

Our clients like that:

- **Our Staff:**
- Are friendly and helpful
- Take the time to understand their client's needs
- Work only at their client's direction

Our service is:

- Free
- Independent
- Confidential
- Professional
- Available across Tasmania

Our Vision:

A caring, equitable and inclusive society.

Contact us today

All potential clients and referrers can contact us through our Central Intake by:

Phone: 1800 005 131 (Freecall)

Email: intake@advocacytasmania.org.au

or

SMS text: 0457 806 963

Advocacy Tasmania Inc. offers a Statewide service and has offices located in Hobart, Launceston and Devonport.

All other enquiries, please contact our office on 03 6224 2240



Freecall
1800 005 131

Visit our website:
www.advocacytasmania.org.au



'Your Say' Advocacy

for
**Older People Receiving
Help at Home**

*Free, Independent,
Confidential, Statewide
and at your Direction*



What are the rights of older people receiving Help at Home?

We all have rights, no matter how much assistance we need to remain living safely and happily at home.

If you are receiving, or are eligible to receive Help at Home through the:

- Commonwealth Home Support Program (CHSP), or through a
- Home Care Package

YOU HAVE RIGHTS – including the right to:

- Have your individual goals, preferences and choices respected
- Privacy
- Be treated with dignity and respect
- Receive care that is respectful of you, your family, and your home
- Be informed about your rights, care provision and fees
- Participate in decisions that affect you
- Be involved in identifying the care most appropriate to your needs and that maximises your independence
- Choose a person to speak on your behalf for any purpose
- Advocacy support.

How do Advocates work?

Advocacy Tasmania provides a 'Your Say' advocacy service. 'Your Say' advocacy is all about helping our clients to speak up for themselves to make sure that their views and opinions are heard and understood.

If a person finds it hard, or is unable to speak for themselves, an advocate will work in partnership with the person to ensure that their voice is heard.

Freecall

1800 005 131

Visit our website:

www.advocacytasmania.org.au

What can an Advocate do?

An Advocate can:

- Provide you with information about your rights and responsibilities
- Support you through the My Aged Care contact centre
- Support you through the assessment process:
 - With the Regional Assessment Service (RAS) for CHSP services OR
 - With the Aged Care Assessment Team (ACAT) for a more comprehensive Home Care Package
- Support you to be involved in decisions about the services you receive
- Assist you to resolve problems or complaints with your aged care service provider
- Support you if you choose to negotiate the fees you may be asked to pay
- Speak, act and/or write on your behalf at your direction
- Refer you to other agencies when needed.

