

## Education Services

Elder Rights Advocacy (ERA) offers seminars and in-house education sessions for aged care staff and management throughout Victoria. Contact us to discuss how these sessions can meet your requirements. Current topics available:

### Recognising and Preventing Elder Abuse

Issues covered include:

- What is abuse?
- Barriers for residents not reporting abuse.
- How to respond to incidents of abuse, including responsibilities and reporting.

### 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](http://www.era.asn.au)  
Download an *Education Request* form from our website

Email: [era@era.asn.au](mailto:era@era.asn.au)

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## 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.

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