



## Service Charter

### Mission Statement

The Aged Rights Advocacy Service (ARAS) will aim to increase the person's control over goods, services and quality of life, and to develop a sense of empowerment and of being valued as individuals and citizens of Australia, through an advocacy process.

### Definition of Advocacy

Advocacy is defined as:

*"...the process of standing alongside an individual who is disadvantaged and speaking out on their behalf in a way that represents the best interests of that person."* (adapted from the Institute for Family Advocacy and Leadership Development in Australia)

### ARAS Consumers

**ARAS provides free and confidential services to assist the following people to uphold their rights:**

Older people or their representatives who are:

- receiving community based aged care services
- living in an aged care residential facility - a separate Charter is available for consumers of this ARAS Program
- at risk of, or are being abused by someone they should be able to trust.

### ARAS Standards

ARAS will undertake quality assurance activities to ensure continuous improvement.

If you request information or assistance to exercise your rights we will:

- respond promptly and investigate your options thoroughly
- present you with all strategies and options
- work with you to raise the issue or ask your permission to act on your behalf
- work to an agreed time frame
- refer you, if necessary, to other appropriate agencies
- respect your right to refuse ARAS support at any time without affecting future access
- acknowledge your right to appeal a service provision decision.

**When presenting information/education sessions, we will:**

- be professional in our presentation
- provide you with well researched, updated and relevant information
- allow time for audience participation and questions.



## ARAS Code of Conduct

In providing services advocates will:

- conduct themselves with honesty and integrity
- act with care and diligence
- treat everyone with respect and courtesy and without harassment
- comply with all applicable Australian laws
- maintain appropriate confidentiality
- respect your privacy and keep your information confidential unless disclosure is authorised by you or by the law
- interact sensitively, effectively and professionally with people from diverse cultural and linguistic backgrounds or with special needs.

## ARAS Services

**ARAS promotes the rights of older people and assists them to uphold their rights by:**

- providing information about rights and responsibilities
- supporting consumers to be involved in decisions affecting their life
- assisting consumers to resolve their concerns or to speak on their behalf
- assisting consumers to plan for the future
- supporting consumer groups
- providing information and education sessions
- assisting with the development of policies which ensure rights.

## Contacting ARAS

- You can telephone, fax, write or email us.
- For meetings in person, please make an appointment to ensure an advocate is available to see you.
- Meetings with ARAS advocates may be arranged at your home or at the ARAS office.
- ARAS will arrange for an interpreter to be present at meetings with you if required. ARAS brochures are available in seventeen languages, Braille and RSB Talking Books format.

If you are unhappy with ARAS for any reason please call us and we will:

- advise you of our internal complaints process
- inform you of the external processes available to you eg the Department of Health and Ageing, Health and Community Services Complaints Commissioner
- assist you to access an advocate outside of ARAS to represent your interests.

## ARAS is located at

**16 Hutt Street, Adelaide SA 5000**

Telephone **(08) 8232 5377** or **1800 700 600** freecall for country callers

Facsimile **(08) 8232 1794** TTY **13 36 77** SSR **1300 555 727**

Email **aras@agedrights.asn.au** Website **www.sa.agedrights.asn.au**

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