



Advocare
Empowering older people in WA

**Social
Story**

Updated May 2025 V1.0



Acknowledgement of Country

We acknowledge the traditional owners of the land where we work throughout WA and pay our respects to Elders past and present. We thank Aboriginal people for their ongoing sharing of knowledge and wisdom. Australia always was, and always will be, Aboriginal land.

Acknowledgement of Diversity

We recognise and welcome diversity in all forms in the belief it, along with inclusiveness, is a source of strength and opportunity.

Advocare hereby acknowledges the support and assistance provided by [Access Ability Australia](#) in helping to prepare this Social Story.

We express our sincere appreciation to Access Ability Australia for their pivotal role in assisting us to highlight our commitment to accessibility and inclusion. Their expertise and support have played a vital role in ensuring that Advocare is welcoming to all individuals in our community.

Guidelines

Dear Advocate,

Thank you for choosing to use a Social Story and Communication Board developed for Advocare.

These resources are designed for aged care residents who may have conditions such as dementia, autism spectrum disorder, language disorders, social communication difficulties, or cognitive delays/disabilities.

For this **Social Story** to be successful, we recommend you follow these guidelines.

- Read the Social Story as many times as needed to explain Advocare services.
- Make sure to read and share the Social Story in a quiet place without distractions.
- Stay calm, comfortable, and honest while reading the Social Story.
- Help the aged care resident understand the main points and keep checking to make sure they understand.

The **Communication Board** included in this Social Story is designed to support basic communication by using symbols to express needs.

Ways to use this communication board.

- Point to symbols to convey messages.
- Speak in full sentences pointing to symbols.
- Read words aloud while pointing, allowing aged care residents to respond with “yes” or “no.”



Access
Ability
Australia

Communication Board

Advocare
Empowering older people in WA

Cultural considerations



Do you understand?



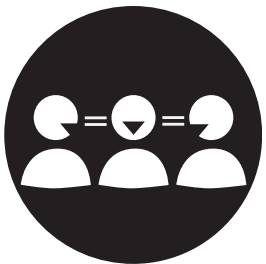
Feeling ok?



Deaf/Hard of hearing



Interpreter



No



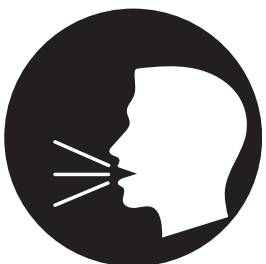
Question



Quiet place



Should I speak louder



Support person



Vision loss



Yes





Hi there, I am an Advocate with Advocare.

Advocare is an organisation that helps older people.

As an Advocate my role is to:

- help you understand your rights so you can speak up and have a say in your care
- give you information to help you make choices about your care
- support you in solving any problems with your aged care providers
- speak for you if you cannot or do not wish to speak for yourself.





I can also help you with:

- making sure your voice is heard during meetings with your aged care provider
- understanding the costs of your care.

You might have concerns about the quality of care you are receiving.

This might include:

- problems with the food
- getting the right medication on time
- being provided information from the nurses and doctors
- lack of social activities or outings.





These are just some examples of things Advocare can help with.

Everyone has different questions and concerns and you get to choose which ones are most important to you.

Advocare services are:

- free
- confidential – Advocates won't share what we talk about without my permission, unless it's a safety issue
- independent – Advocates do not work for aged care providers or for other services that you may currently use.

Advocates listen and support you without telling you what to do.





Advocare can also help if you are experiencing elder abuse.

Elder abuse is when an older person is harmed, treated badly or taken advantage of.

Elder abuse can happen in different ways including:

- social abuse – stopping you from seeing family or friends
- neglect – not giving proper care like a safe place to live, food or medicine
- financial abuse – taking money or property without your permission
- physical abuse – hitting, pushing or hurting
- sexual abuse – touching or treating you in a sexual way without your permission
- psychological abuse – hurting with words or actions like yelling, threatening, or making you feel controlled or scared.





The best way to contact Advocare is to:

- call the Advocacy Aged Care Line on 1800 700 600
- email Advocare at rights@advocare.org.au

You can choose to have a family member or support person when contacting Advocare.

You can also choose to have a family member or support person with you during meetings with Advocare.

It is your choice to work with Advocare.

Advocare will only help if you want their support.





Advocare helps for a short time.

As an Advocate I can support you until your issues are fixed.

If you need help again later, you can contact Advocare again.

Advocare can also provide a free toolkit to help you make decisions about your care.

The toolkit helps residents prepare to talk about any problems they have with aged care providers.

Advocare's advocates can provide hard copies of the toolkit or they can also be downloaded from the [OPAN website](https://www.opan.org.au/).





Advocare is a great organisation that helps aged care residents speak up about their rights, choices and needs when using services.

Advocare

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Phone: 1800 700 600

Country Callers: 1800 655 566

WA Elder Abuse Helpline: 1300 724 679



rights@advocare.org.au



www.advocare.org.au