

**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 services 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!**

**aras**

aged rights advocacy service inc.



[sa.agedrights.asn.au](http://sa.agedrights.asn.au)



**ARAS free advocacy**

**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 protect yourself from getting sick by following the basic personal hygiene 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**

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

## MRS W'S STORY

### Advocates help to prevent abuse\*

A doctor contacted ARAS seeking support for a patient, Mrs W, who had come with her daughter to the surgery with multiple bruises on her body. Mrs W informed the doctor her husband had hit her and she lived in constant fear for her life.

The Advocate spoke to Mrs W and her supportive daughter about Mrs W's ability to return home

safely, or whether urgent support was required, e.g. a shelter or hospital, as Mrs W had multiple health issues, including not being able to dress or care for herself. Mrs W said she did not want to go to a hospital or a shelter. The Advocate suggested emergency respite which she agreed to, stating she would be happy to leave her husband and move into care, as he refused to move.

With permission and instructions from Mrs W, the Advocate found a respite bed in a residential aged

care home not far from her daughter's home. Mrs W's daughter contacted the residential care home, and their request for a respite bed was accepted. While in the residential aged care home, the Care Manager became aware of the physical abuse Mrs W had been suffering from her husband and offered Mrs W permanent placement at the facility.

The daughter, on behalf of Mrs W, later contacted ARAS and advised that Mrs W now feels safe, happy and supported in her new residence.

## LOCKDOWN VISITS

### Help for your family to stay connected\*

A daughter informed an ARAS Advocate the residential aged care home where her mother lived had initiated a lockdown and visitors would not be permitted and her mother was extremely distressed that

she could not see her face to face, as she was accustomed to daily visits for care support and cognitive therapy such as word and card games. The daughter stated she was also distressed because her mother has mild dementia and does not fully understand what is going on, and virtual technology with her mother was not possible.

With permission from the daughter, the Advocate escalated the matter with management, discussing the care and support visits in relation to the government's Directions and other exemptions and it was agreed

it would be in the mother's interest for visits to continue. The residential aged care home organised visits for the daughter for one hour per day in their public café; those visits are now allowed in the mother's private room.

The mother and daughter were extremely happy with the care and support received from the Advocate during several meetings and thanked the Advocate for supporting her to get a positive outcome. Advocate during several meetings and thanked the Advocate for supporting her to get a positive outcome.



\* Permission has been obtained to publish stories shared in this newsletter.

## MEET AN ADVOCATE

### Vicki Stokes is an aged care advocate with ARAS

Vicki enjoys supporting older people and their legal representatives with advocacy and information and finds it rewarding to achieve positive outcomes for them.

Vicki works with older people from varied backgrounds on a number of issues, including rights of older people, Care Plans, elder abuse and home care fees and charges.

Vicki believes we have to listen to and support older people or their legal



representatives through their issues to work out the best way forward, including helping them to self-advocate if they are able. If ARAS is unable to provide direct support because the matter is not within its scope, we refer them to other services.

Advocacy is 'the process of standing beside someone and supporting them to understand and exercise their rights, and have their voice heard on the issues that are important to them'. Vicki is guided by this in all her work.

## Q Your Q&A

**I visit my mother every Sunday at her aged care facility, but recently noticed that she doesn't like the food served to her. Should her food preferences be included in her Care Plan?**

Yes, your mother's care needs, including lifestyle and food preferences should be included in her Care Plan. Your mother should request a meeting with the care manager and the catering staff to look at how her dietary requirements can be appropriately met, and you can support her in her discussions. Your mother can also request an ARAS Advocate to be present at this meeting. Appropriate changes should be made to your mother's Care Plan, and she should ask for a review every 12 months or whenever her circumstances change.



## Aged Rights Advocacy Service, supporting the rights of older people

**aras**  
aged rights advocacy service inc.



Aged Rights Advocacy Service (ARAS) supports older people and/or their legal representatives who are:

- living in residential aged care or a retirement village
- receiving Commonwealth Home Support Programme (CHSP) or Home Care Package (HCP) services
- at risk of, or experiencing abuse from family or friends.



ARAS has a team of skilled Advocates who advocate for older people, including specialist Aboriginal Advocates who can provide culturally appropriate support.



ARAS also helps older people to navigate the aged care system so they can access the services they are entitled to.

Call ARAS on (08) 8232 5377 or 1800 700 600 (toll-free), email [aras@agedrights.asn.au](mailto:aras@agedrights.asn.au) or visit [www.sa.agedrights.asn.au](http://www.sa.agedrights.asn.au) for more information.

## **Q 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 about your care or need support call ARAS on 1800 700 600**

**Send your contributions to the next newsletter via email: [enquiries@opan.org.au](mailto: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. 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?

ARAS 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 advocacy, information and education support, phone us on **1800 700 600** or visit our website [www.sa.agedrights.asn.au](http://www.sa.agedrights.asn.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 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.

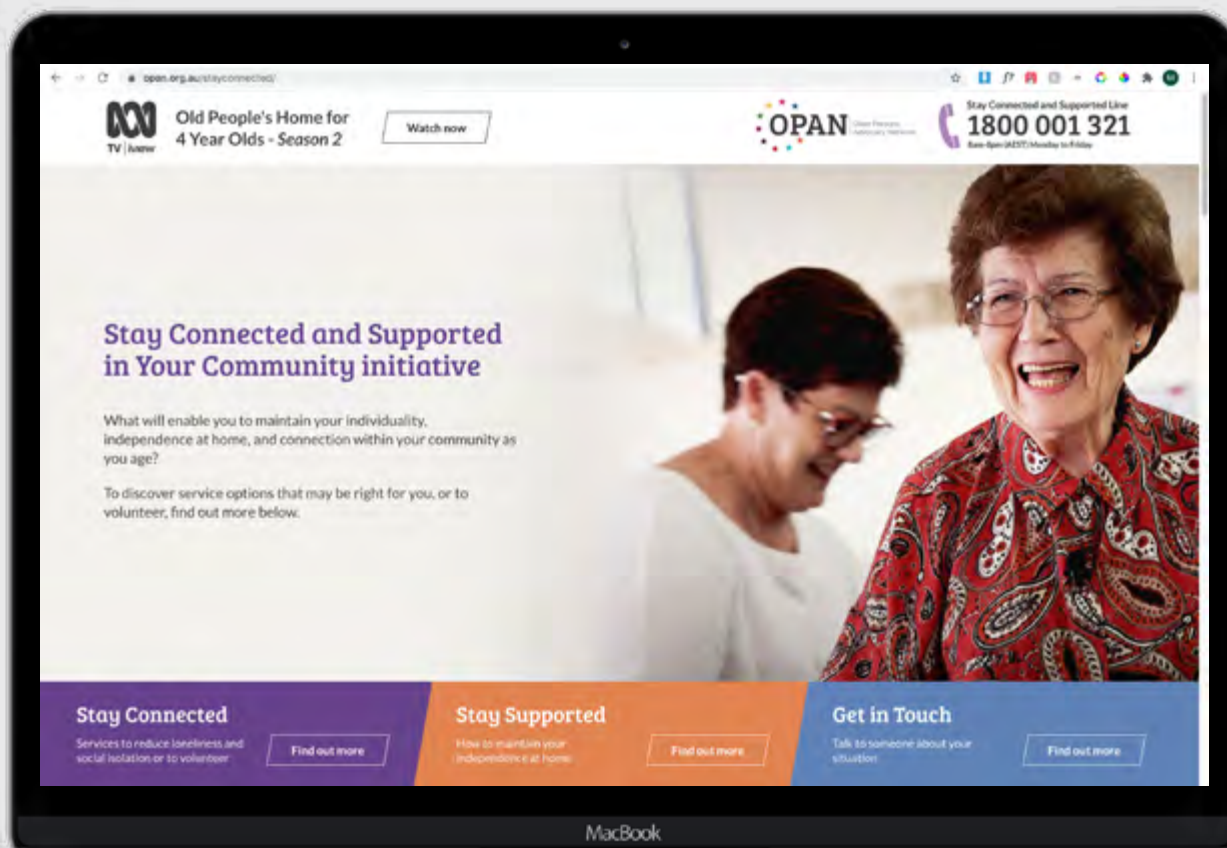
It includes our new Stay Connected website - [www.opan.org.au/stayconnected](http://www.opan.org.au/stayconnected) - bursting with information about services that may be right for you.

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

**ARAS**

**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 & Supported in Your Community**

**1800 001 321**

**Lifeline**

**13 11 44**

**Legal Services Commission SA**

**1300 366 424**

**SA Health**

**(08) 8226 6000**

## 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**



**OPAN Advocacy Line**

**1800 700 600**

**8am - 8pm Mon - Fri**

**10am - 4pm Sat**

Aged Rights Advocacy Service Inc is a proud member of the Older Persons Advocacy Network with organisations supporting you in each state or territory

<b>ACT</b>	<b>VIC</b>	<b>NSW</b>	<b>TAS</b>	<b>NT – Top End</b>
ADACAS ADVOCACY	Elder Rights Advocacy	Seniors Rights Service	Advocacy Tasmania	DARWIN COMMUNITY LEGAL SERVICE
<b>WA</b>	<b>QLD</b>	<b>NT – Central</b>	<b>SA</b>	
Advocare Empowering People	ADA Australia Your aged and disability advocates	CatholicCare NT	aras aged rights advocacy services inc.	