



WHAT IS AGED CARE ADVOCACY?

Aged Care advocacy is a process of speaking up for, or representing a person:

- It involves taking the side of the consumer
- It involves the rights or entitlements of the consumer
- It involves empowering the consumer

An aged care advocate will work with you by:

Step 1 Hearing your story

Step 2 Clarifying the issues

Step 3 Identifying your rights

Step 4 Identifying desired outcomes

Step 5 Providing information

Step 6 Providing possible strategies for action

Step 7 Identifying potential consequences of actions

Step 8 Negotiating an action plan



Seniors Rights Service

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Disclaimer: This document is a guide only and cannot take account of individual circumstances. We recommend that you seek appropriate professional advice relevant to your particular situation. THIS IS NOT LEGAL ADVICE. The Aged-care Rights Service Inc. trading as Seniors Rights Service. ABN 98 052 960 862



WHAT AGED CARE ADVOCACY IS NOT

Aged care advocacy as conducted by Seniors Rights Service is not:

Complaints investigation

According to: *The Australian Standard - Complaints Handling (AS 4269 1995)*

The central objective of a complaints handling process is to investigate and resolve complaints made by individual complainants.

Mediation

Mediation is a process of dispute resolution in which a neutral third party facilitates discussion between disputants to seek a mutually acceptable solution.

- Participation is voluntary
- Mediator is neutral - does not take sides
- Mediator does not impose a decision on the parties

Conciliation

The third party's role distinguishes mediation from conciliation.

Conciliators are often expected to contribute their own views and opinions during the conciliation process. The role of the conciliator is to achieve a fair resolution of a complaint. The conciliator's role is not simply to encourage a settlement, but rather to participate in the process and ensure that the settlement reached is just.

Source: National Aged Care Advocacy Program (NACAP) Guidelines



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