

# Empowering Older People in WA

A guide to Advocare's services



**Advocare**  
Empowering older people in WA



## Choosing the Right Service



### Protecting the Rights of Older People

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We are here to listen and support you.
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Raising awareness and understanding of older people's rights.
- Page 8: **Home Care Check-in Service**  
Supporting vulnerable people living at home.



### Overcoming Social Isolation

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- Page 10: **Volunteer Visitors Scheme**  
Connecting volunteers with older people who are lonely or socially isolated.



### Accessing Aged Care Services

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Provides support for vulnerable older people to interact with My Aged Care, access aged care services and other relevant supports.



### Addressing Elder Abuse

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We provide free, confidential information, support and referrals.





# Protecting the Rights of Older People

## Advocacy

### Is this the right service?

- ✓ Receiving Commonwealth-funded aged care services?
- ✓ Having challenges with an aged care service provider?
- ✓ Having trouble accessing aged care services?
- ✓ Feeling unheard?

### What is an Advocate?

An aged care Advocate is an independent and impartial person who can help older people understand and stand up for their rights in the aged care system.

An Advocate will ensure older people have a say in the decisions that affect them. They provide information and choice so people can make informed decisions and live the life they want on their terms.

They can also provide information and advocacy to someone who's experiencing elder abuse in any of its forms.

### Advocates can assist by:

- Listening to the older person's story and understanding their wishes in regard to aged care-related matters
- Giving older people practical assistance in navigating the aged care system
- Informing them of their aged care rights and responsibilities
- Assisting them to explore options to make informed decisions
- Providing support so they can raise their concerns and achieve resolutions
- Helping to increase the older person's ability to speak for themselves, or if they prefer, for the Advocate to speak on their behalf.

**This is a statewide service.**

**Contact: 1800 655 566  
or email: [rights@advocare.org.au](mailto:rights@advocare.org.au)**





# Protecting the Rights of Older People

## Education

### Is this the right service?

- ✔ Are you a service provider or community organisation?
- ✔ Do you want your staff to champion the rights of older people?
- ✔ Do you want to equip your staff with knowledge and understanding of elder abuse?
- ✔ Does your organisation or community group want a greater understanding of older people's human rights and elder abuse?

### What do we offer?

Advocare offers a free, statewide education program. Delivered by experienced Advocates, these interactive sessions aim to:

- Increase awareness about the rights of older people
- Increase awareness of residential aged and home care services and how to access them
- Raise awareness of elder abuse and how to stay safe
- Increase the capacity of people working in aged care, to protect and champion the rights of older people.

Sessions can be tailored to suit your needs.

**This is a statewide service.**

**Contact: 1800 655 566**  
**or email: [education@advocare.org.au](mailto:education@advocare.org.au)**





## Protecting the Rights of Older People

### Home Care Check-in Service

#### Is this the right service?

- ✔ Do you have concerns about a vulnerable older person who may be at risk of harm and neglect?
- ✔ Have they been assessed and identified as having some complexity or vulnerability?
- ✔ Are they living alone and heavily reliant on one carer or service provider?

#### Is someone you know at risk?

This pilot project is aimed at supporting vulnerable older people living alone, who are reliant on only one carer or provider, and who might be at risk of harm or neglect.

If assessed as eligible, older people needing assistance can be referred by an Aged Care Assessment Team (ACAT) or by the Regional Assessment Service (RAS) as a community referral.

Referrals from home care service providers or community organisations supporting older people who would benefit from check-in supports are also welcome.

#### This service is also available to older people who meet one or more of these risk factors:

- Experiencing grief or loss
- Do not have family or friends that regularly check in on them
- Difficulty communicating or being understood
- Living with a cognitive impairment and are unable to problem solve or speak up
- Have reduced mobility
- Lost the ability to drive.

Our Community Support Advocates provide regular 'check-ins' to build trust and gain an understanding of the circumstances affecting the older person's wellbeing. Through these connections they can help get them the extra support they need to live a connected life.

Please contact our team if you would like to refer an at-risk older person to this service.

**This service is currently available in the Perth metropolitan area and the South West.**

**Contact: 08 9479 7566  
or email: [hcci@advocare.org.au](mailto:hcci@advocare.org.au)**



## Overcoming Social Isolation

### Volunteer Visitors Scheme

#### Is this the right service?

- ✓ Receiving or assessed and waiting for a home care package, or lives in a residential care facility?
- ✓ Feeling lonely or isolated and wanting companionship?
- ✓ Looking to volunteer yourself?

#### What is the Volunteer Visitors Scheme?

This program connects volunteer visitors with older people who are socially isolated, lonely or whose quality of life would be improved by positive engagement and companionship.

Our friendly volunteers can visit older people in their home, or in their aged care facility.

Contact us if you would like a visitor, have a client or customer interested in receiving a visitor, or would like to volunteer yourself.

**This service is currently available in the Perth metropolitan area and in the South West.**

**Contact: 08 9479 7566  
or email: [volunteer@advocare.org.au](mailto:volunteer@advocare.org.au)**





## Accessing Aged Care Services

### Care Finder Program

#### Is this the right service?

- ✓ Looking to access aged care services but not sure where to start?
- ✓ Need support in setting up and accessing these services?
- ✓ Is the older person missing the assistance of a support person or carer?

#### What is the care finder Program?

This program is designed to help vulnerable older people who need intensive assistance to access aged care and other supports.

Our experienced care finder team will meet with people, usually in person, to help them understand aged care services, set up assessment, and find and choose services.

They also help people with access to other supports in the community.

#### This service is available to those who:

- Are at risk of homelessness
- Are socially or financially disadvantaged
- Have communication challenges due to language or learning difficulties
- Have difficulty understanding information and making decisions
- Are reluctant to engage with aged care or government.

This service is available in the Perth metropolitan area and the South West and Wheatbelt regions.

Contact: 08 9479 7566  
or email: [carefinders@advocare.org.au](mailto:carefinders@advocare.org.au)





## Addressing Elder Abuse

### WA Elder Abuse Helpline

#### Is this the right service?

- ✔ Do you suspect an older person may be experiencing or at risk of, some type of elder abuse?
- ✔ Do you have suspicions that someone you know is suffering elder abuse, but you're not sure what to do?

The Elder Abuse Helpline is a free and confidential space for people to seek initial support about elder abuse.

Advocates can provide people with information to assist them in identifying elder abuse and then explore what the next steps might look like.

**The WA Elder Abuse Helpline is not a reporting line. Please note the client is responsible for making a report to the police.**

If someone you know may be experiencing elder abuse in any form, please call our free and confidential helpline on **1300 724 679**.

**This is a statewide service.**

**Contact: 1300 724 679  
(Monday to Friday, 8.30am-4.30pm)**





**Advocare** is a leader in addressing the rights of older people and elder abuse.

For more than 25 years, we have proudly helped older Western Australians access the right supports, information and protections available to them.

We are a not-for-profit organisation, completely independent from aged care providers.

Our aim is to empower older people by giving them information and choice so they can make informed decisions to live the life they want on their terms.

### **If you don't speak English and need help understanding this information call:**

#### **Translating and Interpreting Service, National (TIS) – 13 14 50**

Tell the operator the language you speak, the name of the organisation you're trying to contact, and their phone number. In some cases there may be a cost. Ask TIS first.

#### **Aboriginal Interpreting WA (AIWA) – 1800 330 331**

To access an Aboriginal language interpreting service call AIWA.



**Phone: 08 9479 7566**

**Country Callers: 1800 655 566**

**WA Elder Abuse Helpline: 1300 724 679**



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