

About ARAS

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

All ARAS Advocates have undertaken accredited Silver Rainbow training to better understand the issues faced by older LGBTI people. We are here to assist you to exercise your aged care rights.

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 the Operations Manager of ARAS 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 wishing to provide feedback or lodge a complaint, it will be handled by ARAS Operations Manager. Complaints may also be lodged with the Health and Community Services Complaints Commissioner, Tel 1800 232 007. You can also provide feedback to OPAN, Tel 1800 700 600.

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



Contact us

Dulwich 175 Fullarton Road Dulwich SA 5065
Office hours Mon-Fri, 9.00am to 5.00pm

Regional Offices by appointment only

Berri 21 Denny Street Berri SA 5343

Victor Harbor 9/46-52 Ocean Street
Victor Harbor SA 5211 (access from Coral Street)

Nuriootpa 2/1 First Street Nuriootpa SA 5355

Phone: (08) 8232 5377

Aged Care Advocacy Line 1800 700 600 (toll free)

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

TTY 13 36 77

SSR 1300 555 727

Translating and Interpreting Service: 13 14 50

ARAS is funded by the Australian Government.

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



For the rights of older LGBTI people



Advocacy • Information • Education • Support



Together, we work toward providing all elder South Australians, regardless of ability, cultural background, ethnicity, faith, gender/s, national origin, race, sexuality or intersex status with advocacy assistance to support older people to uphold their rights, responsibilities and freedom to love and live authentically.

Phone: (08) 8232 5377
Aged Care Advocacy Line
1800 700 600 (toll free)

www.sa.agedrights.asn.au

Who we assist

Older LGBTI people (or their representatives) who are:

- living in residential aged care
- receiving or seeking to receive Commonwealth Home Support Programme (CHSP) or Home Care Package (HCP) services
- at risk of, or experiencing abuse from family or friends
- living in a retirement village.

We can arrange a time to talk to you by phone or visit you at a location convenient to you. Alternatively, you can meet us by appointment at any of our offices.

Our Aboriginal advocacy service delivers a culturally sensitive approach for First Nations people (and their representatives) across all ARAS key service areas.



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What we provide older LGBTI people

- information about aged care, rights and responsibilities
- support to resolve your concerns or speak on your behalf
- information about aged care fees and charges
- assistance to connect older people with My Aged Care
- assistance with My Aged Care and identifying which aged care services meet your needs through the Care Finder Program (City of Playford and City of Salisbury)
- home care check-in for vulnerable older people who are socially isolated and at risk of harm or neglect
- strategies to help you protect yourself
- information sessions on aged care rights and elder abuse prevention.

'You have a right to be informed about your aged care services in a way that you understand, especially when it comes to your aged care financial information.'

Older LGBTI people have the right to

- safe and high-quality care and services
- be treated with dignity and respect
- have your identity, culture and diversity valued and supported
- live without abuse or neglect
- be informed about your care services in a way you understand
- access all information about yourself, including information on rights, care and services
- have control over decisions you make about your care, personal and social life and choices involving personal risk
- have control over decisions about financial affairs and possessions
- your independence
- be listened to and understood
- have a person of your choice including an aged care advocate to support you
- complain free from reprisal
- have personal privacy and personal information protected
- exercise your rights without it affecting the way you are treated.