

Scope of Service – Aboriginal Advocacy

ARAS:

- expresses acknowledgement of the richness of Aboriginal culture, with an understanding of cultural diversity, language, current customs and practices, and embraces the diversity of Australian Indigenous people, communities and culture within South Australia, including rural and remote; and
- acknowledges and recognises the impact and influences that past Australian policies and practices imposed on Aboriginal Elders, the cause and effects of intergenerational trauma on individuals, families and the broader communities of the Stolen Generations.

ARAS aims to support older Aboriginal people, family and their nominated representatives to:

- culturally sensitive and appropriate Aboriginal advocacy services;
- obtain information and guidance about their aged care rights;
- make informed decisions about aged care services, and exercise the right to choice in accessing and receiving aged care services;
- assist with providing information and support to self-advocate;
- address issues, complaints or representation on behalf of the older person with aged care providers;
- cultural guidance to service providers to address issues that impact the older person's ability to live independently, and where appropriate, transition between aged care services;
- cultural information with the focus on reablement, wellness and living a positive life;
- have their aged care rights recognised and upheld by aged care providers, and where appropriate to information and support to cultural practices and/or kinship connections;
- acknowledge and respect the cultural regional authority, organisations and/or related services' cultural protocols and practices when delivering Aboriginal specific projects and programs;
- provide culturally responsive service delivery and referrals, connections and resources;
- assist service providers in understanding and respectfully responding to service needs appropriately, taking into account a client's specific needs and rights;
- where appropriate, access cultural language interpreters; and
- effectively interact with the aged care system including My Aged Care, Aged Care Quality and Safety Commission, and SA Health/Adult Safeguarding Unit on behalf of the older person.

ARAS' funding agreements do not authorise us to:

- provide legal advice: this is the role of a legal service;
- ask service providers to terminate someone's employment, or comment on their employment arrangements such as wages or employment conditions;
- conduct a complaint or investigation: these are the roles of the Aged Care Quality and Safety Commissioner, and the Adult Safeguard Unit (SA Health);
- 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 services;
- 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 Aboriginal staff and 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.