



## 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

## Contact us

Office hours Mon-Fri, 9am to 5pm  
175 Fullarton Road  
Dulwich SA 5065

By appointment only at our outlets

9/46-52 Ocean Street  
Victor Harbor SA 5211  
(access from Coral Street)

2/1 First Street  
Nuriootpa SA 5355

21 Denny Street  
Berri SA 5243

Tel (08) 8232 5377  
Aged Care Advocacy Line  
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

ARAS is funded by the Australian Government.

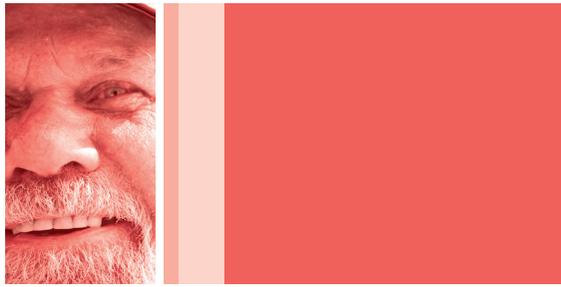
ARAS is the South Australian member of the Commonwealth funded Older Persons Advocacy Network (OPAN).

**aras**  
Aged Rights  
Advocacy Service

**For the Rights  
of Older People**  
advocacy ■ information  
education ■ support



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**Aged Care Advocacy Line**  
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## Who we assist

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

- living in residential aged care
- receiving or seeking to receive 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.

Our Aboriginal advocacy service delivers a culturally sensitive approach for First Nations people (and their representatives) across all ARAS key service areas.

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 any of our offices.

## What we provide

- information about aged care, rights and responsibilities
- assistance to connect vulnerable older people with My Aged Care and identify what aged care services best meet their needs (City of Salisbury and City of Playford)
- home care check-in for vulnerable older people who are socially isolated and at risk of harm or neglect
- information about aged care fees and charges
- strategies to help you protect yourself
- support to resolve your concerns or speak on your behalf
- information sessions on aged care rights and elder abuse prevention.

## 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.