



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

www.sa.agedrights.asn.au

16 Hutt Street Adelaide SA 5000

PO Box 7234 Hutt Street SA 5000

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 supported by funding from the Australian Government, Office for Ageing Well (SA Health), and Older Persons Advocacy Network (OPAN). ARAS is the South Australian member of the Commonwealth funded OPAN.

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Retirement Village Advocacy



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



Retirement Village Advocacy

- ARAS provides a free, confidential, independent and state-wide service to retirement village residents and their legal representatives.
- ARAS provides advocacy support and assistance for residents of retirement villages in order to assist them to voice their concerns to the village management or the administering authority.
- When a resident contacts ARAS, an advocate will initially ask questions to clarify matters relating to their retirement village residency. The advocate will then provide information on the resident's rights and may also provide direction on how the matter can be resolved through an advocacy process.



Retirement Village Advocacy

- The resident can choose to take action themselves to address the problem, or can request an ARAS advocate to speak up on their behalf.
- The advocate will only proceed if given permission to do so and will consult with the resident throughout the process.
- Advocacy support will be provided in relation to the resident's contract, according to the Retirement Villages Act 2016 and the Retirement Villages Regulations 2017.

"The support and information we received from the ARAS Advocate was of great assistance to us. It helped us to resolve our concerns and made such a difference to have an independent person involved. We would recommend this service to others living in Retirement Villages." ARAS client



About ARAS

ARAS is a free, confidential and statewide service which has been supporting older people since 1990.

ARAS assists 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.