

# Chat with us

Are you concerned about being treated appropriately?

Do you need assistance with:

- ensuring your right to have visitors is upheld
- understanding aged care provider services or fees
- accessing, or getting the most from, your services
- having a say in your care and the things that impact your life.

If your answer is yes, or you simply want advice about your aged care services:

## Chat with us

# 1800 700 600

We will talk through the issue with you to get a full understanding of the situation and your wishes.

We are on your side and are guided by what you want.

We work for you – free and confidential.



**Seniors Rights Service**

Free advocacy line  
**1800 700 600**

**OPAN** Older Persons  
Advocacy Network

Find out more visit:  
[opan.org.au](http://opan.org.au)  
or scan the QR code



# News for You

Aged Care Advocacy Newsletter | April 2023 | Issue 6



Paul and Bonny happily back together again.

## Best of friends reunited

Paul Debar has gained six kilos since he moved into residential aged care with Bonny, his German shepherd-kelpie cross, in November.

'I get three meals a day and it's good accommodation – even though it's a single bed,' he says.

Having suffered four strokes, Mr Debar also appreciates the clinical care at Lifeview Willow Wood, in Victoria's Cranbourne West.

'There are so many things that come with being safe,' he observes.

But Bonny comes first.

'When we are together – and we are together all the time now – everything seems much better,' Mr Debar says.

The first time Mr Debar moved into residential aged care, he was forced to leave Bonny with a friend. He lasted three months.

'I missed her too much.'

For a time, Mr Debar ended up living on the street.

'At least I was always with my dog.'

Lifeview's pet-friendly policy means Mr Debar no longer has to choose between supported accommodation and his best mate.

'We do have a few rules and regulations – this is communal living,' Lifeview CEO Samantha Jewell says.

'But people also know we are a pet-friendly accommodation before they move in.'

[petfriendlyagedcare.com.au](http://petfriendlyagedcare.com.au)

Scan the QR code right to read Mr Debar's full story online.



## CECILY'S STORY\*

### Cecily's right to visitors

Cecily belongs to a tight-knit social group that meets regularly for coffee.

When Cecily moved into residential aged care, her friends gathered in the home's courtyard or common area for their weekly catch-up.

Cecily's daughter, Sue, felt the visits were too tiring for her mother and asked the manager to stop them.

Because Sue was Cecily's legally appointed substitute decision-maker, the manager told Cecily's friends they could no longer visit.

The friends approached the Older Persons Advocacy Network for assistance. Cecily clearly enjoyed their visits and they wanted to know whether

her daughter had the power to stop them.

An advocate visited Cecily at the aged care home after her friends gained Cecily's consent. She was missing her friends, who brought joy, laughter and cake.

The advocate explained that substitute decision-makers are required to consider the values, views and preferences of a person when making a decision that affects them.

And that Cecily's daughter should be supporting her to participate in decisions about all aspects of her life, including her social life.

The advocate also explained that by supporting Cecily to be part of this decision, the home was complying with



Section 7 of the Charter of Aged Care Rights and Aged Care Quality Standard 1, 3(c) 'each consumer is supported to exercise choice and independence.'

At Cecily's request, the visits were reinstated.

**Contact Seniors Rights Service for free and confidential information and advice about your aged care.**

**Chat with us by calling  
1800 700 600**

\*Circumstances and names have been changed for privacy reasons.



# Local hero winners

## Our final local hero competition has two finalists

### MEET CHERYL

Cheryl delivers the daily newspapers, with her pen ready she checks off everyone's names to ensure they get their paper.

Cheryl also visits other people who are not as mobile and helps them to get what they need.

Thanks Cheryl for bringing joy and comfort to everyone in your home in Bacchus Marsh, Victoria.



### MEET RAY

Ray brings positivity and joy to everyone in his aged care home in Forbes, NSW.

Ray and another resident, Paddy, played in a country band for 40 years.

Now Ray brings his guitar to the dining room and sings for his fellow residents. He pulls quite a crowd and everyone sings along.

Thanks Ray for brightening up the lives of everyone in your aged care home.

Find out more about Ray, scan the QR code.



## BILL'S STORY\*

### Bill lost weight when he moved into residential care

He dropped two sizes in almost as many months. As Bill's legally appointed substitute decision-maker, his wife, Leona, was concerned by the rapid weight loss.

A regular visitor, she was keenly aware of Bill's unenthusiastic response to lunch – which was the main meal of the day.

She observed a markedly different response to the cheese or fruit she brought most days as a treat.

Believing the aged care home's menu choices and small portion sizes to be a major contributing factor to Bill's weight loss, she called an advocacy service to discuss what their options might be.

The advocate drew Leona's attention to the Aged Care Standards, which require the home to provide meals that 'are varied and of suitable quality and quantity.'



She suggested Leona ask for a review of Bill's care plan.

During the review, Leona raised her concerns with the clinical care manager, who arranged for Leona and Bill to meet with the chef.

The chef suggested increasing Bill's portion sizes. He asked Bill and Leona about the sort of food Bill liked to eat and adapted his menu accordingly.

Bill now eats his dinner with relish and he is back to a healthy weight.

**For information about concerns with your care call Seniors Rights Service on 1800 700 600**

\*Circumstances and names have been changed.

## Your life, your rights

Every state and territory uses a slightly different name for the person who can help you make decisions about your financial, personal or health matters.

We refer to these people as substitute decision-makers.

You have a right to have a say in the things that affect your life such as:

- your money
- your belongings
- your friends and relationships
- your activities
- your health care
- your home
- your aged care services.

**Feel like you are being shut out of decisions about your life? Our advocates are here to help.**

**Call us today on 1800 700 600**

## Free education sessions

- Information sessions for residents on your rights and how advocates can assist you.
- Education sessions for staff on resident rights and the role of advocates.

Our free advocacy education sessions are available across New South Wales.

**Call 1800 700 600 for more information.**



**'You are the consumer. It's all about you.'**

**National Older Persons Reference Group and Council of Elders member Val Fell.**

# Keep these numbers handy

**Seniors Rights Service - Free Advocacy & Legal**  
1800 700 600

**Aged Care Quality and Safety Commission**  
1800 951 822

**My Aged Care**  
1800 200 422

**National Dementia Helpline**  
1800 100 500

**National Seniors Australia**  
1300 765 050

**Lifeline**  
13 11 14

**NSW Health**  
1300 066 055

## PUZZLE TIME

### WORD FINDER

I	A	B	Q	I	K	L	S
D	E	D	V	Z	O	N	U
S	L	E	X	H	H	D	P
M	B	R	U	A	E	Q	P
O	I	A	P	P	A	S	O
K	S	C	E	P	L	H	R
C	N	N	T	Y	T	A	T
C	O	D	S	O	H	R	L
W	P	N	L	I	F	E	B
S	S	E	N	C	A	T	I
G	E	I	X	E	V	V	R
O	R	R	I	J	C	Z	D
D	Y	F	I	J	E	T	F
C	H	O	I	C	E	I	E

**HEALTH**

**PETS**

**CAT**

**BIRD**

**DOG**

**CONNECT**

**HAPPY**

**SHARE**

**CARE**

**RESPONSIBLE**

**CHOICE**

**SUPPORT**

**FRIEND**

**LIFE**

### SUDOKU

Fill the grid with the numbers 1 to 4 so each number is only used once in each row and column.

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			2
			3
	2	1	

		4	
4		3	
	4		3
	1		

		1	
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			2
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We acknowledge the Traditional Custodians of Country throughout Australia and recognise their continuing connection to land, waters and culture. We pay our respects to their Elders past and present.



**Seniors Rights Service**

[seniorsrightsservice.org.au](http://seniorsrightsservice.org.au)

Seniors Rights Service is a proud member of the Older Persons Advocacy Network. Member organisations support you with free and independent aged care advocacy in each state or territory.



Older Persons Advocacy Network

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**Advocacy line 1800 700 600**

We welcome your feedback.

Email: [enquiries@opan.com.au](mailto:enquiries@opan.com.au)