



Elder Rights Advocacy

Supporting your right to quality care

Elder Rights Advocacy -- 1800 700 600

- Victoria's advocacy organisation
- Part of a national network – OPAN
- We are a free, independent and confidential service



Ageing well in your Adopted Country

What kind of help can I get?

Help in your own home

Residential Aged Care Homes

What kinds of help can you get?

- ☐ Personal care
- ☐ Domestic help
- ☐ Meals and food preparation
- ☐ Changes to your home to make it safe
- ☐ Nursing services
- ☐ Social connection

1. What can I get?

-- MyAgedCare: 1800 200 422

2. What will it cost -- Centrelink

3. Who will provide workers?

-- outside companies

My Aged Care

Centrelink

Providers

You are here

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graph LR; A[My Aged Care] --- B[You are here]; C[Centrelink] --- B; D[Providers] --- B;
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The diagram consists of a large rectangular box on the right containing the text 'You are here'. To its left are three smaller rectangular boxes stacked vertically, containing the text 'My Aged Care', 'Centrelink', and 'Providers' respectively. Three thin lines connect the right side of each of these three boxes to the left side of the 'You are here' box, indicating a relationship or flow from the specific entities to the current state or location.

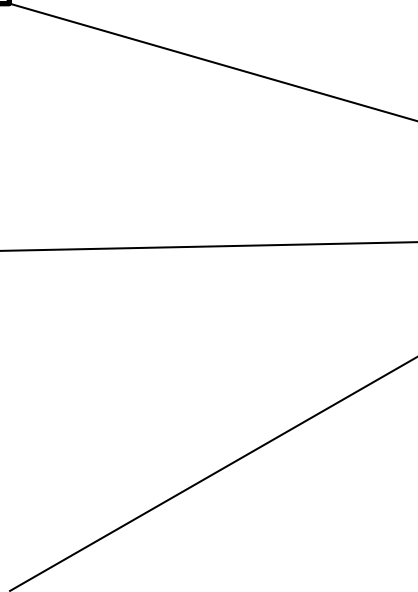
My Aged Care

Centrelink

Provider

ERA

**You are
here**





Charter of Aged Care Rights

All people receiving Australian Government funded residential care, home care or other aged care services in the community have rights.

I have the right to:

What happens when you call us?

Common problems

- Access
- Lack of choice and decision making
- Care delivery
- Poor communication
- Financial issues

Our invitation to you



Thank you

Elder Rights Advocacy is a founding member of the
Older Persons Advocacy Network

