

# We can help get at-home services that are right for you.

Sometimes, we need a bit of extra support to enjoy all that life has to offer.

Your Say Advocacy Tasmania is here to help. We can assist you in selecting the right care services for your needs. If you already have services in place, we can communicate with your provider to make sure that your voice is heard.

We've been working with Tasmanians to resolve their care service issues for over 30 years.

Our service is free and confidential, but most importantly, we work only for you.

We lay out your options, and you decide what happens next.

No issue is too big or too small when it comes to your life, so please reach out.

Following are a couple of client stories that show how we have helped.

There are many ways to contact us:

✉ [contact@yoursaytas.org](mailto:contact@yoursaytas.org)

☎ Freecall 1800 005 131

🌐 [advocacytasmania.org.au](http://advocacytasmania.org.au)

**Your  
Say**  
Advocacy  
Tasmania

## Graham\* was supported in questioning his Home Care Package fees.

\*Real names have not been used to protect privacy

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Graham was worried that he had been overcharged for his home care transport services. He decided to call Advocacy Tasmania.

Graham's advocate contacted his care provider and asked them to send through the invoices so they could have a better look. The invoices appeared to be correct, but Graham felt like something still wasn't quite right.

The advocate then helped him get in touch with the service provider's manager and CEO, and after several conversations, Graham was sure that his problem was not solved.

With the help of his advocate, Graham asked his service provider's financial

team to review his situation. In the end, it was discovered that Graham had been overcharged. He was refunded, and his file was updated to make sure that he wouldn't be overcharged again.

Graham was pleased that his advocate believed him from the beginning and helped him communicate with his provider. Most importantly, the advocate pursued the problem until Graham was satisfied.

With the help of Advocacy Tasmania, Graham was able to access a refund after being overcharged by his home care provider.

## Joan\* was supported in returning home after her hospital admission.

\*Real names have not been used to protect privacy

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At 70 years old, Joan was admitted to hospital due to a fall. After a few months of recovery, Joan felt she was ready to return home with some additional support, and she told the hospital staff of her plans to leave.

The hospital staff were not happy for Joan to return home and stopped her from leaving the hospital. They applied for an Emergency Guardianship Order, which would mean that a guardian, someone Joan didn't know, would be able to make her life decisions.

The next day, Joan was told that a guardian had been appointed for 28 days, and that a further application had been made by the hospital social worker to have that put in place for up to 3 years. The guardian called Joan and told her that she would decide about her living arrangements, and which aged care facility she would move to, as Joan wasn't allowed to stay at the hospital or return to her home.

That's when Joan called Advocacy Tasmania.

Joan's advocate listened to her and provided information and options so that she could decide what to do next. Joan decided to

fight the guardian application with the help and support of her advocate. The advocate organised for Joan to have a new medical specialist assessment and spoke with Legal Aid to help Joan with her submission.

Joan and her advocate attended the hearing together. Joan was able to successfully communicate to the decision-makers that she was capable of returning home, and that she wanted to select her own support person instead of a government appointed guardian who she didn't know.

The advocate then gave Joan information about how she could transition from hospital care to at-home care. The advocate also researched at-home care service providers so Joan and her chosen support person, could make the best decision.

Joan was relieved that someone had understood and listened to her when she needed it most.

With the help of Advocacy Tasmania, Joan was able to return home after hospital, with additional at-home care.

# We're here to help you at home and here's how we can.

Sometimes, getting the right at-home services can be complicated. Advocacy Tasmania is here to make sure your voice is heard.

## We can help you if:

- There's a problem with your at-home service.
- You'd like to make a complaint.
- You'd like to change your service provider.
- You need extra help and would like to have at-home services.
- You're currently accessing at-home services, but you feel like you need more help.
- You're trying to decide which level of support you need.
- Friends, family, staff, or someone else is mistreating you.
- You need to communicate your needs to staff.
- You want to understand what your rights are when accessing at-home services.
- You are worried about your fees, or would like to understand your finances.
- You're not being listened to.
- You feel bored or lonely, and you'd like to connect with others.
- COVID-19 restrictions are concerning you.
- Somebody else is making decisions for you.
- You have an issue concerning your Power of Attorney, Administrator or Guardian.
- Have a meeting scheduled and would like an independent support person.

Contact us to see how we can help you remain in control of your life.