> Resources

**Advance Care Planning**
Palliative Care Australia contains specific information about Advance Care Planning for the state in which you live. Palliative Care Australia:
- [http://palliativecare.org.au](http://palliativecare.org.au)
and for information on Advance Care Planning:

**Alzheimer’s Australia**
Alzheimer’s Australia advocates for the needs of people living with all types of dementia, and for their families and carers. Alzheimer’s Australia provides support services, education and information.

- National office telephone: (02) 6278 8900
- National office email: nat.admin@alzheimers.org.au
- [https://fightdementia.org.au](https://fightdementia.org.au)
  (with links to contact Alzheimer’s Australia offices in each state)

**Carers Australia**
Carers Australia is the national peak body representing Australia’s carers. It has offices in each state and advocates on behalf of carers to influence policies and services and to deliver a range of carer services.

- Telephone: 1800 242 636
  (contains contact details of Carers offices in each state)

**Council On The Ageing (COTA)**
COTA is a national peak organisation which representing the rights, needs and interests of older Australians. It makes representation to Australian Government representatives on issues of relevance to older people.

- Phone: (02) 6154 9740
- Email: cota@cota.org.au
  (with links to COTA in each State & Territory)

**Decision Assist**
Decision assist provides palliative care and advance care planning advice and advisory services to older people, aged care staff and General Practitioners nationally.

- Telephone: 1300 668 908
- [www.decisionassist.org.au](http://www.decisionassist.org.au)

**Department of Health in your State or Territory**

- **ACT**
  - Telephone: 13 2281
- **NSW**
  - Telephone: (02) 9391 9000
- **Northern Territory**
  - Telephone: (08) 8999 2400
- **Queensland**
  - Telephone: (07) 3234 0111
- **South Australia**
  - Telephone: (08) 8226 6000
- **Tasmania**
  - [www.dhhs.tas.gov.au](http://www.dhhs.tas.gov.au)
  - Telephone: 1300 135 513
- **Victoria**
  - Telephone: 1300 650 172 or (03) 9096 0000
- **Western Australia**
  - Telephone: (08) 9222 4222
Elder Abuse

Australian Government
Myagedcare

📞 Telephone: 1800200422

Australian Capital Territory
ACT Government Community Services:
Older Persons Abuse Prevention Referral and Information Line

📞 Telephone: (02) 6205 3535

NSW
Senior Rights Services Elder Abuse

🌐 http://elderabusehelpline.com.au
📞 Helpline Telephone: 1800 628 221

Northern Territory
Northern Territory Police

📞 Assistance Telephone: 13 14 44
Family violence Units:
Alice Springs: 8951 1891
Darwin: 8999 0865
Katherine: 8973 9663

Queensland
Queensland Government:


Elder Abuse Prevention Unit

🌐 www.eapu.com.au
📞 Helpline Telephone: 1300651192

South Australia
Aged Rights Advocacy Service:

🌐 www.sa.agedrights.asn.au
📞 Helpline Telephone: 1800 372 310
    Rural 1800 700 600

Tasmania
Advocacy Tasmania

✉️ Email: eahelpline@advocacytasmania.org.au
📞 Helpline Telephone: 1800 441 169

Victoria
Domestic Violence Resource Centre Victoria

📞 Helpline Telephone: 1800 441 169
    Mobile and Interstate: (03) 6237 0047

Senior Rights Victoria

🌐 https://seniorsrights.org.au
📞 Helpline Telephone: 1300 368 821

Western Australia
Advocare Incorporated

🌐 www.advcare.org.au
📞 Helpline Telephone: 1300 724 679
    Country Callers: 1800 655 566

Elder Rights Advocacy

Level 2, 85 Queen Street
Melbourne VIC 3000
🌐 www.era.asn.au

Health Service Complaints

First point of call for any complaint is to the patient liaison service or patient complaints or patient advocate office at the hospital. If the complaint is not resolved or you are dissatisfied with the response received, you can contact the Health Service Commissioner for your State or Territory.

Victoria
Health Services Commissioner

📞 Telephone: 1300 582 113
📞 Fax: (61 3) 9032 3111
✉️ Email: hsc@dhhs.vic.gov.au

NSW
Health Care Complaints Commission

📞 Telephone: 1800 043 159
📞 Fax: (02) 9281 4585
✉️ Email: hccc@hccc.nsw.gov.au
ACT
Health Services Commissioner
📞 Telephone: (02) 6205 2222
Fax: (02) 6207 1034
✉ Email:
human.rights@act.gov.au

Tasmania
Health Complaints Commissioner
📞 Telephone: 1800 001 170
✉ Email:
health.complaints@ombudsman.tas.gov.au
www.healthcomplaints.tas.gov.au

Queensland
Office of the Health Ombudsman
📞 Telephone: 133 OHO (133 646)
Fax: (07) 3319 6350
✉ Email:
complaints@oho.qld.gov.au
www.hqcc.qld.gov.au

South Australia
Health and Community Services Complaints Commissioner
📞 Telephone: 1800 232 007
✉ Email:
info@hcscc.sa.gov.au
www.hcscc.sa.gov.au

Western Australia
Health and Disability Services Complaints Office
📞 Telephone: 1800 813 583
Fax: (08) 6551 7630
✉ Email:
mail@hadsco.wa.gov.au
www.hadsco.wa.gov.au

Northern Territory
Health and Community Services Complaints Commission
📞 Telephone: 1800 004 474
Fax: (08) 8999 6067
✉ Email:
hcscc@nt.gov.au
www.hcscc.nt.gov.au

My Aged Care
📞 Phone: 1800 200 422
🌐 www.myagedcare.gov.au

My Health Record
🌐 https://myhealthrecord.gov.au

Office for Public Advocate/Public Guardian
The Office of the Public Advocate supports the rights and interests of people who are unable to advocate on behalf of themselves

Victoria
📞 Telephone: 1300 309 337
✉ Email:
opa_advice@justice.vic.gov.au

NSW
📞 Telephone: (02) 8688 2650 (STD 1800 451 510)
🌐 www.publicguardian.justice.nsw.gov.au

ACT
📞 Telephone: (02) 6207 0707
✉ Email:
pa@act.gov.au

Tasmania
📞 Telephone: (03) 6165 3444
✉ Email:
public.guardian@info.tas.gov.au
🌐 www.publicguardian.tas.gov.au

Queensland
📞 Telephone: (07) 7 3224 7424
✉ Email:
public.advocate@justice.qld.gov.au

South Australia
📞 Telephone: 1800 066 969
🌐 www.opa.sa.gov.au

Western Australia
📞 Telephone: 1300 858 455
🌐 www.publicadvocate.wa.gov.au

Northern Territory
📞 Telephone: (08) 8922 7343
Additional resources
Add resources available to you and the person you support in your local area. For example, continence assistance, aides and equipment (hire and/or purchase), where to purchase thickened fluids, wheelchair friendly taxi service.

Notes:

> Advance Care Plan
What is an advance care plan? It is a document that records:

- directions about medical treatment
- the person appointed as the substitute decision-maker
- preferences about health and personal care
- preferred health outcomes.

An Advance Care Plan is made by a competent person for a future time when they may not be competent to make decisions for themselves or be unable to communicate these directions.

If the person you support does not have an Advance Care Plan and you would like to organise one, speak to their general practitioner or a health professional at the hospital. If the person you support has an advance care plan it can be attached to their My Health Record or to this Carer Controlled Health Record.