

Scope of Service – Residential & Community (Home Care)

ARAS aims to support older people and their nominated representatives* to:

- effectively interact with the aged care system, including My Aged Care and the Aged Care Quality and Safety Commission;
- make informed decisions about aged care, and exercise the right to choice in accessing and receiving aged care services;
- have their aged care rights recognised and upheld by aged care providers;
- be better informed about available care options, and have their aged care needs met,
- self-advocate;
- obtain information and advice about their aged care rights and responsibilities;
- address issues or complaints about aged care providers;
- address issues that impact their ability to live independently, with the aim of preventing premature admission to residential aged care, and focusing on wellness and reablement; and
- transition between aged care services.

There are some things that we do not have the authority to do. For example, we cannot:

- provide legal advice: this is the role of a legal service;
- ask service providers to terminate someone's employment;
- conduct an investigation into a complaint: this is the role of the Aged Care Quality and Safety Commissioner;
- address concerns about an aged care service that is not funded by the Australian Government;
- address concerns that are not related to a service provider's responsibilities under the *Aged Care Act 1997* or their funding agreement with the Australian Government;
- decide who should make financial, legal or health decisions on behalf of someone receiving aged care;
- comment on the service provider's employment arrangements such as wages or employment conditions;
- recommend aged care services;
- provide clinical advice: this is the role of medical professionals; or
- investigate the cause of death: this is the role of the coroner.

* Please note that ARAS advocates:

- will seek consent from the older person or their legal representative, prior to taking action on their behalf;
- will not advocate on behalf of a family member or representative against the consumer or resident receiving aged care.