

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!

Please contact us with your ideas for stories via email: enquiries@opan.org.au

Browse through and discover what's in this issue of **News for You!**



www.catholicarent.org.au

1800 700 600

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

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

MILLY'S STORY*

Accessing respite when living remotely

Milly wanted to access respite in Alice Springs over 200 kms away from her home. Milly and her granddaughter carer had to leave their remote community and moved to a bush camp on the edge of another remote community due to safety concerns. But that family

was living rough and had no amenities. Milly wanted to access respite in Alice Springs and a referral had already been put in by the other community's aged care staff. The aged care staff connected Milly with CatholicCare NT, and an Aged Care Advocate followed up the respite referral. Transportation was organised and Milly accessed respite for a few weeks, giving her granddaughter a break



from caring. CatholicCare NT's Aged Care Advocate is working with Milly and her granddaughter to organise regular respite.

DOT, TED & GEORGE*

Supporting Dot, Ted and George to seek permanent accommodation

Dot, Ted, George and their family were forced to leave a house in a town camp due to overcrowding and ongoing fighting that had gotten worse. With nowhere else to go, they sought refuge in a river bed and set up camp.

A relative referred Dot, Ted and George to CatholicCare NT, and one of our Aged Care Advocates were able to meet with them, hear their concerns and begin to support them to find a solution. Our Advocate spoke with Elders and family members through an interpreter to explain what services and options may be available to them.

They then assisted George, who uses wheelchair, to access short term respite. However, George did not want to stay in an aged care home long term, and after respite, he was

able to find permanent accommodation with a good friend at another town camp.

Our Aged Care Advocate also assisted Dot and Ted to secure places in a nearby residential aged care home they were happy to move into, bringing relief to their family as it was arranged before the winter set in.

If you have a problem and would like an Advocate to help you or your family member with this, just call Catholic Care NT on 1800 700 600, between 8am and 8pm, Monday to Friday, and 10am to 4pm on Saturday.

*The names in these stories have been changed to protect people's privacy. All of these stories are real-life experiences and may be distressing to some readers.

MEET AN ADVOCATE



CatholicCare NT's Advocate Belinda

What do you do?

I provide Advocacy, Information, Education and Support to help people raise and resolve any issues they are having with their aged care services. I can connect residential aged care facilities with programs and organisations that can provide their staff with cultural awareness training to assist them in their roles.

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

Every person and family is different regardless of where you were born or what your first language is. Everyone needs support that is flexible and understands your cultural needs without having to explain why you need it. However, culture is so much more than language. Everybody should be seen as an individual and asked – what do you need? and how can we help? Culture should be respected.

If you concerned about the care you are receiving contact an advocate on 1800 700 600

Q Your Q&A

Living in residential aged care I don't get to eat the food I like anymore. What can I do? - Mervin

Hi Mervin, 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 favorite cultural foods. If you don't feel comfortable bringing this up, call CatholicCare NT. We can connect you to an independent advocate who can support you to raise your concerns with the manager.

Call us on 1800 700 600



CatholicCare NT

Helping you understand your rights in aged care and supportive decision making.

- Aged Care Advocacy & Information
- Remote and Aboriginal communities support

Call: (08) 8958 2400 or 1800 700 600

www.catholiccarent.org.au

Servicing Postcodes 0852-0872

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 Catholic Care NT on 1800 700 600



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.

- ★ 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

Restrictions to stop the spread of COVID-19 may affect your right to have visitors. 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?

We offer 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 advocacy service on 1800 700 600 or visit our website: catholicarent.org.au

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 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.

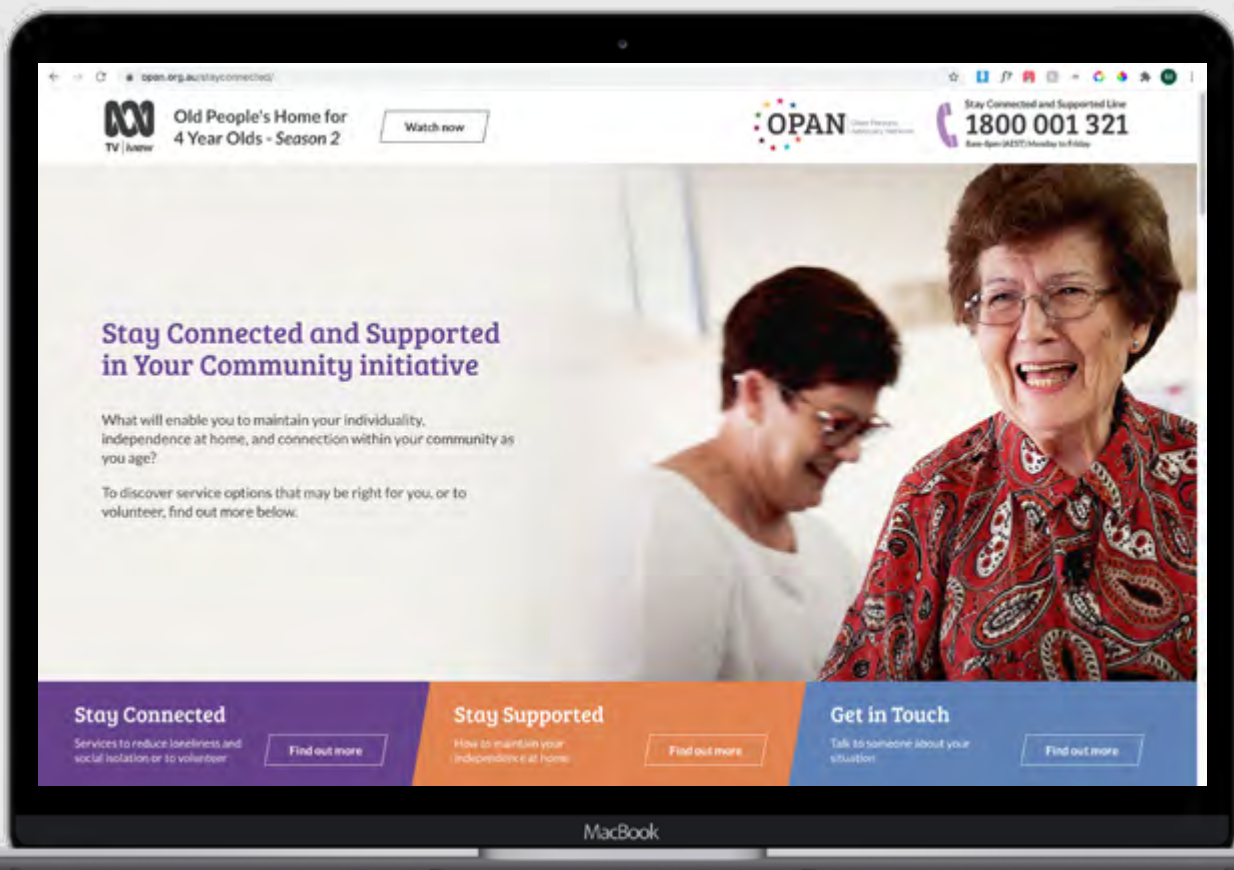
It includes our new Stay Connected website - www.opan.org.au/stayconnected - bursting with information about services that may be right for you.

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

CatholicCare NT
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

NT Legal Aid
1800 019 343

NT State Health
1800 020 080

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

CatholicCare NT is a proud member of the Older Persons Advocacy Network with organisations supporting you in each state or territory

