

Chat with us

Are you concerned about being treated respectfully, fairly and 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.



Seniors Rights Service

**Free Advocacy Line
1800 700 600**

OPAN Older Persons Advocacy Network

Find out more visit:
opan.pub/home4
or scan the QR code



News for You

Aged Care Advocacy Newsletter | August 2022 | Issue 4



Jason van Genderen with his mother Hendrika, known as Oma

Everybody's Oma - a family's journey with dementia

Jason van Genderen's video experiments with his mum captured hearts around the globe. They shed light on his family's journey caring for family matriarch, Oma as she lived with dementia. We spoke to Jason and Megan, about involving their kids Arty and Evie in Oma's life.

Jason: Kids bring this beautifully unfiltered response. As adults we sometimes get caught up in the complexities of care and we forget how simple care can be. And one of the beautiful things we saw with Arty was just the ability to have a plate of mashed potato and apple sauce with Oma. And he would love it just as much as she did!

Megan: The kids were Oma's life force. When Evie was born, we were starting to notice that Oma couldn't make conversation anymore. But with Evie, there was this unbelievable bond. Oma didn't need to speak to her. She could communicate just by smiling and touching and holding.

Megan & Jason: Oma taught Arty and Evie that she's not going to be around forever, and we had to make the most of opportunities and find memories together. She taught them so much respect, compassion and resilience. That is a beautiful gift that she's given to our kids.

Watch the full interview here: opan.pub/oma
Everybody's Oma screens throughout Australia in August.

RICHARD'S STORY*

How an advocate supports your choices about your care, and personal and social life.

After being hospitalised because I was suffering confusion I was put into aged care. My medical team had diagnosed me with advanced dementia, but my symptoms were the result of an infection.

After being treated, my health improved but my son David had arranged for me to be in aged care permanently. I called Seniors Rights Service for information about my options with my living situation. My advocate listened when I told them how I'd arrived in aged care without my clothes, personal items, or keys.

I had asked David if I could go home to collect my things, but he said that aged care is the

best option for me and that he was planning to sell the house. My advocate helped me to access a geriatrician who confirmed that I was able to make my own decisions. My advocate then phoned David to arrange a family meeting.

After the meeting David returned the keys to my home and withdrew as my Enduring Power of Attorney. My advocate organised for me to visit my home and also supported my decision to have my grandson Peter appointed Enduring Power of Attorney.

I chose to stay in aged care and with the help of my advocate was able to arrange the sale of my home on my own terms.



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 WINNER - JACK COONEY

Meet News for You's first Local Hero

Jack Cooney was nominated as Local Hero for generously giving his time to other residents at his aged care home. Jack is a volunteer room visitor who keeps other residents company and brings their concerns to the management when needed.

Jack also participates in the Men's Shed where the men come to have a chat. "I go round to their rooms on a pretty regular basis and say hello and see if they've got any problems or they want me to do anything for them."

"I'm just your average guy, I don't see myself as being a great troubadour for change. I'm

happy to listen to other people, help them and transfer their problems to the people that can do something about it."

Read our full interview with Jack here:
opan.pub/local-hero1

Send us a nomination for your local hero for Issue 5 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 or scan the QR code right, or email enquiries@opan.com.au



DENISE'S STORY*

How an advocate supports your right to live without abuse or neglect.

A staff member in my aged care home was generally rough in how they assisted me resulting in a knock and a wound on my ankle.

The staff member denied any wrongdoing and also refused to call a doctor to examine my injuries until my family insisted. My family asked to speak with the care manager who continued to insist that there was no evidence of wrongdoing.

My family called Seniors Rights Service and were referred to an aged care advocate. The advocate provided them with information about incident reporting, duty of care and complaint mechanisms. The advocate supported my family in reporting the incident to the Aged Care Quality and Safety



Commission (ACQSC) through the new Serious Incident Response Scheme.

The advocate also suggested that they write to the provider requesting a meeting to discuss the incident and request a copy of the incident report. My family felt empowered by my aged care advocate to request the meeting. They were reassured that extra training for staff would be provided to make sure all staff have the right skills and are careful when physically assisting myself and fellow residents.

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

*Circumstances and names have been changed for privacy reasons.

You deserve to be safe

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:

- ★ Safe and high-quality care and services
- ★ Be treated with dignity and respect
- ★ Live without abuse and neglect
- ★ Have a person of your choice, including an aged care advocate, support you or speak on your behalf
- ★ Have control over and make choices about my care, and personal and social life, including where the choices involve personal risk.

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

What is good dementia care in aged care homes?

Good care of people living with dementia in residential aged care involves:

- ★ individualised care plans
- ★ information provided in the resident's preferred language
- ★ the involvement of relatives and friends
- ★ effective pain management
- ★ access to the advice of a variety of health professionals.

For more information on what good care looks like, visit Dementia Australia at dementia.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 - FIND THE WORDS

WORD FINDER

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

- | | |
|----------|--------|
| ADVOCATE | HERO |
| AGE | LISTEN |
| CARE | MYTHS |
| CONSENT | READY |
| CONTROL | RIGHTS |
| FACTS | SAFETY |

SUDOKU

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

	1	2	3
	2		
2	4	3	1
1			

2		3	
			1
4			
1	2		

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

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

Advocacy Line 1800 700 600

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

WIN A \$500 HAMPER



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

Visit: opan.pub/survey4 or scan the QR code to complete our survey.