

> 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>

and for information on Advance Care Planning:

➤ <http://palliativecare.org.au/support-and-services/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>
(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

➤ www.carersaustralia.com.au
(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

➤ www.cota.org.au/australia
(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

Department of Health in your State or Territory

ACT

➤ www.health.act.gov.au

☎ Telephone: 13 2281

NSW

➤ www.health.nsw.gov.au

☎ Telephone: (02) 9391 9000

Northern Territory

➤ www.health.nt.gov.au

☎ Telephone: (08) 8999 2400

Queensland

➤ www.health.qld.gov.au

☎ Telephone: (07) 3234 0111

South Australia

➤ www.sahealth.sa.gov.au

☎ Telephone: (08) 8226 6000

Tasmania

➤ www.dhhs.tas.gov.au

☎ Telephone: 1300 135 513

Victoria

➤ www.health.vic.gov.au

☎ Telephone: 1300 650 172 or (03) 9096 0000

Western Australia

➤ www.health.wa.gov.au

☎ Telephone: (08) 9222 4222

Elder Abuse

Australian Government

Myagedcare

- www.myagedcare.gov.au/legal-information/elder-abuse-concerns
- ☎ Telephone: 1800200422

Australian Capital Territory

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

- www.communityservices.act.gov.au/wac/ageing/elder_abuse_prevention_and_assistance
- ☎ Telephone: (02) 6205 3535

NSW

Senior Rights Services Elder Abuse

- <http://elderabusehelpline.com.au>
- ☎ Helpline Telephone: 1800 628 221

Northern Territory

Northern Territory Police

- www.pfes.nt.gov.au/Contact-us.aspx
- ☎ Assistance Telephone: 13 14 44
- Family violence Units:
- Alice Springs: 8951 1891
- Darwin: 8999 0865
- Katherine: 8973 9663

Queensland

Queensland Government:

- www.qld.gov.au/seniors/safety-protection/elder-abuse

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

- www.dvrcv.org.au/elder-abuse-hotline
- ☎ 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.advocare.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
- www.health.vic.gov.au/hsc

NSW

Health Care Complaints Commission

- ☎ Telephone: 1800 043 159
- ☎ Fax: (02) 9281 4585
- @ Email: hccc@hccc.nsw.gov.au
- www.hccc.nsw.gov.au/Home

ACT

Health Services Commissioner

☎ Telephone: (02) 6205 2222

📠 Fax: (02) 6207 1034

@ Email:
human.rights@act.gov.au➦ <http://hrc.act.gov.au/health/health-service-complaints>**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
➦ www.justice.qld.gov.au/public-advocate**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

➦ www.health.nt.gov.au/Aged_and_Disability/Adult_Guardianship/index.aspx

