



# aras



aged rights advocacy service inc.

## About ARAS

The Aged Rights Advocacy Service (ARAS) is a free, confidential and statewide service, 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 us

Office hours Mon-Fri, 9am to 5pm

Tel (08) 8232 5377

Toll Free 1800 700 600

Fax (08) 8232 1794

[aras@agedrights.asn.au](mailto:aras@agedrights.asn.au)

[www.sa.agedrights.asn.au](http://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 and Office for Ageing Well, SA Health.

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

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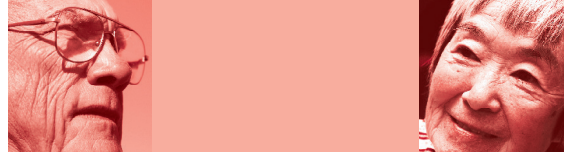
## Your Care Plan



**Tel (08) 8232 5377**

**Country Toll Free 1800 700 600**

**[www.sa.agedrights.asn.au](http://www.sa.agedrights.asn.au)**



## What is a Care Plan?

A Care Plan is a document that outlines:

- a person's care needs, goals and preferences whether in residential aged care or their own home;
- the services they will receive to meet those needs; and
- who will provide the services and when.

You or your legal representative will be involved in discussions with your aged care provider in developing your Care Plan. It is essential that your Care Plan is individually tailored to reflect your capabilities, your needs and your wishes.

Your aged care provider, your doctor or other health care practitioner/s will consult with you to update your Care Plan when changes are necessary.

Whether it is a paper document or stored on a computer, your Care Plan should be readily accessible to you and/or your legal representative, care staff, medical staff, doctor and other health care practitioners (e.g. physiotherapist, podiatrist, dentist).

Under the Aged Care Act 1997, all aged care providers need to maintain and update your Care Plan, providing evidence that you were consulted on the care you wish to receive.

Reference: Australian Government, Department of Health, What are Care Plans?

## Your Care Plan:

- contains details about your medical, physical, social, emotional, lifestyle and spiritual care needs;
- outlines how you wish services to be delivered; and
- can also contain information about family arrangements (e.g. who visits you regularly, emergency contacts and information about Advance Care Directive).

## What you can do?

### ■ Provide complete and accurate information:

Let your aged care provider know about prescription and non-prescription medications that you are taking. Inform your aged care provider about any other health or well-being services that you want to continue (e.g. massage therapy, exercise classes).

### ■ Offer your opinions:

Talk with your aged care provider, your doctor or other health care practitioners (e.g. physiotherapist, podiatrist, dentist) about how you think your care can be managed.

### ■ Formulate some goals:

Consult with your aged care provider, your doctor or other health care practitioner/s about your mobility, personal skills and independent goals, needs and preferences.

### ■ Make your preferences clear:

Inform your aged care provider the care and support, including emotional, you wish your family to provide, should be included. Provide information about any religious practices, cultural traditions or customs that you wish to abide by.

### ■ Provide information about the activities that you want to continue/commence:

Talk with your aged care provider about any club or social/church groups that you wish to remain connected with. Let your aged care provider know if there is a new activity you would like to commence.

### ■ Review and update your Care Plan:

Ensure that your Care Plan is accurate, and you have provided consent before being signed. Ask for your Care Plan to be reviewed and updated every 12 months, or whenever you wish to make amendments due to change in your personal circumstances.

**If you have a concern regarding your aged care service or your Care Plan doesn't reflect your personal needs, you may contact ARAS to obtain information to self-advocate, or seek the support of an Advocate who will represent you with your consent. If an Interpreter is required, ARAS is able to arrange free interpreting services.**