**ADVOCACY SERVICES**

If you’re concerned about the quality of your services, and want to speak to someone about this, an advocacy service may be able to help. Advocacy services are free, confidential and independent.

**What can an advocate do?**

An advocate can:

* Give you information about your rights and responsibilities
* Listen to your concerns
* Help you resolve problems or complaints with your aged care service provider
* Speak with your service provider if you wish
* Refer you to other agencies when needed

**Who can get support through an advocacy service?**

Anyone receiving aged care services can get advice and support from an advocacy service. This includes people who:

* Receive residential care
* Receive a home care package
* Receive transition care
* Have been assessed by an Aged Care Assessment Team (ACAT)
* Have previously received an aged care service
* Are representing the interests of the person receiving aged care services

**Who do I contact about advocacy?**

The National Aged Care Advocacy Line is 1800 700 600. Please note that the number may not be available from mobile phones and in some capital cities. For contact details in

Victoria:

Elder Rights Advocacy

Level 2, 85 Queen Street

MELBOURNE VIC 3000

Phone: 9602 3066 or 1800 700 600 (free call except mobile’s)

Email: era@era.asn.au

Website: www.era.asn.au