout Queensland



Contact ADA Australia

Freecall: 1800 700 600

www.adaaustralia.com.au

info@adaaustralia.com.au



Interpreter Ph: 131 450



YOUR QUESTIONS ANSWERED

Here we will provide some practical advice and answer your frequently asked questions. In this edition we are talking elder abuse. It's an uncomfortable topic but it's important to recognise it and take action.

★ What is elder abuse?

Elder abuse can take many different forms. Sometimes it's hard to know if what is happening is abuse, especially if it's done at the hands of someone you trust.

★ Are there different types of abuse?

Abuse can take many forms including financial, physical, sexual, emotional, psychological and 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've experienced 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 ADA Australia on 1800 700 600

Send your questions to the next newsletter via email: 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. 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.

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.

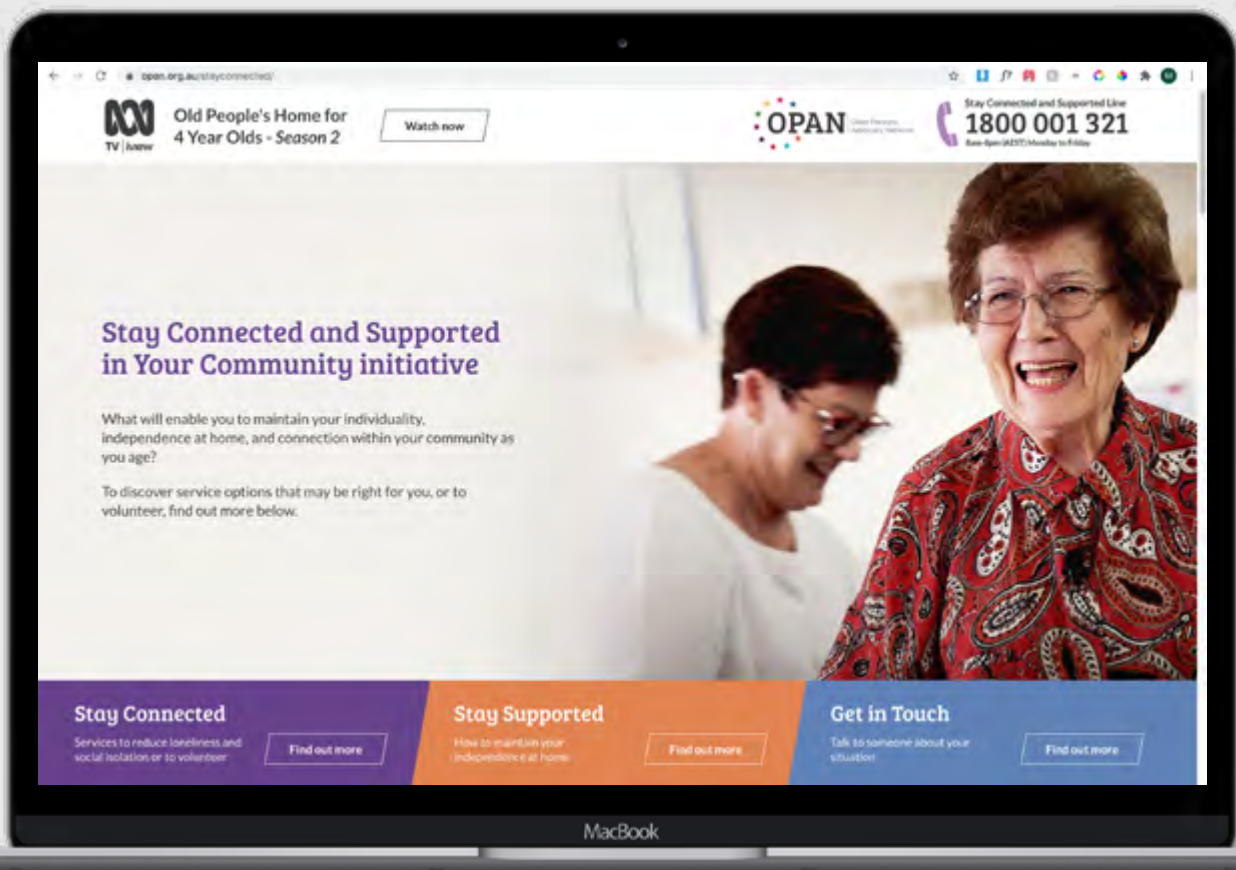
It includes our new Stay Connected website - www.opan.org.au/stayconnected - full of information about services that may be for you.

There's also a new phone line – [1800 001 321](tel:1800001321) – 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 team, who can assist you to connect to your community. Call [1800 001 321](tel:1800001321).





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, it's a good idea to take it.

Tell us about the first time you 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 that was living in, just with my colleagues and friends I've had for a long time.



Keep these numbers handy

ADA Australia
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
100 001 321

Lifeline
13 11 44

Seniors Enquiry Line
1300 135 500

QLD Health
13 43 25 84

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
CARE
CHARTER
CHOICE
CONSENT
CULTURE
DIGNITY


ELDER
FAIR
HELP
IDENTITY
INDEPENDENCE
KIND
LISTEN

PERSONAL
PRIVACY
RESPECT
RIGHTS
SAFETY
SUPPORT
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

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

ADA Australia 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	
				