

Service Charter

Purpose Statement

To support older people and the community to understand, exercise and uphold the rights of older people through information, education, advocacy and personal empowerment to self-advocate.

ARAS Services

- information about aged care rights, entitlements and responsibilities;
- support to resolve concerns or speak on your behalf;
- strategies to help you protect yourself;
- promotion of the rights of older people; and
- information and education sessions.

Who ARAS supports

ARAS provides free and confidential services to assist older people uphold their rights. Support is available to older people who are:

- living in residential aged care home;
- receiving or seeking to receive Commonwealth Home Support Program (CHSP) or Support at Home services;
- at risk of, or are experiencing, abuse from family, friends, carers, or aged care service provider;
- living in a retirement village.

ARAS Standards

ARAS presumes that older people have the capacity to make their own decisions and are entitled to the information and support needed to make informed decisions and express their wishes. If an older person has impaired decision-making capacity, ARAS will support them to participate in decisions as best as possible, or with their consent, work with their nominated supporters to exercise their rights.

Where a legally appointed substitute decision-maker is required, ARAS will work with that person to uphold the older person's known will, preferences and rights.

If you ask for information or support to exercise your rights, we will:

- respond promptly and work with you to understand your concerns;
- explain the available strategies and options so you can make informed decisions;
- assist you with the information, knowledge and confidence that supports informed decision-making, autonomy and self-advocacy;
- support you to raise the issue or, with your consent, act on your behalf;
- provide information about other services where necessary; and
- respect your right to decline or end ARAS support at any time without affecting your future access to our services.

When delivering information or education sessions, we will:

- deliver sessions professionally;
- provide informed, current and relevant information; and
- allow time for participation and questions.

ARAS Code of Conduct

When providing services our team will:

- listen to the concerns of older people and their representatives;
- act with honesty, integrity, care and diligence;
- provide respectful, sensitive and professional services that are inclusive, culturally safe and responsive to each person's needs, identity, background and life experiences;
- protect your privacy and keep your information confidential unless you consent to its disclosure or disclosure is required by law; and
- comply with all relevant Australian laws.

Your Privacy

ARAS values confidentiality and respects your right to privacy. If you believe your privacy has been breached, you may lodge a complaint with ARAS' Operations Manager and/or contact the Office of the Australian Information Commissioner on 1300 363 992.

Your Feedback

ARAS welcomes feedback to improve our services. Compliments, comments or complaints should be directed to ARAS' Operations Manager. Alternatively, complaints may be lodged with the Health and Community Services Complaints Commissioner on 1800 232 007.

Contacting ARAS

You can contact ARAS by telephone, email, post or fax.

If you are seeking advocacy support, an Advocate will contact you to make an appointment. Depending on your circumstances, meetings may be held in your home, community locations, our office or by telephone or videoconference. ARAS can arrange an interpreter if required.

Information is also available in a range of languages.

Head Office

175 Fullarton Road
Dulwich SA 5065

Regional Offices – by appointment only

Victor Harbor: 9/46–52 Ocean Street, Victor Harbor SA 5211 (access from Coral Street)

Nuriootpa: 1 First Street, Nuriootpa SA 5355

Berri: 21 Denny Street, Berri SA 5343

Telephone: (08) 8232 5377

Aged Care Advocacy Line: 1800 700 600 (toll free)

Fax: (08) 8232 1794

TTY: 13 36 77

SSR: 1300 555 727

Email: aras@agedrights.asn.au

Website: www.sa.agedrights.asn.au

ARAS is the South Australian member of the Older Persons Advocacy Network (OPAN) and is funded by the Australian Government, Department of Health, Disability and Ageing, the South Australian Department of Human Services, and Adelaide Primary Health Network.