

We're here to help you during this COVID-19 pandemic

If you are concerned about your client's wellbeing or they are cancelling or reducing their home care services during the COVID-19 pandemic, there are a number of services that we can provide.

Clients canceling or reducing services? Call 1800 700 600

If your client is reducing or cancelling services due to concerns regarding COVID-19, we can:

- Discuss their Home Care service concerns
- Answer their questions regarding home care provisions during COVID-19
- Review the supports they currently have in place and discuss possible alternatives

With client consent, providers can make referrals to this service, which is provided in alignment with the National Aged Care Advocacy Program.

The Older Persons Advocacy Network (OPAN) is available to support older people. Aged Rights Advocacy Service is the SA member of OPAN and can be contacted on **1800 700 600**.

Older Persons COVID-19 Support Line. Call 1800 171 866 (Press option 1)

Older people, their friends, family and carers can call the Older Persons COVID-19 Support Line on **1800 171 866 (press option 1)** between 8.30am and 6pm AEST, if they are:

- Feeling lonely or worried about the COVID-19 pandemic
- Needing information or someone to talk to
- Living with dementia or the older person they care for is living with dementia (press option 2).
- Needing to talk about COVID-19 restrictions and how they apply
- Wanting to arrange a wellbeing check for themselves or someone else (see overleaf for more details)

Non-English speakers can call the Translating and Interpreting Service on **131 450**, to request an interpreter and quote **1800 171 866** to be connected.

My Aged Care Assistance with groceries and meals. Call 1800 200 422

If your client requires grocery deliveries and is unable to navigate online delivery services, My Aged Care can assist with a grocery supply box. Simply contact My Aged Care Contact Centre on **1800 200 422**.

If they require ongoing assistance with meals, this service may be available to them through My Aged Care. They can call **1800 200 422** to speak to a My Aged Care Centre agent and find out if they are eligible.

Aged Care COVID-19 Grief and Bereavement support. Call 1800 22 22 00

If you or your clients are experiencing grief, loss or bereavement because of COVID-19 it's ok to seek help. Support, counselling and information is available. Call The Australian Centre for Grief and Bereavement on **1800 22 22 00** for speakers of English and Arabic, Czech, Farsi, French, Italian, Japanese, Maltese, Sinhali, Tamil, Spanish and Yiddish. Alternatively, call the Translating and Interpreting Service on **131 450**, request an interpreter and quote **1800 22 22 00** to be connected.

Aged Care Support. Call 1800 700 600

Aged Rights Advocacy Service provides free, independent and confidential aged care support to older Australians, their family or representatives relating to issues or concerns about aged care services. Call **1800 700 600** to:

- Speak to an advocate about concerns regarding aged care services
- Answer questions about how your aged care services may be affected during a COVID-19 lockdown
- Learn about aged care rights

We are here to support you!



Freecall: 1800 700 600

8am-8pm Mon to Fri, 10am-4pm Sat
Hours may differ on public holidays



sa.agedrights.asn.au

opan.org.au/private/covid-resources-sa

Wellbeing Checks

Are clients cancelling or reducing home care services due to COVID-19?



During COVID-19, older Australians or their families may cancel or reduce their aged care services due to fear, or confusion about what is allowed under the restrictions.

To ensure older Australians are not missing out on services they need to stay healthy, and to make sure they feel supported during this challenging time, Home Care and CHSP providers can refer to the Older Persons COVID-19 Support Line.

This service is for both ongoing and cancelling clients, or any people who need a little extra emotional or social support during this time. The service is complimentary to the work of home care providers in continuing to connect with the older Australians they assist.

Wellbeing callbacks will be facilitated by our support line partners, COTA and National Seniors Australia.

Wellbeing Checks
Call 1800 171 866
(Press Option 1)

Wellbeing Checks can be arranged in two ways:

1. Clients can ring themselves to register for these wellbeing call backs, or
2. Providers can register the clients interest on their behalf (with client consent to be contacted)

The Older Persons Support Line is a joint initiative of:



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