

## Scope of Service – Abuse of Older People

**ARAS aims to support older people and their nominated representatives\* to uphold and safeguard their rights through an advocacy process. The aim is to:**

- gain an understanding of the issue(s) that the older person may be experiencing, and explain what their rights are;
- respectfully listen to and acknowledge what the older person is saying;
- provide information relevant to the issues raised to assist in making informed decisions;
- have their right to make decisions respected and upheld;
- provide information, education and strategies to safeguard and reduce risk factors that can contribute to the abuse of the older person;
- ensure that the wishes and preferences of the people we advocate on behalf of are respected, regardless of their cultural background or individualism;
- recognise the importance of preserving family relationships wherever possible;
- access professional interpreters at no cost to communicate their concerns;
- be guided by the client with the style of advocacy support they seek i.e. what role they wish us to take in resolving the issue at hand;
- encourage callers to contact emergency services where it is determined that the older person is in imminent risk of harm.

ARAS' funding agreements do not authorise us to:

- provide any legal advice;
- comment on service providers' employment arrangements such as wages or employment conditions;
- ask service providers to terminate a service providers' staff employment;
- conduct an investigation into a complaint regarding a service provider;
- made decisions on behalf of someone receiving aged care;
- recommend aged care services;
- investigate the cause of death;
- assess the older person's capacity in regards to making informed decisions; or
- confront the alleged abuser as this may escalate the situation placing the older person and the Advocate at risk.

Please refer to [Useful Links](#) for other appropriate services.

\* Please note that ARAS Advocates will only act on behalf of the older person or legal representative with consent.