

What is the National Aged Care Advocacy Program? (NACAP)

NACAP provides free and confidential support to older people, their families and carers.

NACAP supports older people who receive, or are applying for government-subsidised aged care by:

- ✓ Providing advocacy services
- ✓ Helping them understand and access the aged care system
- ✓ Informing them of their aged care rights

NACAP education sessions are also available for aged care residents and staff on aged care rights, advocacy and elder abuse.



Self-advocacy toolkit

The self-advocacy toolkit puts you in the driver's seat – equipping you with information and resources to speak up for better aged care

Scan below to view toolkit



Advocare

Empowering older people in WA

Aged Care Advocacy Line

1800 700 600

rights@advocare.org.au

www.advocare.org.au

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What is Aged Care Advocacy?



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Aged care advocacy is about supporting and empowering older people to understand their rights, make informed decisions, and have their voices heard when it comes to their care and wellbeing.

Different types of advocacy available



Self-advocacy – advocating for yourself



Assisted – support to help you express your needs, concerns or preferences



Represented – with consent an advocate can speak or act on your behalf

What are the benefits of Aged Care Advocacy?

Advocacy helps to create a fair, transparent, and high-quality aged care system that benefits everyone.

Benefits

- ✓ **Mutual Respect and Understanding:** Promotes recognition of all parties' rights, responsibilities, and perspectives.
- ✓ **A Platform for all Voices to Be Heard:** Ensures all parties can express concerns and be genuinely understood.
- ✓ **Improved Communication:** Discussions are approached with greater empathy and clarity, leading to healthier interactions.
- ✓ **Validation and Empowerment:** Older people feel heard, believed, and supported in their concerns.
- ✓ **Proactive Issue Resolution:** Helps identify and resolve issues early, often without the need for third-party intervention.

What happens when I call?

When you call us, you will be assisted by one of our experienced **aged care Advocates**.



An **aged care Advocate** is an independent, impartial person who can help you understand and stand up for your rights in the aged care system. They ensure you have a say in the decisions that affect you.

During the call they will:

- ✓ Listen to your concerns
- ✓ Provide you practical assistance in navigating the aged care system
- ✓ Inform you of your aged care rights and responsibilities
- ✓ Assist you to explore your options to make informed decisions
- ✓ Provide you support to raise concerns and achieve outcomes