

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

If you are concerned about your home care services during the COVID-19 pandemic, outbreaks and lockdowns, no matter your circumstances or where you live, we have a number of services to help.

Concerned about your home care services? Call 1800 700 600

If you're concerned about your Home Care Services during the COVID-19 lockdown, the Older Persons Advocacy Network (OPAN) is here to help you.

Aged Rights Advocacy Service is the SA member of OPAN and can be contacted on **1800 700 600** and can support you by:

- Discussing your Home Care service concerns
- Answering your questions regarding home care provisions during COVID-19
- Reviewing the supports you currently have in place and discuss possible alternatives

Older Persons COVID-19 Support Line. Call 1800 171 866

You, your family or carer can call the Older Persons COVID-19 Support Line on **1800 171 866** between 8.30am and 6pm AEST if you:

- Feel lonely or worried about the COVID-19 pandemic
- Need information or someone to talk to
- Live with dementia or the older person you care for is living with dementia
- Would like to talk about COVID-19 restrictions and how they apply
- Want to arrange a wellbeing check for yourself or someone else

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

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

If you require grocery deliveries and are 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 you require ongoing assistance with meals, this service may be available to you through My Aged Care. Call **1800 200 422** to speak to a My Aged Care Centre agent and see if you are eligible.

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

If you are experiencing grief, loss or bereavement because of COVID-19 it's ok to seek help. Support, counselling and information is available to you. 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 you, your family or your representatives relating to issues or concerns about the aged care services you receive at home.

Call **1800 700 600** to:

- Speak to a support person about concerns you may have about your aged care services
- Answer questions about how your services may be affected during a COVID-19 lockdown
- Learn about your aged care rights

We are here to support you!



Freecall: 1800 700 600

8am-8pm Mon to Fri, 10am-4pm Sat



sa.agedrights.asn.au

opan.com.au/covidresourcessa