

About us

We support older Victorians and their representatives to:

- access aged care
- exercise their aged care rights
- make informed decisions
- resolve issues with aged care providers.

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



Helpful and understanding

Aged Care Advocacy Line 1800 700 600

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



**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**



We help older people receive person centered care

Our professional advocates work for you providing reliable aged care information and direct advocacy support when you have issues with an aged care service. Whether you live at home or in residential care our advocacy service can help.

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

We're independent and our service is free and confidential.



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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 of choice, carers 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 that concern them.

We use this knowledge to talk to government and aged care providers about the delivery of aged care services.

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

