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## Media Release

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22 November 2010

### Agedcare Alternatives Available

An exciting new support concept, *Agedcare Alternatives\** has opened its doors at 445 Fullarton Road, Highgate.

*Agedcare Alternatives* assists people in finding out how the aged care system works and how to go about finding what care and support is available for older people in South Australia.

'Finding help and information is critical for people when they need aged care support, either for themselves or friends and relatives', says Franco Parenti, Agedcare Alternatives Coordinator.

Open during normal business hours, *Agedcare Alternatives* is staffed by volunteer 'Options Guides'.

'Our Options Guides give free, one-to-one, face-to-face assistance to find out what an enquirer's needs and concerns are,' explains Franco.

'They then help find relevant information, either printed material or on the internet, and may refer the person to appropriate support services for more detail.'

'It is often just this very first step, of knowing where to start, that makes finding information so difficult. We hope that this free service will assist people onto the right track for their own needs.'

'We don't intend to duplicate information – we use the information that is already available, but work with each person to give them what they are looking for and point them in the right direction.'

Franco has been training his team of volunteers over the past few months, and they are now ready for all enquiries.

'Anyone can call in and speak with an Options Guide or phone for information and a strategy to find their way through the plethora of information.'

For more information about *Agedcare Alternatives*, telephone the Agedcare Alternatives office on 8271 3888.

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*\*Agedcare Alternatives is sponsored by Resthaven Inc as a 75<sup>th</sup> Anniversary gift to the South Australian community. Advice offered is independent, general information relating to all aged care support available in South Australia.*