

National Aged Care Advocacy Program

Aged Care Advocacy

A free, confidential, service promoting the rights of people receiving aged care services

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What are the rights of people receiving aged care services?

We all have rights, no matter where we live or how much assistance we need.

If you live in a nursing home or hostel or receive aged care services in your own home, you have rights – including the right to:

- be in charge of your life, your money and your possessions
- privacy
- be treated with dignity and respect
- good quality care that meets your needs
- be informed about your rights, care, accommodation and fees
- complain and take steps to sort out any problems
- advocacy support.

Who supports you and your rights?

If you think your rights are not being respected, you might need support to speak up or complain. There are independent Advocacy Services in each State and Territory that can assist you.

Advocacy Services are community-based organisations funded by the Commonwealth Government under the National Aged Care Advocacy Program. Services provided through the Program are free and confidential.

How do Advocates work?

An advocate is someone who stands beside you and works solely on your behalf and at your direction.

They listen to your concerns, give you information and speak up for you if you want them to. Before taking action, they will seek your permission.

Advocates can:

- support you to speak out on your own behalf
- speak for you to service providers and other agencies e.g. the Complaints Resolution Scheme about your concerns
- refer you to other agencies when needed.

What can Advocacy Services do?

Advocacy Services can:

- provide you with information and advice about your rights and responsibilities
- support you to be involved in decisions affecting your life
- assist you to resolve problems or complaints in relation to aged care services
- promote the rights of older people to the wider community.

Who are Aged Care Advocacy Services for?

Advocacy is available for people receiving aged care services.

This includes people who:

- Live in a nursing home or hostel
- Receive a community aged care package (support at home)
- Receive flexible care
- Have been assessed by an Aged Care Assessment Team (ACAT)
- Used to receive aged care services or
- Are representing the interests of the person receiving aged care services.

Contact Advocacy Services

You can contact Advocacy Services by phoning the free National Aged Care Advocacy Line on 1800 700 600.

Please note this number is not available from mobile phones and in some capital cities – for alternative contact detailed phone the Aged Care Information Line on 1800 500 853.

More information about advocacy and aged care rights, including a full Charter that outlines your rights, is available from the website: www.agedrights.asn.au

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