



Elder Rights Australia

Promoting the human rights of all older people

**Aged Care advocacy
support and information.
Free, independent
and confidential.**

**Aged Care Advocacy Line
1800 700 600**



About us

We support older people, their families and representatives in Victoria to:

- access aged care
- protect the rights of older people
- resolve problems with aged care providers.

**We're independent, and
we're on your side.**



**Helpful and
understanding**

We help older people receive person centered care

Our advocacy service supports people who are having a problem with their aged care service. You might be trying to access services, but having trouble with assessment, waiting times or finding a provider. Or you might be receiving services, but feeling unsafe or unhappy with the quality of care. Whether you have services at home or live in an aged care home our advocacy service can help.

When you call, one of our experienced and caring advocates will listen carefully to your concerns. Once we understand the problem, we'll discuss your rights and help you explore solutions. We can give you information about how to speak up for yourself, or, if you prefer, we'll talk to your provider on your behalf.

We're independent of government and aged care providers, and our service is free and confidential.



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We also help older people connect


Through our volunteer visitors program, we connect older people with caring volunteers for friendship and companionship.

This service is available to older people in Victoria who:

- live in an aged care home
- live in their own home and receive services through a Home Care Package, or are on the waiting list for one.



We listen to you
We help you find solutions
We work for you



We educate

Our education sessions help you understand the aged care system and the rights of older people. We run online and face-to-face sessions with:

- older people, their families and representatives
- aged care staff
- the wider community, such as seniors groups and retirement villages.

We advocate for change

Because we hear from older people across Victoria every day, we learn a lot about issues in aged care. We use this knowledge to talk to government and providers about the delivery of aged care services.



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Need an Interpreter?

Call us on 1800 700 600 and ask for an interpreter

or

Call TIS on 131 450 and tell them you would like to speak to **Elder Rights Australia**.

Hearing or speech difficulties

If you have hearing or speech difficulties, you can contact us through the National Relay Service (NRS):

- call the NRS Helpdesk on 1800 555 660
- or visit the NRS website for more contact options.

era@era.asn.au | www.elderrights.org.au



Elder Rights Australia Ltd is a founding member of the Older Persons Advocacy Network (OPAN) delivering the Australian Government funded National Aged Care Advocacy Program.

ABN 63 367 539 827