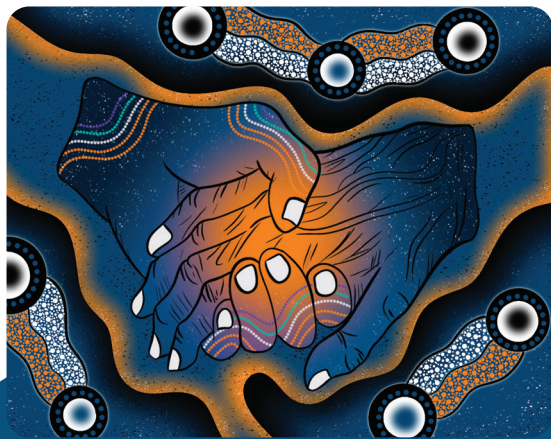


About us

- Our service is free
- We know all about aged care
- We stand up for the rights of older people
- Our service is confidential, we won't do or say anything without talking to the older person first.

Who can call us?

- Anyone who wants to know about aged care services.



Helpful and
understanding

Aged Care Advocacy Line 1800 700 600

Elder Rights Australia is a safe service that respects culture. We help with any aged care questions or problems.

We listen to you by:

- meeting face-to-face if possible
- linking you with our Aboriginal and Torres Strait Islander Community Advocates
- standing beside you every step of the way.

We acknowledge the traditional owners of the lands on which we work and recognise that it always has been, and always will be, Aboriginal land. We honour the strength and resilience of Aboriginal and Torres Strait Islander peoples and pay our respects to all Elders past and present. We value and learn from Aboriginal and Torres Strait Islander people's respectful relationships with their Elders.

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

Ross House
Level 2 Room 3
247-251 Flinders Lane
Melbourne VIC 3000



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.

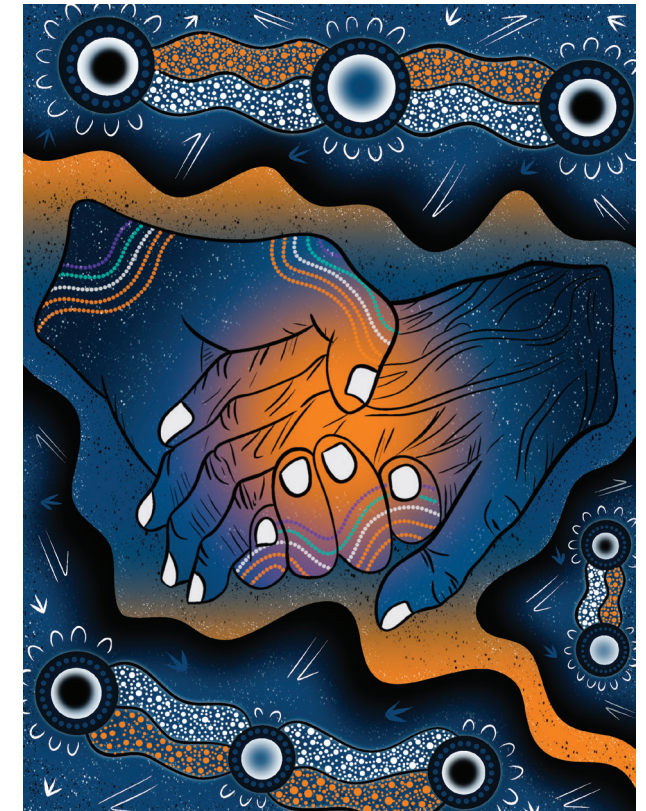
ABN 63 367 539 827



**Elder Rights
Australia**

Promoting the human rights of all older people

Free information and help for Aboriginal and Torres Strait Islander Peoples



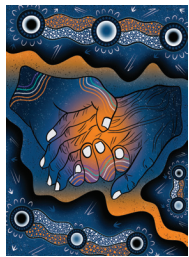
Aged Care Advocacy Line
1800 700 600

What is advocacy?

Aged care advocacy helps older people get the care they need.

Elder Rights Australia (ERA) Advocates speak up for the older person and ensure their needs are understood and respected.

If we can't help you, we find someone who can.



About the artwork

'Helping our Elders'
by Lionel Rose
Kurnai / Gunditjmara

The artwork depicts a helping hand supporting an older person, with line dots symbolising respect, active listening and support for elders.

Surrounding the central image are meeting places and support networks, representing ERA's commitment to going above and beyond to engage with families, listen and work toward the best outcomes for older individuals.

Aunty Jo's story

Aunty Jo lives in her own home with her daughter and three grandchildren. As she gets older, moving around safely has become more challenging - especially when using her shower or navigating the outside steps.

She has always been the one caring for her family, but now she needs more support herself and isn't sure where to start. Aunty Jo reaches out to ERA for guidance on accessing aged care services and support. An ERA Community Advocate assisted Aunty Jo in applying for aged care services and getting them set up. They took the time to explain everything in a way that is easy for her to understand and ensure the aged care providers respect and accommodate her cultural needs. With this support, Aunty Jo feels safer in her home and more confident in continuing to care for her family.



What is Elder Abuse ?

Everyone has the right to live safely, be treated with respect, and make their own choices.

Abuse of older people happens when someone they know and trust causes them harm or makes them feel unsafe.

Elder abuse can be:

- people trying to force an older person to do things they don't want to do
- people physically hurting an older person
- people making threats to the older person, their family or their pets.

**If this is happening to you, call us
1800 700 600.**