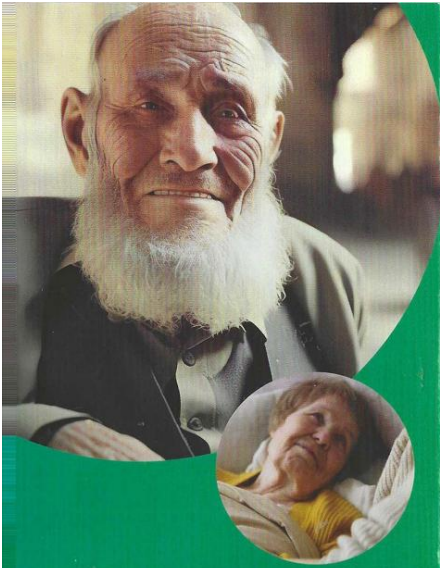





Seniors Rights Service



Information

We provide targeted rights-based information to a diverse range of older people regardless of cultural background or sexual orientation.

Our aged care advocates, solicitors and education staff travel across NSW to support aged care recipients and the wider community.

We hold information sessions at community groups, clubs, social and professional groups, aged care homes and retirement villages. We also organise forums and discussion panels. We collaborate with organisations and community groups to develop and implement projects on specific issues such as financial abuse of older people.

Contact us

02 9281 3600

1800 424 079

Interpreter Service	131 450
National Relay Service	133 677

info@SeniorsRightsService.org.au
SeniorsRightsService.org.au

Gadigal Land
Suite 201 / 418a Elizabeth Street
Surry Hills NSW 2010

Seniors Rights Service receives funding from:

- Older Person's Advocacy Network (OPAN)
- NSW Fair Trading
- Legal Aid NSW
- NSW Department of Communities and Justice

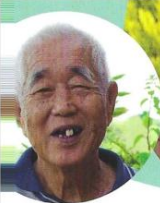
This is information only and not legal or financial advice. If you have a legal or financial problem call our service directly, see your lawyer or a financial advisor. Laws vary from state to state.

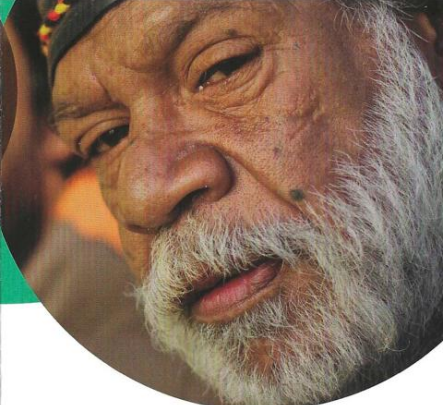
Seniors Rights Service Limited | ABN 98 052 960 862 | ACN 626 676 533

Legal | Advocacy | Information

Your rights. Your voice.

For free and confidential advice call 02 9281 3600





Legal

Our legal service provides information, referrals, advice and other assistance to older people in NSW on their legal issues. We are a fully accredited community legal centre.

Some of the many issues that we advise on include:

General legal advice relating to:

- Consumer issues
- Credit and debt
- Discrimination
- Elder abuse and financial exploitation
- Employment
- Family law (not including property settlement)
- Fines and motor vehicle accidents
- Issues with neighbours
- Guardianship and later life planning
- Residential tenancy and land lease communities
- Victim / survivors of violence
- Victims compensation, National Redress and Stolen Generations Reparations

Retirement village legal advice on disputes with retirement village management or interpretation of retirement village contracts.

Residential age care legal advice.

Strata legal advice on disputes with strata committees, owners corporations or strata management agents as well as on strata collective sales or redevelopment proposals.

Documents for the future, such as a Power of Attorney, Guardianship and Advance Health Care Directives.

Advocacy services

If you have questions or concerns about aged care services, Seniors Rights Service is here to help.

Our professional and caring aged care advocates will help you by:

- Listening to your concerns
- Providing information about your rights and responsibilities
- Helping resolve problems or complaints with your aged care service providers
- Speaking with your service provider if required
- Referring to other agencies that can provide additional support, if necessary

Our team of specialist financial advocates help older people with increasingly complex aged care financing arrangements.

They can help with the income and assets assessment process for residential aged care and offer information and support on a range of different issues concerning government funded aged care.

Who can we help?

Our service is available to anyone in NSW who is using or seeking to access aged care services. This includes services in your own home as well as residential aged care homes.

You can also contact us if you have questions or concerns about the care of a family member.

Community Engagement

We provide a range of community engagement programs and activities to meet the changing needs of our community.

Home Care Check-In Project is a pilot project in the Hunter New England area offering proactive, preventive advocacy support to older persons with complex needs and/or higher risk of experiencing harm. This service includes face to face and phone check ins, pre-emptive intervention referrals and information provision.

Our Community Network Development project increases awareness of referral pathways to advocacy services for older people. Focusing on raising awareness of aged care advocacy services via community based activities and events, as well as the promotion of an Aged Care Self-Advocacy Toolkit.

We work with OPAN to deliver the Planning for Diversity workshop series to aged care providers. The project offers practical information and tools to make aged care services more inclusive of older people from diverse and marginalised groups.

The Statement of Rights



The Statement of Rights clearly identifies your rights when seeking or receiving aged care services.

Under the new Aged Care Act, which comes into effect on 1 November 2025, your provider is legally obliged to deliver services in line with these rights.

Autonomy and freedom of choice

I have the right to make my own choices about my care, relationships, lifestyle and taking risks. With support if I want.

Safe, quality care

I have the right to be treated with dignity and respect by experienced aged care workers who value my identity, culture, spirituality and diversity.

Communication and complaints

I have the right to be informed in a way I understand and to raise concerns without fear of reprisal. My feedback must be dealt with fairly and promptly.

Equitable access

I have the right to have my needs assessed in a way that works for me including having my cultural background, past trauma or cognitive conditions such as dementia respected.

Privacy and confidentiality

I must have my privacy respected and my personal information kept confidential and be in control of who this information is shared with.

Support and social connections

I can stay connected to important people, pets and culture including independent advocates. As an Aboriginal or Torres Strait Islander person I can stay connected to Country and Island Home.



Call us for free, independent and confidential advice.

1800 424 079

SeniorsRightsService.org.au



Seniors Rights Service