

Financial Advocacy Service



Do you need help understanding your aged care services fees and charges, to help you make informed decisions?

How we can help

Financial advocacy is a free and confidential service to help clients make informed decisions about their aged care services by understanding fees and charges.

Our Financial Advocates work closely with clients receiving aged care services, to help understand fees, costs and pricing, resolve concerns relating to costs and support consumer choice.

Our Financial Advocates can provide information about:

- Costs and pricing associated with various aged care services, as well as any government funding available for these
- Cost of care assessments, home care and residential aged care statements, invoices and bills
- Accessing, or getting the most from your aged care services
- Moving to residential care
- Having a say in your care and the things that impact you

We can also help you liaise with My Aged Care, Services Australia, and aged care providers to make applications and resolve issues with fees and charges.



What we can't do

Our Financial Advocates are not financial planners, advisors or counsellors and do not provide financial or legal advice.

Financial Advocates cannot discuss how to invest money, support to make decisions about non-government payments, provide information about non-Aged care related financial issues (e.g. household bills) or recommend service providers.

For these services, please see a licensed financial advisor, or visit <https://asic.gov.au/for-finance-professionals/afs-licensees/financial-advisers-register/>

'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.'

For the rights of older people

Contact ARAS to find out more about this service. Access to our services is available at all ARAS locations.

Phone: (08) 8232 5377
Aged Care Advocacy Line
1800 700 600 (toll free)
aras@agedrights.asn.au
www.sa.agedrights.asn.au

Dulwich
175 Fullarton Road
Dulwich SA 5065

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

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