

We can help get the supports that are right for you.



Living in residential care isn't always easy.

When things don't feel quite right, [Your Say Advocacy Tasmania](#) is here to help.

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

Whether you're a current resident or thinking about moving into residential care, you can count on us for support when you need it most.

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

☎ Freecall 1800 005 131

🌐 advocacytasmania.org.au

**Your
Say**
Advocacy
Tasmania

Simon* was supported in communicating with residential care management.

*Real names have not been used to protect privacy

Simon met one of our advocates at his residential care facility. Simon said that while he doesn't like to complain, he was upset that he had not been able to join bus trips or outings for the last few years.

The advocate told Simon that he had a right to ask about his care plan and services and suggested a few different ways that he could deal with the issue. Simon decided to communicate his problem with the residential care management, with the help of his advocate.

Management looked at Simon's care plan and told his advocate that a physiotherapy assessment had determined that Simon couldn't use a wheelchair. The advocate asked some more questions and spoke with management again.

It was discovered that a mistake had been made in Simon's assessment, and he was actually capable of using a wheelchair.

Simon was then permitted to join bus trips and more frequent family outings with the help of a wheelchair taxi. He described this outcome as "life changing."

With the help of Advocacy Tasmania, Simon was able to enjoy more time with family and friends outside his residential care facility.

Daisy* was supported in maintaining her independence in residential care.

*Real names have not been used to protect privacy

Daisy moved into residential care. Shortly after, she was told that the care staff would manage her medications at an additional cost.

Before this, Daisy had always been in control of her own medications without issue, and she was on a tight budget, so the extra cost worried her. Daisy tried to talk to staff members about this, but she felt like she wasn't being listened to.

That's when Daisy called Advocacy Tasmania.

Her advocate told her that she had the right to maintain her independence while in residential care and provided some options as to how Daisy could solve the problem.

Daisy decided to speak with her doctor, who supported her choice to manage her own medications.

The advocate then helped Daisy organise a meeting with the residential care manager. As a result, Daisy was able to take back control of purchasing and managing her medications.

With the help of Advocacy Tasmania, Daisy was able to remain independent while in residential care and avoid unnecessary costs.

We're here to help you in residential care and here's how we can.

Sometimes, residential care 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 care service.
- You'd like to make a complaint.
- You're not getting suitable food.
- Nobody comes to your room when you ring the bell, or they take too long.
- You need extra help to shower or go to the bathroom.
- Friends, family, staff, or someone else is mistreating you.
- You need to communicate your needs to staff.
- You would like to move into a different residential facility or return to your home.
- You want to understand what your rights are while living in residential care.
- You want to keep your independence.
- 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.
- 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.