

## 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:

Our clients have maximum control over their lives and, through their empowerment and recognition of their rights, a caring, equitable and inclusive society will be achieved.



This program is supported by the Australian Government Department of Social Services.

## 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](mailto: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](http://www.advocacytasmania.org.au)



## 'Your Say' Advocacy in Residential Aged Care

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



*Working to Protect Your Rights*

AT001



## What are the rights of people living in residential aged care?

We all have rights, no matter where we live. If you live in residential care you have rights – including the right to:

- be in charge of your life, your money and your possessions
- privacy
- be treated with dignity and respect
- good quality care that meets your needs
- be informed about your rights, care, accommodation and fees
- complain and take steps to sort out any problems
- advocacy support.



## Who supports you and your rights?

If you think your rights are not being respected, you might need support to speak up or complain.

Advocacy Tasmania Inc. is an independent Advocacy Service funded by the Commonwealth Government under the National Aged Care Advocacy Program.

Service provided through the program is free and confidential.

## 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.

## What can an Advocate do?

An Advocate can:

- Provide you with information about your rights and responsibilities
- Support you to be involved in decisions affecting your life
- Assist you to resolve problems or complaints
- Support you to speak out on your own behalf or represent your views to your residential service or other agencies e.g. the Complaints Scheme
- Promote the rights of older people to the wider community
- Refer you to other agencies when needed.

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