

Empowering Older People in WA

A guide to Advocare services

Advocare is a leader in addressing the rights of older people and elder abuse. Our services are free, confidential and unbiased.

We are also the custodians of the Seniors Peak Body WA to help ensure you are supported, connected and heard.



Advocacy

- ✔ Are you receiving Commonwealth-funded aged care services?
- ✔ Having challenges with an aged care service provider and not being heard?
- ✔ Do you need help working out the aged care system?

An Advocate is an independent and impartial person who can help you speak for yourself, or speak on your behalf.

Advocates can assist by:

- Empowering you with up-to-date information on your aged care rights
- Supporting you to understand the aged care system
- Helping to achieve a resolution on an issue with your provider.

Call us to speak with an Advocate to be listened to and understood.

Contact us: 1800 700 600
rights@advocare.org.au

Education

- ✔ Living in an aged care home or receiving home aged care services and keen to know the provider's obligations?
- ✔ Know a community or health organisation that wants to learn more about the rights of older people?

Delivered by experienced advocates, these free, interactive education sessions aim to:

- Raise greater awareness about the rights of older people
- Share information on how to recognise and respond to elder abuse
- Increase your understanding of residential aged and home care providers' obligations to you
- Support staff in aged care to be aware and champion the rights of their clients.

Contact us: 1800 700 600
education@advocare.org.au

WA Elder Abuse Helpline

- ✔ Are you concerned you or someone you know is experiencing some form of elder abuse?
- ✔ Do you know what steps to take to safeguard yourself or support others?

The WA Elder Abuse Helpline is a free and confidential phone information service for people to seek initial support about elder abuse.

Advocates can provide information to assist with identifying elder abuse and then chat through some options you may feel comfortable exploring.

Please note, this is not a reporting line. The older person has the right and option to take any action, such as reporting it to the police.

Contact us: 1300 724 679
Mon to Fri, 8.30am-4.30pm

These services are available statewide

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Aged Care Advocacy Line: 1800 700 600
WA Elder Abuse Helpline: 1300 724 679
Country callers: 1800 655 566



rights@advocare.org.au



www.advocare.org.au

Seniors Peak Body WA

- ✔ As an older person, do you want to feel supported, connected and heard about the issues that matter to you?

As the custodian of WA's Seniors Peak Body, Advocare provides a collective voice for community sector organisations, seniors' groups, and individuals to champion improvements in policies, services and support systems.

Our role is to:

- Provide information and referrals on what support is available
- Ensure older people's diverse range of views are heard, particularly from under-represented groups
- Address the abuse and mistreatment of older people
- Engage and consult with older people to identify concerns and to share solutions.

Have something to say?

Contact us: 1800 655 566
seniorspeak@advocare.org.au

Aged Care Volunteer Visitors Scheme

- ✔ Are you receiving or on the waitlist for aged care services?
- ✔ Feeling lonely, isolated and wanting companionship?
- ✔ Looking to volunteer yourself?

This program can help improve your quality of life and social connections through positive engagement, friendship and companionship.

Our friendly volunteers can visit you in your home or aged care home.

Contact us if you're interested in receiving a visitor or would like to volunteer yourself.

The service operates in the Perth metropolitan area and the South West region.

Contact us: 1800 655 566
volunteer@advocare.org.au

Care Finder Service

- ✔ Looking to access aged care services but not sure where to start?
- ✔ Need support in setting up and accessing these services?

This service is available to those who have no one to support them and:

- Are socially or financially disadvantaged
- Have communication issues
- Have difficulty understanding information and making decisions
- Are reluctant to engage with aged care or government.

The service operates in the Perth metropolitan area and the South West and Wheatbelt regions.

Contact us: 1800 655 566
carefinders@advocare.org.au

