



Staying confident as you age

Healthy ageing

As you get older you may feel less confident than you used to. You might also find it harder to speak up and be assertive in some situations.

Benefits of being confident

It's good to be confident. When you talk and act with confidence, it helps you to feel in control. It's also a great way to ensure you get what you need.

You are more likely to have positive conversations with minimal conflict if you express your point of view in a clear, direct and respectful way.

Tips to be more confident

The following tips may help you to be confident in certain situations. For example, when dealing with salespeople, tradespeople or other people in your life.

Prepare

- Write down key points or questions.
- Have an ideal outcome in mind.
- Practise what you want to say before you talk.

Communicate clearly

- Be clear about what you need.
- Use simple and direct words.
- Stay calm and speak firmly at a normal volume – avoid whispering or shouting.
- Use "I" statements as much as possible (e.g. 'I need help with ...')
- Avoid making apologies or justifying why you're asking for what you need.
- Remember it's okay to say 'no' (e.g. 'No, I can't make it this time.')

Body language

- Look people in the eye.
- Stand tall and relax your face and the rest of your body.

Confidence when seeing a doctor

It's important for you to feel calm and confident when seeing a doctor. When you clearly explain your concerns and ask important questions, you should have a good outcome.

Before your appointment, you can write a list of the things you want to talk about and questions you want to ask. If you have a few things to discuss, book a longer appointment.

During your appointment, ask your doctor to explain anything you don't understand. You can also ask them to write down important information.

Take someone with you if you need support. For example, a friend or family member.

If you feel your doctor is not listening to you or taking your concerns seriously, try to see a different doctor.

Making complaints

In Australia, it's illegal for people to treat you unfairly because of your age.

If this happens to you, you can make a complaint. It's best to do this directly with the person or people involved. You can ask someone to help you make a complaint.

If you don't get the outcome you're looking for, you can make a complaint to the relevant authority. For example, the equal opportunity and anti-discrimination agency in your state or territory, or the Australian Human Rights Commission.

Where to get help

You can ask someone you trust to advocate for you if needed.

If you get government-funded aged care services, you, your family and carers can access free, independent and confidential support through the National Aged Care Advocacy Program (NACAP).

If you are worried about elder abuse happening to you, talk to your doctor and they can help you find the right support.

For more information, resources and references, visit jeanhailes.org.au/health-a-z/healthy-ageing.



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Jean Hailes for Women's Health gratefully acknowledges the support of the Australian Government.

Created April 2024

Disclaimer: This information does not replace medical advice. If you are worried about your health, talk to your doctor or healthcare team.

We write health information for people with diverse backgrounds, experiences and identities. We use the term 'women', but we acknowledge that this term is not inclusive of all people who may use our content.

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