

Scope of Service – Retirement Village Advocacy Program

ARAS aims to support Retirement Village residents and their nominated representatives* by:

- assisting them to articulate and express their concerns to the Retirement Village operator;
- speaking on their behalf, and at their direction, with a Retirement Village operator in order to resolve their concerns or complaints;
- ensuring that they are provided with adequate explanation and clarification in respect to queries about their contract/agreement with the operator;
- ensuring that they are aware of their rights and entitlements according to the Retirement Villages Act 2016 and Retirement Villages Regulations 2017, and that those rights and entitlements are upheld and respected by the retirement village operator.
- providing representation and support in respect to any mediation process with the operator in general meetings with the village operator, and in tribunal hearings conducted by SACAT;
- effectively interact with SA Health/Adult Safeguarding Unit on behalf of the older person; and
- assisting them to explore the various options that may be available in respect to addressing and resolving any dispute with a village operator.

We are not able to assist in respect to providing;

- legal advice;
- mediation or conflict resolution in disputes between residents;
- advocacy in matters that do not relate to the Retirement Villages Act and Regulations, and
- assistance with the refund of exit entitlements where the resident is deceased.

* Please note that ARAS advocates cannot work with a representative without the specific consent of the resident.