

# Chat with us

Are you concerned about being treated appropriately?

Do you need assistance with:

- Ensuring that 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.



## Free Advocacy Line

# 1800 700 600



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



# News for You

Aged Care Advocacy Newsletter | January 2023 | Issue 5



After passing a memory test, Alan is out and about enjoying life again.

## Alan finds the key to freedom

When Alan entered residential care, he felt that he had lost control over his life, due to some safety measures that were in place.

'I wasn't allowed to leave - even to sit on a bench outside.'

Alan couldn't even have a cup of coffee by himself.

'They wouldn't give me a kettle,' he recalls.

Alan called Ramnik (Nik) Walia, an aged care advocate.

Ramnik helped Alan organise a test at a local memory clinic, which he passed with flying colours.

Once Alan's cognitive capacity had been established, he could embrace his right to dignity of risk, which is included in the Aged Care Quality and Safety Commission's Quality Standards. This enabled Alan to come and go as he pleases.

'You need a passcode to get in and out the front door. I've got the number now so I can open the door by myself and walk out.'

And when Ramnik comes to visit, Alan can offer him a cuppa.

'I've got a kettle now in my room,' says Alan. 'Nik fixed that up.'

A lot of people are hesitant about calling an advocate because they worry it might make their situation worse. Alan's advice?

'If you get an advocate in, you can't make it worse. It can stay the same...or if you get Nik he'll make it 100 per cent better.'

Scan the QR to watch Alan's video.



## SANA'S STORY\*

### The right to have control over your money

Sana was living in residential aged care and had concerns about a scheduled visit from her daughter. The manager at her residential care home arranged for Sana to speak with an aged care advocate.

Sana told the advocate she'd be going to the bank with her daughter to withdraw money as her daughter was now her Enduring Power of Attorney and had charge of Sana's finances. Sana was worried that her daughter would withdraw all Sana's money.

Sana spoke with the advocate about how she should approach the situation and prevent her daughter trying to take control

of her money. The advocate informed Sana that she has a right to have a say in the things that affect her life including her finances and that people with power of attorney have roles and obligations and must act prudently in financial matters.

Firstly, the advocate supported Sana to tell her daughter that she would prefer to stay in the home during visits and provided some information to Sana's daughter about her duties and responsibilities as an attorney.

The advocate then provided information and support to Sana on what she could do to protect her money, such as asking for financial statements, mediation and reviewing her Enduring Power of Attorney arrangements.



**Contact Seniors Rights Service for free and confidential information and advice on:**

- quality of your care
- having a say on your care
- receiving visitors

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

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

## Local hero winners - Vicki & Marie

Meet our latest Local Heroes - Vicki Ilic and Marie Hartup. Staff at their aged care home nominated them together.

The ladies help set tables and assist in the kitchenette. Vicki knows what everyone likes to eat, and Marie decorates the activity room for special occasions and enjoys taking scores during competitions.

Vicki treats the residents like they are her extended family. 'For people who can't do things for themselves, I like to be able to step in and be able to help them.'

Marie says that doing these jobs give her a purpose in life and make her feel useful. 'I think it's good to help people,' says Marie, 'it makes it feel more like home.'

On the weekends, the friends enjoy watching Serbian TV shows, sitting and laughing together.

Send us your local hero for Issue 6 and go into a draw to win hampers for your local hero and your aged care home.

For more details visit [opan.org.au/localhero](http://opan.org.au/localhero), or scan the QR code right, or email [enquiries@opan.com.au](mailto:enquiries@opan.com.au)



## CHARLIE'S STORY\*

### Your right to safe and high-quality care

Charlie's family noticed he was losing weight. Charlie said that he was finding the meals were often not what he could eat.

He only could eat chicken and fish, and sometimes just wanted a sandwich and fruit. But he didn't want to complain and thought he couldn't ask for any special requests. Charlie was put in contact with an advocate.

They informed Charlie that if something's not right or working for you, it's ok to speak up and to make a complaint. Complaints are part of everyday business, and it will help improve the service for everyone. Most service providers want to know what they can do better.

An advocate talked with Charlie and supported him to discuss his needs with the facility manager. The manager agreed that they could accommodate Charlie's food preferences. However, a week



later Charlie's menu had not changed. The advocate encouraged Charlie to follow up with management. They apologised for the delay, and said the kitchen was now aware and changes would start immediately.

Becoming your own best advocate takes practice and sometimes persistence. Advocates are always on hand to support you, or help you take the complaint further if needed.

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

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

## Speaking up for better aged care

OPAN's new Self-advocacy toolkit equips you with the skills, information and resources you need to speak up for better aged care.

Here are some of the topics that the toolkit covers:

- Your aged care rights
- Your aged care options
- Solving common aged care problems
- Aged care costs
- Help with decision-making
- Protecting yourself from harm.

Call 1800 700 600 if you need to talk things over. Our professional aged care advocates are here to support you.



To access the Self-advocacy toolkit scan the QR code.

### Free online resources

OPAN's Self-advocacy toolkit

## What you need to know for better aged care

Visit our website to find out more:  
[www.opan.org.au](http://www.opan.org.au)



# 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

Dementia Australia  
1800 100 500

National Seniors Australia  
1300 765 050

Lifeline  
13 11 14

NSW Health  
1300 066 055

## PUZZLE TIME

### WORD FINDER

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

RIGHTS  
COSTS  
SOLUTIONS  
DECISIONS  
PROTECT  
SPEAK

PLANNING  
QUALITY  
VISITORS  
CARE  
CONTROL  
ADVOCATE

### SUDOKU

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

4	2	1	
3			
1	4	3	
2	3		

2		4	
		1	
3			1

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, present and emerging.



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

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

Advocacy Line 1800 700 600

We welcome your feedback. Email: [enquiries@opan.com.au](mailto:enquiries@opan.com.au)

# WIN A \$500 HAMPER



Complete our survey by 30 January to go into the draw to win.

Visit: [opan.pub/survey5](http://opan.pub/survey5) or scan the QR code to complete our survey.