

# Talk to Us First

## Aged care advocacy online training

### Who is OPAN?

The Older Persons Advocacy Network (OPAN) comprises nine state and territory members organisations. They have supported thousands of older people seeking or already receiving Government-funded aged care services to work through their concerns and issues with their aged care.

### How do they do this?

By exploring the right aged care services for their needs, helping them understand and exercise their rights and staying connected to the people they care about.

**They can be contacted free and confidentially on 1800 700 600.**

### What is the Talk to Us First online training program?

Talk to Us First is a free online training outlining what advocacy is, alongside a series of videos which portray scenarios encountered by advocates. It encourages people to contact OPAN if they have questions about aged care rights or any concerns with age care services.

### Who should complete the training?

All aged care workers and service providers. It is also available to paid and unpaid carers, older people and those who visit them, and anyone who has contact with older people.

### How long does it take to complete?

The course can be completed within 30 minutes.

### Format and assessment:

This short training is self-paced and accessible online at all times, or as set by your manager. After reading and watching the course content, there is a short quiz and feedback form to be completed in order to receive a certificate of completion.

### Learning objectives:

- To increase the Aged Care Workforce's understanding of advocacy services and the significant role advocates play.
- To support understanding of the rights of older people and the role they have in ensuring older people feel safe, encouraged, and supported to give feedback or make a complaint.
- To develop aged care workers and providers understanding of older people's rights and the key role they play in supporting older people raise any of their concerns early.

By completing the program, aged care workers will gain a certificate of completion which will demonstrate they are working towards

### **Aged Care Quality Standard 6: Feedback and Complaints, which includes:**

- Consumers, their family, friends, carers, and others are encouraged and supported to provide feedback and make complaints.
- Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.

### Register today!

[education.opan.org.au/register](http://education.opan.org.au/register)

Contact [education@opan.com.au](mailto:education@opan.com.au) with any questions.

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