



aras



aged rights advocacy service inc.

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Along with the Retirement Village Advocacy Program the Aged Rights Advocacy Service also provides assistance for older people and their representatives who are:

- Receiving Community Aged Care services(eg Domiciliary Care, Meals on Wheels)
- Living in a residential aged care facility
- At risk of, or are experiencing some form of elder abuse.

If you believe that you or someone you know may benefit from discussing your concerns with an advocate, please contact our service.

For information about the Retirement Village Advocacy Program contact ARAS.

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Country Toll Free
1800 700 600

16 Hutt Street
Adelaide SA 5000
PO Box 7234
Hutt Street SA 5000

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Government
of South Australia

SA Health

The Retirement Village Advocacy Program is funded by the Office for Ageing Well, SA Health.

Retirement Village Advocacy Program



Tel (08) 8232 5377
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The Aged Rights Advocacy Service (ARAS) is pleased to be providing the Retirement Village Advocacy Program for South Australian retirement village residents.

This program is supported by the Office for Ageing Well, SA Health and provides advocacy support and assistance for residents of retirement villages in order to assist them to voice their concerns to Village Management or Administering Authority.

When a resident contacts ARAS, an advocate will initially ask questions to clarify matters relating to their retirement village residency. The advocate will then provide information on the resident's rights and may also provide direction how the matter can be resolved through an advocacy process.

"The support and information we received from the Retirement Village Advocate was of great assistance to us. It helped us to resolve our concerns and made such a difference to have an independent person involved. We would recommend this service to others living in Retirement Villages."

"I really liked the responsiveness of the Retirement Village Advocate. ARAS actually listened to my concerns and we discussed different ways we could find a resolution to my problem. I was able to decide how I wanted to proceed and they kept me informed and updated at all times."

- The resident may choose to take action themselves to address the problem, or they may prefer an ARAS advocate to speak up on their behalf.
- The advocate will only proceed if given permission to do so and will consult with the resident throughout the process.
- Advocacy support will be provided in relation to the resident's contract, according to the *Retirement Villages Act 1987* and the *Retirement Villages Regulations 2006*.
- ARAS provides a free, confidential, independent and state-wide service to Retirement Village Residents and their representatives.