

# Supporter's Conversation Guide

## Advocacy & Rights

**Prompt:** “Do you know what rights you have when it comes to aged care or health care decisions? Would you like me to show you a place where those are explained clearly?”

**Recommended Resource:** [Older Persons Advocacy Network \(OPAN\)](#)

**Prompt:** “Have you thought about who could speak for you if you couldn't make decisions for yourself? Would you like to explore how an advocate could help?”

**Recommended Resource:** [ELDAC – End-of-Life Directions for Aged Care](#)

**Prompt:** “Would it help to look at some carer or planning guides together to see what feels most relevant for you?”

**Recommended Resource:** [Palliative Care Australia – Carer Booklet](#)

## Digital Inclusion

**Prompt:** “How comfortable do you feel using online tools for storing documents or forms? Would you like a bit of help getting started?”

**Prompt:** “There are free programs that make learning digital skills easier — would you like me to connect you with one?”

**Recommended Resource:** [Good Things Foundation Australia – Digital Mentors](#)

## Grief & Bereavement

**Prompt:** “This can bring up a lot of emotions — would it help if we spoke with someone who's trained to listen and support?”

**Recommended Resource:** [Griefline](#)

**Prompt:** “Have you had a chance to share some of your memories or stories? Sometimes writing them down or talking about them can be part of planning.”

**Recommended Resource:** [Reminiscence Therapy – ARIIA Evidence Theme](#)

**Prompt:** “How would you like your story, values, or important moments to be remembered?”

**Recommended Resource:** [Grief Australia](#)

## Legal Support

**Prompt:** “Have you thought about making an Advance Care Directive so your healthcare wishes are written down? Would you like me to show you where to access these forms?”

**Recommended Resource:** [Advance Care Planning Australia](#)

**Prompt:** “Do you know the difference between a Will and a Power of Attorney? Would you like me to connect you with free legal help to explain it?”

**Prompt:** “Would you like to know about low-cost or free services like Community Legal Centres that can support you with the paperwork?”

**Prompt:** “Have you considered using a Public Trustee for wills or financial powers of attorney? They can sometimes offer low-cost services for seniors.”

**Prompt:** “Would it help to speak with a lawyer who specialises in this area?”

**Recommended Resource:** [Community Legal Centre Federations & Associations](#)

**Recommended Resource:** [State & Territory Law Societies](#)

## Financial Guidance

**Prompt:** “Are you clear on how your superannuation or bank accounts would be handled? Would you like to go over some simple resources together?”

**Recommended Resource:** [Moneysmart \(ASIC\)](#)

**Prompt:** “Would it help to speak with a certified financial planner who specialises in end-of-life and retirement planning?”

**Recommended Resource:** [Financial Advice Association Australia \(FAAA\)](#)

### Universal Gentle Starters

- “What matters most to you if you were too unwell to speak for yourself?”
- “Who would you trust to make important decisions on your behalf?”
- “What would make you feel more at peace knowing your affairs are organised?”
- “Is there someone else you’d like to involve in these conversations?”
- “Would you like me to sit with you while you look through these resources?”