



26 June 2019

Royal Commission into Aged Care Submission Assistance Line

The Royal Commission into Aged Care Quality and Safety is in full swing, and an essential part of this process is getting stories from older people. However, it is not always easy to talk about your negative experiences with aged care, and it can be even harder to tell the Royal Commission. This is where Older Persons Advocacy Network (OPAN) can help.

OPAN is a national network of services funded by the Australian Government's National Aged Care Advocacy Program (NACAP) to deliver independent information, education and advocacy in support of older people and their representatives to address issues related to Commonwealth funded aged care services. In addition, OPAN Members deliver elder abuse prevention and advocacy support under an agreed national framework. OPAN consists of nine Members who provide frontline advocacy services, one from each state and territory and two in the Northern Territory. ADA Australia is the Queensland member of OPAN.

It is essential that older people share their stories so the government can understand what is happening in aged care. This includes what is working, and what is not. This is why OPAN has created a Royal Commission into Aged Care Submission Assistance line. This free and independent service allows anyone wishing to submit a story to the Royal Commission to talk to an OPAN advocate. The advocate can assist in preparing and submitting the statement to the Royal Commission.

This Royal Commission is a fantastic opportunity to explore what is going on in aged care, which is essential for improving the system. However, this can only be done if people come forward to share their experiences. If you would like to tell your story but are unsure how, ADA Australia encourages you to call OPAN who can help. The Royal Commission into Aged Care Submission Assistance line can be reached on 1800 237 981 8am-8pm (AEST) Monday-Friday.

More information can be found at <https://opan.com.au/royal-commission/>.

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