

Your aged care support service

Always free and confidential
Always on your side to help you have your say

(Plain English)



- Are you an older person who could use some help at home?
- Would you like to know more about the different services available to help older people?
- Do you need help to get started with an aged care service?
- Would you like help to raise a concern about any aged care services you are currently receiving?

Older people in Australia can access a range of aged care services and support. You may be able to access:

- in-home aged care services to help you continue living independently
- short-term residential care to help you recover from injury or illness
- a place in an aged care home when the time is right to move.

How can we help?

ADA Australia provides advocates to help you:

- find a service which suits you
- gain access to the right care and support services
- understand a service's costs and fees
- resolve any problems you have with your service
- speak up if your service is not treating you fairly
- keep an active role in your care plan and have your say.

Our services are always free, confidential and independent.

What is advocacy?

Advocacy is another word for support. By listening to you and explaining your rights, advocacy can support you to express your needs clearly and to the right person. This will help you to achieve the best outcome. An ADA Australia advocate is an independent support person. They will listen to you and outline a way to resolve your issues.

An advocate is on your side. They will only undertake actions that you ask them to. Advocates are respectful. They will protect your privacy and won't talk to anyone unless you ask them to.

We take direction from you.

Chat with us 1800 700 600



If you need an interpreter please call 131 450

