



## 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 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 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.*

# aras



aged rights advocacy service inc.

## 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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## For the Rights of Older People



## advocacy ♦ information education ♦ support



## Who we assist

**Older people or their representatives who are:**

- living in residential aged care
- receiving 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 our office.

## What we provide

- information about aged care: rights, entitlements and responsibilities
- support to resolve your concerns or speak on your behalf
- strategies to help you protect yourself
- promotion of the rights of older people
- Aboriginal advocacy and support
- information and education sessions.

## You 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.