

# You may have noticed some changes around here

There is a new illness called COVID-19. It is a virus that spreads easily, like the flu, and we have had to make some changes to keep everyone safe. These changes may affect your routine, but they will help to keep you well.



## Some of the changes you might notice...

- ▶ Staff may be wearing face masks, protective clothing or different uniforms. We may ask you to wear a mask, too.
- ▶ You or your friends may need to move to a different room.
- ▶ You may have to spend more time in your room and avoid shared spaces.
- ▶ You may have to eat meals in your room instead of with other people.
- ▶ Family and other friends may not be able to visit as often or come to your room. Instead, they may stand at your window and talk to you from outside. They may talk to you using a smartphone or iPad.

## If you're concerned about what's happening, talk to an aged care advocate for free

An aged care advocate can work with you and your family to make sure your voice is heard and your rights are maintained.

## To find out more or get support, call the Advocacy Line

Freecall **1800 700 600** to be connected to ERA.



If you need an interpreter, call **131 450**.



For the National Relay Service (NRS), call **133 677**.

If you prefer, email [covid@opan.com.au](mailto:covid@opan.com.au) – put 'ERA' in the subject line and include your call-back number in the text.

**Thanks for your patience as we work together to keep everyone healthy.**

**Advocacy Line**



Freecall **1800 700 600**  
6am–10pm AEST, 7 days



**covid@opan.com.au**