

You may have noticed some changes around here

There is a new illness called COVID-19. It is a virus that spreads easily, like the flu, and we have had to make some changes to keep everyone safe. These changes may affect your routine, but they will help to keep you well.

- ★ Staff may be wearing face masks, protective clothing or different uniforms. We may ask you to wear a mask, too.
- ★ You or your friends may need to move to a different room.
- ★ You may have to spend more time in your room and avoid shared spaces.
- ★ You may have to eat meals in your room instead of with other people.
- ★ Family and other friends may not be able to visit as often or come to your room. Instead, they may stand at your window and talk to you from outside. They may talk to you using a smartphone or iPad.



If you're concerned, or you want to know more about what's happening, turn over 

You can talk to an aged care advocate for free

Even though things are changing, you still have rights. It's important that you understand your rights and know what other support you can get during COVID-19. You are always welcome to talk to staff and ask questions. But you can also talk to people who don't work here.

An aged care advocate can work with you and your family to make sure your voice is heard and your rights are maintained.

To find out more or get support, call the Advocacy Line

Freecall **1800 700 600** to be connected to ADA Australia.



If you need an interpreter, call **131 450**.



For the National Relay Service (NRS), call **133 677**.

If you prefer, email **covid@opan.com.au** – put 'ADA Australia' in the subject line and include your call-back number in the text.

Thanks for your patience as we work together to keep everyone healthy.

In Queensland, your advocacy provider is ADA Australia. ADA Australia is a member of OPAN, the Older Persons Advocacy Network, which is a national aged care advocacy organisation. ADA Australia provides free, confidential, independent aged care advocacy and information to older people, their families and representatives.

Advocacy Line



Freecall 1800 700 600

6am–10pm AEST, 7 days



covid@opan.com.au

04092020