



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.

aras



aged rights advocacy service inc.

Contact our office

Office hours Mon-Fri, 9am to 5pm

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 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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Aged Care System Navigator Trial



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



About the Trial

The Aged Care System Navigator Trial (Trial) will assist older people to understand what aged care services are available, through the My Aged Care System, to meet their personal needs. ARAS delivers the Trial in Adelaide Northern Metropolitan region and South Australia's north country regions.

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

Who we assist

The free service is for individuals and community groups to obtain the latest information, and/or assistance to access aged care supports to meet their personal needs.

This includes older people, or their legal representatives, family, friends or others, who are assisting an older person to access aged care supports.

What we provide



Our team of Navigator Specialists 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.

Contact our team

Our Navigator Specialists can be contacted via a number of options:

- Phone: (08) 8232 5377 / 0436 327 199
- Email: navigator@agedrights.asn.au
- Telehealth is an online appointment with our team. Follow this link to join us online <https://vcc.healthdirect.org.au/t/agedrightsadvocacyservicearas/join>

Please speak with our team who can assist you to connect with Telehealth



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

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

