

How advocacy can help

ADA Australia's aged care advocacy service can support older patients to navigate and resolve issues with aged care services when hospital staff are coordinating post hospital support.

What can we do?

ADA Australia can support a patient when:

- they need assistance to navigate new or additional aged care services to support them at home including navigating aged care access issues
- they need support to express their views and wishes when considering after hospital care options and engaging with aged care services
- there are issues with an aged care service provider fulfilling their care obligations.

How we work

Aged care advocates support an individual to resolve an issue. Advocates work alongside any other support the individual has in place, and while advocates provide information and make referrals to other services, they do not take on a case management role.



For further information or to refer a patient:

Freecall **1800 700 600**

e: info@adaaustralia.com.au

w: www.adaaustralia.com.au



Interpreter Ph: **131 450**

**Free
Confidential
Independent**



Advocacy support for older patients

NAVIGATE AGED CARE SERVICE ISSUES
PATIENT SUPPORT TO EXPRESS WISHES
RESOLVE AGED CARE PROVIDER ISSUES



Free Service

Call **1800 700 600**

www.adaaustralia.com.au



How advocacy can help seniors in hospital

Explore aged care options

ADA Australia can assist older patients to explore aged care options for when hospital care ends. We can provide information about the options, including costs, for ongoing support, refer to services and help to navigate access issues.

Navigate aged care

ADA Australia can assist older patients to access new or additional services after they have completed short term restorative care, respite or transitional care implemented through discharge from hospital. We can support the patient to establish aged care services at home to support their ongoing needs.

Patient support to express wishes

ADA Australia can assist older patients to express their views and wishes about the best after hospital care options for them, such as support at home or at a residential aged care facility.

Resolve aged care service provider issues

ADA Australia can assist older patients when there is an issue with service providers fulfilling their care obligations, such as, refusing return to a residential aged care facility, or to provide home care supports.

**Work alongside the patient
and existing supports**



**A supporting voice to
reach resolution which is
not time bound**



**A supporting role
not case management**

