

We're here for you

Are you concerned about any of these issues in your aged care home? Tick the boxes that apply to you.

- Quality of care & services
- Care planning
- Being treated with dignity & respect
- Exercising choice & control
- Food, quality of meals & support with meals
- Access to nursing & allied health
- Medication
- Fees & charges
- Lifestyle & leisure activities
- COVID-19
- Visitors & social outings
- Laundry, maintenance & cleaning
- Cultural / spiritual requests & needs

If you ticked any of the boxes above or have other age care issues call Seniors Rights Service on 1800 700 600.



Seniors Rights Service

**Free Advocacy Line
1800 700 600**

8am - 8pm, Monday-Friday
10am - 4pm, Saturday

OPAN Older Persons Advocacy Network

To find out more visit:
opan.pub/home3
or scan the QR code



News for You

Aged Care Advocacy Newsletter | April 2022 | Issue 3

Dancing for life

Eileen Kramer on her life as a dancer, choreographer, costume designer, artist and writer.

After 60 years living in Paris and the United States, at aged 99 Eileen returned to Australia. While living in inner Sydney Eileen met some people intrigued by her role in Australia's first modern dance company Bodenweiser Ballet during the 1940s and 50s, and by Eileen's lifelong passion for dance and creativity. With their support, Eileen is continuing her remarkable 80+ year creative career.

How have you sustained your career and wellbeing?

I'm just lucky I guess. Every evening I practice for an hour on a bar outside my room where I now live in a residence (I don't like to use the word 'aged'). This keeps my dance skills alive. I always liked the soft expressive work. I never did high leg lifts or the very deep bend backs, so I don't have injuries like many dancers. For a while I lost my balance but I exercised it back.

What does creativity mean to you?

Dance, costume making, writing, drawing all go together. I'm not smart, I'm not ambitious, but I have always been creative. I danced and toured with Bodenweiser



Eileen Kramer with her 2021 book Elephants & other stories

Ballet for over a decade. I was a model in Paris. In the 1970s I made an animated film, then I worked with a dance company in the USA in the 1990s. Over the past few years, I have written 3 books. The latest is 'Elephants and other stories'. I have made three new dance films and acted, and I am planning another film.

I don't like people to talk about age. When people ask me about how old I am I say I'm not old, I've just been here a long time. Nobody is old, they just think they are.

Read our full interview with Eileen here:
opan.pub/eileenkr

MARCO'S STORY*

How a free service helped prevent loneliness and isolation for someone living in a residential aged care home

Marco lives in an aged care home in Sydney. Chrissie, one of the aged care workers noticed Marco seemed quieter than usual and had a chat with him.

Marco told Chrissie his niece had moved to another city and he missed having a regular visitor to talk with in Greek.

Chrissie gave Marco a brochure for the Community Visitors Scheme (CVS), and together they read that Marco could request a regular visitor who would be matched on shared interests. He could also request matched cultural background, gender and sexual orientation.

CVS volunteers make weekly or fortnightly contact for a chat, walk, or activity,

providing friendship and companionship.

"The impact of loneliness and isolation affects not only the emotional wellbeing of older people, but also their physical health. CVS has supported older people for 30 years, with thousands of older people developing friendships with their CVS friend that enhance their quality of life." said Esis Tawfik, State Network Member ACT, NSW and Vic.

The Community Visitors Scheme is funded by the Australian Government and plays a vital role in providing companionship for older people living in government-subsidised residential aged care or living in the community and waitlisted or receiving a Home Care Package.

After calling their local CVS organisation, Marco is now



visited by and has regular phone calls with Carmela. Together they chat in Greek about food and the birds that visit the gardens at Marco's aged care home.

You can contact the CVS directly. The CVS also accepts referrals from:

- ★ aged care service providers
- ★ family members
- ★ friends

Connect with your local CVS network member

Esis Tawik ACT, NSW, VIC
Mobile 0421 330 230
email cvs@smrc.org.au

*Circumstances and names have been changed for privacy reasons.



WHO'S YOUR LOCAL HERO?

WIN A HAMPER

Tell us about an older person who brightens the lives of the people around them in your aged care home.

The best story and photo will receive a \$400 hamper for your aged care home and a \$100 hamper for the local hero.

The top stories will go into upcoming issues of News for You.

Visit: open.org.au/localhero or scan the QR code right for all the details. For more information email: enquiries@open.com.au



BOBBY'S STORY*

Aged care advocates can support you with having visitors

Bobby moved into an aged care home in 2021 after discussion with Angela, his wife of 52 years. Due to COVID-19 restrictions Bobby and Angela had not seen each other in person for months. Angela called Seniors Rights Service and spoke with an aged care advocate to discuss the difficulties she was facing in visiting her husband.

With Angela and Bobby's consent, the advocate spoke directly with the service manager at the home. The manager said that Angela could only visit for 1.5 hours twice a week, a decision that had just started. The advocate advised the manager that this was not the current aged care visitation guidelines. The manager added that according to the local health network aged

care homes could place additional restrictions on visitation.

After further discussion with our experienced advocate, the manager talked with the aged care home's management team. Finally, Angela and Bobby, as well as the advocate, were advised that Angela is now viewed as a partner in care and can visit Bobby six days a week in the afternoon.

New visitation guidelines mean that everyone is entitled to at least one essential visitor.

For help with visitors call Seniors Rights Service on 1800 700 600

*Circumstances and names have been changed for privacy reasons.



You deserve respect

Australia's Charter of Aged Care Rights demonstrates what you can expect from aged care providers. The 14 rights recognise your fundamental right to be treated with dignity and respect. Know your rights and exercise them. Here are some of those rights.

You have the right to:

- ★ 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 a person of your choice, including an aged care advocate, support you or speak on your behalf.
- ★ Exercise your rights without it adversely affecting the way you are treated.

Call Seniors Rights Service for aged care support on 1800 700 600

Your right to receive visitors

All aged care residents should have access to at least one visitor

In new guidelines for having visitors in your aged care home, restrictions should only occur if a COVID-19 outbreak occurs in a home, or when state or territory government officials declare a local area to be a COVID-19 area of concern.

Partner in care: A partner in care is a person who frequently visits a resident in aged care to provide companionship and aspects of regular routine care, such as support with meals. A partner in care may be someone who is a family member, friend or representative.

Named visitor: If a resident does not have a partner in care, they may nominate one person to be a named visitor. A named

visitor can include a family member, friend, volunteer, power of attorney if the resident wishes.

End of life: Visits to residents at or approaching the end of life should be facilitated for anyone and not be time limited. This may include facilitating out of hours visiting.

Call Seniors Rights Service on 1800 700 600 if you have issues receiving visitors in your aged care home.

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 44

NSW Health
1300 066 055

PUZZLE TIME

WORD FINDER

U	D	E	J	H	H	E	F
E	Z	J	N	S	C	R	F
J	A	A	Y	N	I	A	E
T	K	J	Y	E	S	H	V
O	S	L	N	P	U	S	I
H	O	D	A	H	M	P	S
C	Q	C	P	T	G	U	I
H	S	S	M	U	V	Z	T
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CHAT
COMPANY
FRIEND
GAMES
GUEST
HELP
MUSIC

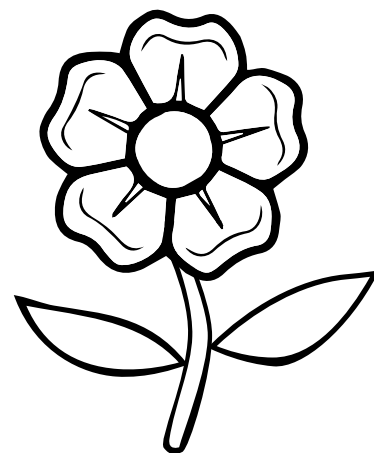
PUZZLE
SHARE
SOCIAL
TALK
TEA
VISIT
VISITOR

SUDOKU

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3			
	3	2	
	1	3	4

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COLOURING IN



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.

WIN A \$500 HAMPER



Complete our survey by 15 April to go into the draw to win.

Visit: opan.pub/nsurvey3 or scan the QR code to complete our survey.



Seniors Rights Service

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.

 **OPAN** | Older Persons Advocacy Network

opan.org.au

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We welcome your feedback. Email: enquiries@opan.com.au