

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 personal stories and information about 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!



 adacas.org.au

 ADACAS 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 age care issues?

BARBARA'S STORY

Barbara had lived her whole life on the NSW Central Coast, but then her daughter moved her to Canberra.

Barbara had lived on the Central Coast of New South Wales for her whole life. Her daughter brought her to Canberra and placed her in a residential facility and told the facility that Barbara had dementia and could no longer fend for herself.

An ADACAS advocate gathered all the information. We found out that Barbara had lived on the Central Coast all her life, fully immersed in the local community and had close friends and services in place.

ADACAS arranged a visit to a geriatrician who assessed her as capable of making her own decisions. With the support of ADACAS and her solicitor, Barbara revoked the current Enduring Power of Attorney.



The following morning Barbara left Canberra to drive back to her home in NSW to resume her life within her community.

AMELIA'S STORY

The importance of being with family during COVID-19

Amelia's daughter contacted ADACAS for advice on taking her out of her aged care facility as another resident had tested positive for COVID-19.

Her daughter had spoken to the management to plead the case to allow her to move into the family home temporarily to keep her safe. Amelia's husband had died earlier in the year and her daughter was very concerned that she would lose her mum too.

Management would not give permission for Amelia to leave. They said that if she left they would not let her back in and would give the space to someone else. The advocate called management to argue the case for Amelia to leave temporarily.

The manager was adamant that could not occur as the aged care facility would not get paid if she left and would therefore be out of pocket.

ADACAS's advocate worked with the daughter and she agreed to continue to pay the fees for however long Amelia was absent from the facility.

As a result, Amelia was allowed to reside with her daughter without risk of losing her place in the facility.

Call 1800 700 600 to connect with an advocate.



ROGER'S STORY

Ensuring your rights with a Power of Attorney

With advocacy support Roger was assisted to see his family again.

Roger had recently suffered a stroke in his residential aged care facility when ADACAS was approached to help him out. Roger's Power of Attorney was being very hostile with other family members and had banned them from visiting. We organised a meeting with Roger and the manager



of the aged care home in order to obtain and record Roger's express wish about other family members visiting him.

This was documented and is now enforced by the staff of the facility allowing Roger to see all his family and ensuring that the Power of Attorney does not overstep their legal rights.

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 ADACAS on **1800 700 600**. We can connect you to an independent advocate who can support you to raise your concerns with the manager.



Older Persons Advocacy

Promoting your Human Rights

Advocating against Elder Abuse

Navigating Aged Care Services

Complaints process and Quality Safeguards

Accessing My Aged Care



(02) 6242 5060



www.adacas.org.au



OlderPersons@adacas.org.au

YOUR QUESTIONS ANSWERED

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

★ 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 ADACAS on **1800 700 600**

Send your contributions to the next newsletter via email: enquires@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?

ADACAS offers 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 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 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 service on 1800 700 600 or visit our website: www.adacas.org.au/advocacy/what-is-advocacy/advocacy-for-older-people/

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 me or speak on my 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 ADACAS 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.

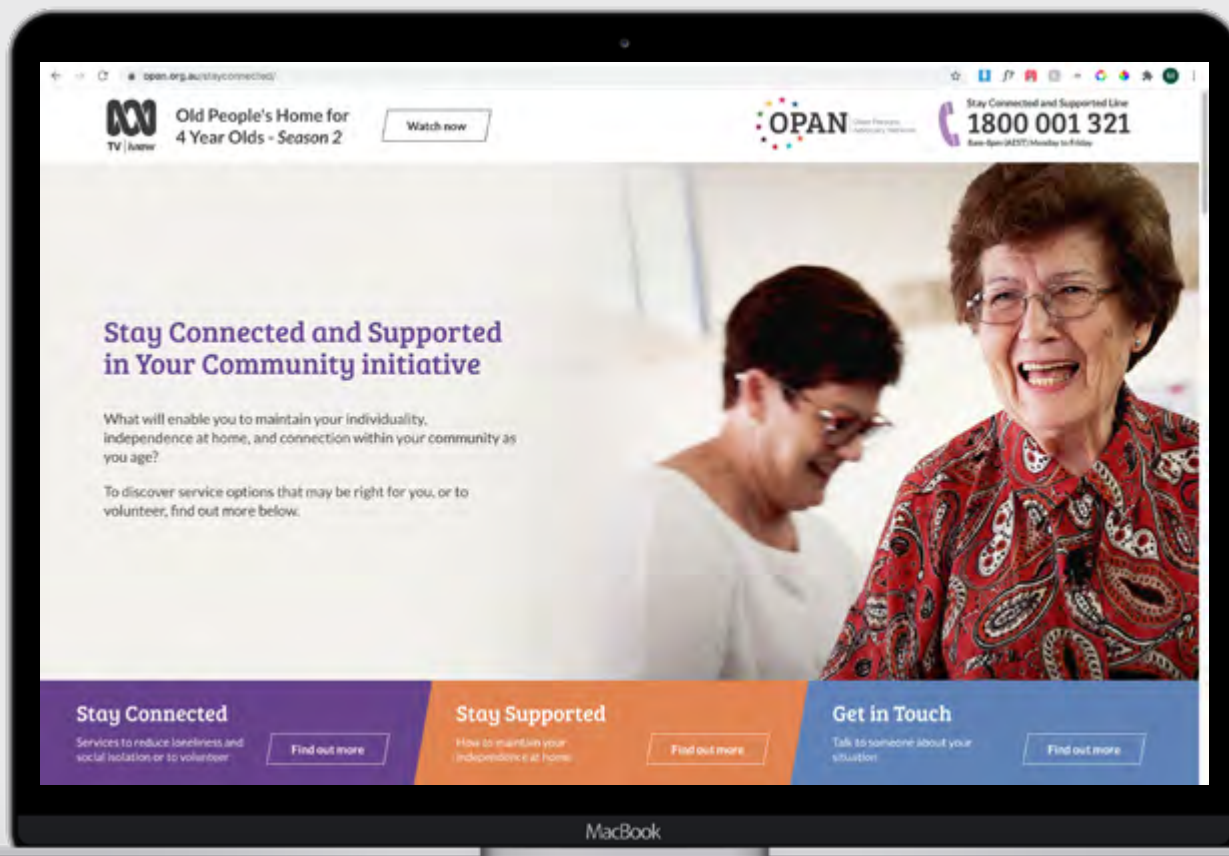
It includes our new Stay Connected website - opan.org.au/stayconnected - bursting with information about services that may be right for you.

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, 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 that I was living in, just with my colleagues and friends I've had for a long time.



Keep these numbers handy

ADACAS - Aged Care Advocacy
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

Older Persons Legal Service Act
1300 353 374

ACT Department of Health
(02) 5124 9213

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

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ADACAS 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

