



ERA News—May 2009

Welcome to the Autumn/Winter Newsletter of Elder Rights Advocacy (ERA), the organisation providing support through advocacy for older residents living in aged care homes across Victoria as part of the National Aged Care Advocacy Program. We have enclosed a leaflet about the services we provide. Contact us if you would like to order more of these for your residents and families.

Diary Dates

ERA is about to enter its 20th year of advocacy work, having commenced the service as Residential Care Rights, and we will have some special celebrations to mark this milestone later in the year.

Other important dates coming up shortly include World Elder Abuse Awareness Day on the 15th June. To inform yourself and your staff about this important topic, check out the website of the International Network for Prevention of Elder Abuse (INPEA), at www.inpea.net.au. ERA is a member of the Australian Network for Prevention of Elder Abuse, and provides information and education on this important issue to protect older people. You will also find a link on our website to additional resources.

Website

Have you seen our website? You can find it at www.era.asn.au. You will find lots of information there about ERA and the services we provide; advocacy and aged care; ERA's publications and how to order them; and links to other useful aged care organisations. Check out the page called *FAQ's* where you'll find the answers to the questions callers to our service most frequently ask. You might find the answer to a query you have right there!

Education

We have just concluded a successful resident forum at Strathalan Village, with Housing for the Aged Action Group, covering both the rights of older people receiving aged care services, and

those living in retirement villages. Attendees were pleased with the range of issues covered in the session, and we appreciated the support of the Strathalan community and staff in hosting the afternoon.

If you are interested in this forum session for your village, please contact us to discuss details. There is more information about our education services overleaf.

Country Visits

Recent rural visits by ERA advocates have included the Bendigo and Cohuna areas, and the advocate was pleased to meet up with residents, families and staff in six homes there. It was great to see the support offered to residents to get out and about and continue their interests, as well as the volunteer support provided by members of the local community.

When we receive a request for education from a country service provider, we write to other organisations in the district inviting them to book education sessions for their clients and staff whilst the ERA advocate is in the area. If you receive such a letter, please respond promptly so your aged care service can be included in the planning, or contact ERA to initiate planning for a visit to your region.

Publications

We've just had to reprint our popular *Cultural Care Kit* again to meet the demand from service providers who want a resource to assist them to provide appropriate and sensitive care to their CALD clients. We have enclosed an order form with this newsletter or you can always download one from our website. You will also find enclosed information about two other ERA publications: *It's Your Right – Living in an Aged Care Facility* for residents and families, and *Rights In Practice – Working in an Aged Care Facility* for staff.

Contact ERA

See overleaf for all our contact details.

Empowering older Victorians

Elder Rights Advocacy is the registered business name of Residential Care Rights Inc. (ABN 63 367 539 827) which is part of the National Aged Care Advocacy Program - an Australian Government Initiative.

Note: The information in this fact sheet is general information about the law in Victoria—it is not legal advice.

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Elder Rights Advocacy

Education Services

Elder Rights Advocacy (ERA) offers regular seminars and in-house education sessions for aged care staff and management throughout Victoria. Current topics available:

Elder Abuse

Issues covered include:

- What are the responsibilities of approved providers regarding an allegation or suspicion of a “reportable assault”?
- What is abuse?
- Barriers for residents not reporting abuse.
- How to respond to incidents of abuse.

Complaints Handling

Issues covered include:

- Why are complaints good?
- Handling “difficult” complainants.
- Complaints handling systems.

Culturally Appropriate Care

An information session for service providers discussing the needs and rights of people from Aboriginal and culturally and linguistically diverse backgrounds.

Balancing Rights

A framework for balancing rights and risks in aged care.

Chemical and Physical Restraint in Residential Care

In-house session for staff covering legal issues around restraint, informed consent, consultation and least restrictive options.

In addition to the above fee-for-service topics, ERA also offers a free, short information session for aged care residents, their families and aged care staff.

Contact ERA

Contact us for information on current costs, forthcoming seminars or to organise sessions for the residents and staff in your facility. We also invite you to register your interest in particular topics, and/or the provision of a seminar for the aged care staff in your area, to assist our forward planning.

Website: www.era.asn.au
Download an *Education Request* form from our website

Email: era@era.asn.au

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Mail: Elder Rights Advocacy
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