

Hello and welcome to our first issue of **News for You**, a newsletter for people receiving aged care services.

Our newsletter will bring you heartwarming personal stories and information about protecting your health and safety during the COVID-19 pandemic.

Plus, learn about support services to help you address issues you may be experiencing with your aged care and more!

Contact us with your ideas for stories via email: enquiries@opan.org.au

Browse through and discover what's in this issue of **News for You!**

News for You

Aged Care Advocacy Newsletter | June-July 2021 | Issue 1



Staying COVID-19 safe once you are vaccinated

Your safety is our number one priority in Australia's national COVID-19 vaccination rollout. Suppose you consent to a COVID-19 vaccine but haven't yet received it. In that case, you and your family will be notified once a vaccination date is confirmed for the aged care home where you live.

As winter approaches, your risk of becoming severely unwell with COVID-19 or other viruses increases if you're not yet vaccinated against them.

You can talk to your GP or phone 1800 020 080 if you have questions about the vaccine, and continue to follow the steps below:



WEAR A MASK IN PUBLIC



WASH YOUR HANDS WITH SOAP OR SANITISER



KEEP A 1.5M DISTANCE FROM OTHERS



STAY AWAY FROM OTHERS IF YOU FEEL SICK



Seniors Rights Service



**seniorsrights
service.org.au**



**Seniors Rights Service
free advocacy line
1800 700 600**

**8am - 8pm, Mon-Fri
10am-4pm Sat**

What can you do if you have age care issues?

TED'S STORY

Ted was placed in an aged care home after being in hospital.

Ted hadn't heard from his wife and was worried she didn't love him anymore. Ted asked Seniors Rights Service to help him find his wife.

After many calls our advocate discovered Ted's wife had also been placed in an aged care home - when

Ted had originally been admitted to hospital. She had dementia and couldn't cope at home by herself.

The problem was that Ted and his wife had been placed in separate aged care homes in nearby towns. Our advocate was able to liaise with both homes to firstly, try and get them in the same home when a bed became available, and secondly, arrange for the couple to visit each other on a weekly basis.



Ted's right to be informed had certainly not been upheld and the Seniors Rights Service advocate was able to assist with that.

LES'S STORY

Les had been living in the local aged care home for two years.

His daughter Jenny said Les was not happy with many aspects of the care being provided including medications not being given on time, lack of variety of meals and

laundry consistently 'going astray'. Jenny didn't know what to do to fix these things and didn't know how to go about it.

After speaking to our Seniors Rights Service advocate, Jenny contacted the management of the aged care home. We helped Jenny to express her concerns and highlight the most pressing issues her father had raised. After some weeks Jenny returned to us, stating the home's management hadn't addressed her concerns.

Our aged care advocate then helped Jenny to make

a formal complaint to the Aged Care Quality and Safety Commission, and a formal meeting was held between the aged care provider and Jenny's father. Our advocate went along to support him. The outcome was very positive and the aged care provider was able to deliver the services Les needed. Les felt much more secure, knowing he had support to raise further issues and that the provider was listening to him. Jenny was grateful to our advocate for guiding her through the process of helping her dad uphold his rights.




MEET OUR ADVOCATE

Tammy is an aged care advocate who represents seniors in and around Wagga Wagga NSW.

She grew up in the area and has a good understanding of rural and regional issues.

Tammy came to Seniors Rights Service having worked in aged care. This experience meant she was aware of many of the issues residents sometimes face.



Here's some recent feedback from a client we received via Facebook:

“I have spoken with Tammy on a number of occasions and found her to be extremely helpful, professional and caring. Her advice was always on point, her calm attitude was comforting and her help was priceless. Tammy is a wonderful asset to the aged and their families. Thank you.”

Q Your Q&A

Why don't I have a say in what I do?

You have the right to make choices. We often receive calls from residents who have the capacity to make their own decisions but are being told they are not allowed to.

Our advocates can negotiate with you, or on your behalf, with your aged care home. We use our skills and knowledge to carefully combine your choices with your care needs. It's true that sometimes a compromise is needed to get a satisfactory outcome. But we keep your needs at the centre of the discussion.

Call Seniors Rights Service today on 1800 700 600



Seniors Rights Service

- Free legal service
- Help with aged care issues
- Social worker support
- Assistance with **myagedcare**
- Information sessions

We're free and confidential

Call: (02) 9281 3600 or 1800 700 600

Email: info@seniorsrightsservice.org.au

Web: seniorsrightsservice.org.au

Legal | Aged Care Advocacy | Information



Q YOUR QUESTIONS ANSWERED

Recommendations and advice can be difficult to understand, so we've provided some practical advice and answered all your frequently asked questions, such as:

★ **What is elder abuse?**

Elder abuse can take many different forms. Sometimes it's hard to know if what is happening is abuse, especially if it's done at the hands of someone you trust.

★ **Are there different types of abuse?**

Abuse can take many forms including financial, physical, sexual, emotional, psychological and social or neglect. It can be difficult to seek support, especially if you're worried about something happening to you if you do.

★ **How can I get help?**

If you think you've experienced elder abuse, we can offer you support and information, help you access appropriate resources and services, and work with you to find a solution.

If you have questions or need support call Seniors Rights Service on [1800 700 600](tel:1800700600)



Your Right To Visitors

Just because you live in residential aged care doesn't mean you can't have the social life you had living in the community. Besides, getting visits can give you something to look forward to and keeps you up to date with what's keeping friends and family busy.

- ★ **You have the right to do activities of your choice outside your residence.**
- ★ **You do not need to quarantine when returning from medical or other appointments.**
- ★ **Community visitors and volunteers can make social visits.**
- ★ **There are no time limits for social visits.**

Restrictions to stop the spread of COVID-19 may affect your right to have visitors. If you have questions about having visitors or going out contact your local advocate on [1800 700 600](tel:1800700600)

Advocacy - Your Free Aged Care Support

How can we help you?

Seniors Rights Service offers free and confidential assistance to people like you to find solutions to issues or concerns you have about the care you're getting. Our job is to listen to your concerns and connect you with a friendly and knowledgeable support person - what we call an advocate - to work with you to find a solution. We put your needs first.

When do we help?

Everyone's needs are

different, but we have the knowledge and experience to help you to work through your situation. We can assist you if you feel under pressure to make a choice you disagree with or when you're unhappy with the care you're getting in your aged care home. These are just two examples of situations we can help with, but there are many more.

How does it work?

Sometimes an issue can be solved with one conversation over the phone with us. Others might

need several conversations or a face-to-face meeting with you or your aged care home to discuss your concerns and find a solution. We are here to support you and always put your needs and best interests first to improve your experience.

For independent, free and confidential aged care advocacy, phone our free service on

1800 700 600

Or visit our website:

seniorsrightsservice.org.au

Q Your Rights in Aged Care

You are entitled to a unique set of rights under Australia's Charter of Aged Care Rights. The Charter demonstrates what you can expect from aged care providers. It puts your needs first and recognises your fundamental right to be treated with dignity and respect.

You have the right to:

- ★ Safe and high quality care and services.
- ★ Be treated with dignity and respect.
- ★ Have your identity, culture and diversity valued and supported.
- ★ Live without abuse and neglect.
- ★ 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 control over, and make decisions about, the personal aspects of your daily life, financial affairs and possessions.
- ★ Your independence.
- ★ Have a person of your choice, including an aged care advocate, support you or speak on your behalf.
- ★ Complain free from reprisal, and to have your complaints dealt with fairly and promptly.

These are just some of your rights under the Charter of Aged Care Rights. To learn more and get assistance to exercise your rights, call us 1800 700 600

New initiative - Stay Connected & Supported in Your Community

One in eight people aged over 65 living in Australia experience feelings of loneliness, and one in twelve experience social isolation. Feeling lonely and being isolated should not be a regular part of ageing. Connection to people of all ages provides security, support, happiness and a sense of purpose.

We are living longer than ever before, which means you will experience a range of age-related changes and may need to reach out for support.

The Older Persons Advocacy Network recently launched the Stay Connected and Supported in Your Community initiative. We are delighted to share it with you.

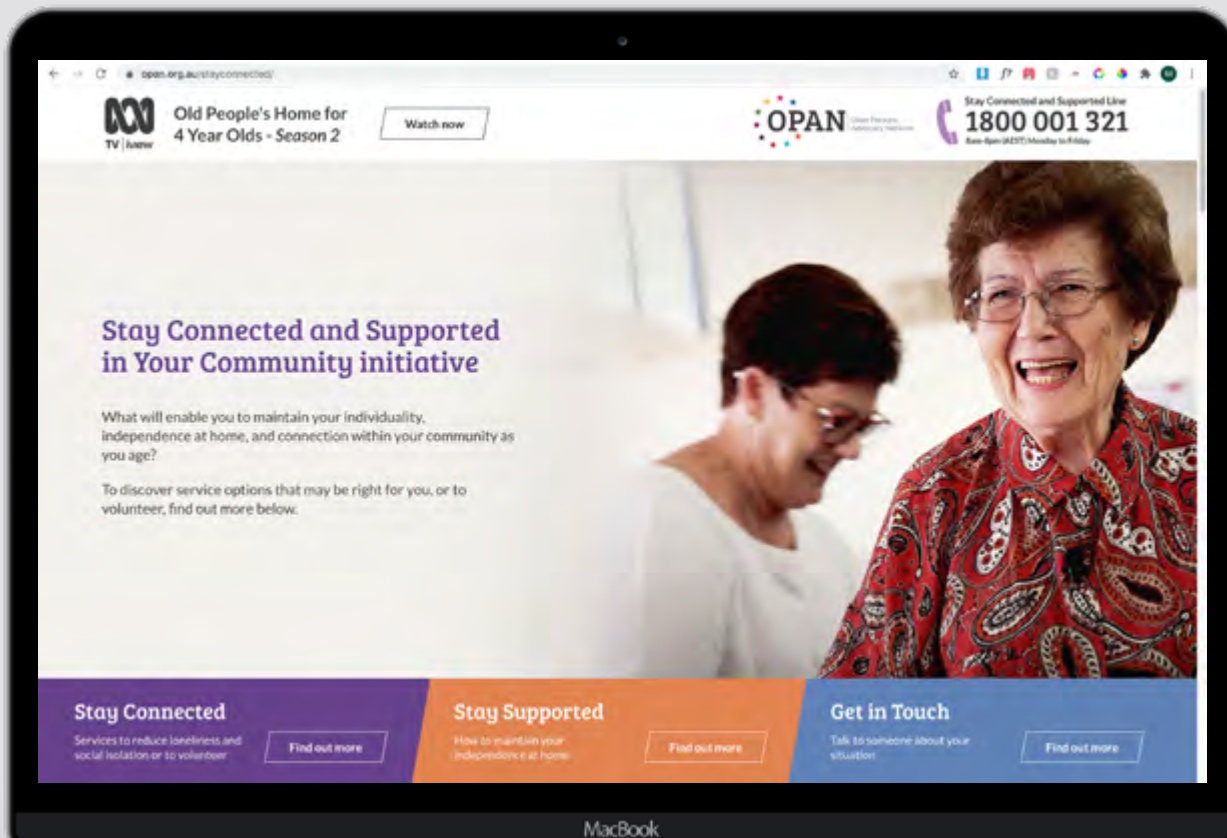
It includes our new Stay Connected website - open.org.au/stayconnected - bursting with information about services that may be right for you.

There's also a new phone line - **1800 001 321** - to speak to our friendly team who can connect you with volunteer visitors,

services like Friend Line and Dementia Australia or wellbeing support.

Volunteer visitors can be matched to you based on shared interests, and if requested, cultural background, gender and sexual orientation. They visit weekly or fortnightly for a chat, walk, activity, or outing - providing friendship and companionship.

Contact our lovely team, who can assist you to connect to your community. **Call 1800 001 321.**





Interview with Aesh Rao from Old People's Home for 4 Year Olds

What happens when you bring together older people and pre-schoolers? The ABC's heartwarming series Old People's Home for 4 Year Olds shows us how intergenerational relationships transform older people's lives.

In this season, the show's older stars want to live independently in their own home but need support to remain healthy and happy enough to stay there. We had a chat with Sydney resident Aesh Rao, who stars in season two!

What made you want to be involved with the show?

It came at a very good time because we were locked down during COVID. I felt that this was a very good opportunity for me to go out, meet people and chat. That's what I

was thinking at the time - if an opportunity comes to you, it's a good idea to take it.

Tell us about the first time you met the children who feature in the show?

They were very bubbly, and it was a very happy occasion. We waited to see what these kids were going to do and how they choose who they would go to. It was a very mysterious beginning.

How have the friendships you formed on the show changed your life?

It has given me an opportunity to meet a large number of people from other backgrounds, rather than the sub-culture that I was living in, just with my colleagues and friends I've had for a long time.



Keep these numbers handy

Seniors Rights Service - Free Advocacy & Legal
1800 700 600

Aged Care Quality & Safety Commission
1800 951 822

My Aged Care
1800 200 422

Dementia Australia
1800 100 500

National Seniors Australia
1300 76 50 50

Stay Connected
1800 001 321

Lifeline
13 11 44

NSW Department of Health
1300 066 055

PUZZLE TIME - FIND THE WORDS


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

ADVOCATE	ELDER	PERSONAL
CARE	FAIR	PRIVACY
CHARTER	HELP	RESPECT
CHOICE	IDENTITY	RIGHTS
CONSENT	INDEPENDENCE	SAFETY
CULTURE	KIND	SUPPORT
DIGNITY	LISTEN	VALUE

Seniors Rights Service acknowledges the Traditional Custodians of Country throughout Australia and recognises their continuing connection to land, waters and culture. We pay our respects to their Elders past, present and emerging.



 opan.org.au

 **OPAN Advocacy Line**
1800 700 600
8am - 8pm, Mon - Fri
10am - 4pm Sat

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

