



aras



aged rights advocacy service inc.

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About ARAS

The Aged Rights Advocacy Service (ARAS) is a free, confidential and statewide service which has been supporting older people since 1990.

Your privacy

ARAS values confidentiality and respects your right to privacy. If you believe we have breached your privacy you can lodge a complaint by writing to ARAS' Operations Manager and/or contacting the Office of the Australian Information Commissioner, Tel 1300 363 992.

Your feedback

ARAS is committed to continually improving the quality of its service. If you are unhappy with any aspect of our service, we encourage you to raise the issue with us.

In the first instance your complaint will be handled by our Operations Manager. Alternatively, you can have it reviewed by external agencies such as OPAN (Older Persons Advocacy Network), Tel 1800 700 600 or the Health and Community Services Complaints Commissioner, Tel 1800 232 007.

Visit our website to read our Consumer Compliments, Comments and Complaints Policy and Privacy Policy.

Contact our office

Office hours Mon-Fri, 9am to 5pm

175 Fullarton Road
Dulwich, SA 5065

Tel (08) 8232 5377
Toll Free 1800 700 600
Fax (08) 8232 1794

aras@agedrights.asn.au
www.sa.agedrights.asn.au

TTY 13 36 77
SSR 1300 555 727

Translating and Interpreting Service
13 14 50

Independent interpreters may be available by appointment free of charge.

ARAS is funded by the Department of Health, National Aged Care Advocacy Program, Office for Ageing Well, SA Health and COTA Australia.

ARAS is the South Australian member of the Commonwealth funded Older Persons Advocacy Network (OPAN).

Aged Care System Navigator Trial



Tel (08) 8232 5377
Toll Free 1800 700 600
www.sa.agedrights.asn.au



About the Trial

The Aged Care System Navigator Trial is a free service that assists people to access aged care services at home.

Our Navigator staff will help you connect with My Aged Care and work out what home care services best meet your needs. They can also help you make an informed choice on a home care service provider.

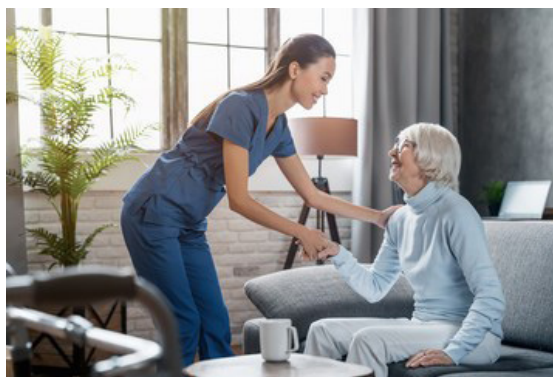
ARAS delivers the Trial in Northern Adelaide Metropolitan, Gawler and Barossa.

The Trial, funded by the Australian Government, is a national consortium of consumer focused organisations, with COTA Australia as the lead agency.

For more information go to www.AgedCareNavigators.org.au



What we provide



Our Navigator staff can assist you or your loved ones by:

- Providing information about My Aged Care.
- Providing individualised support to:
 - register with My Aged Care
 - identify home care needs and service options
 - communicate with My Aged Care on your behalf
 - activate aged care services with your local provider
 - follow-up after services commence to ensure you are satisfied that the service meets your needs.

Who we support

Individuals aged 65 and over or aged 50 and over for Aboriginal and Torres Strait Islanders, who are residing at home, including in public housing, private rental, own home and retirement villages.

Contact our team

- Phone: (08) 8232 5377
- Email: navigator@agedrights.asn.au



*Live independently in your home,
with the support you need to achieve
your lifestyle goals.*

