

About ARAS

The Aged Rights Advocacy Service (ARAS) is a free, confidential and statewide service, 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.

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aged rights advocacy service inc.

Contact us

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

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

Nuriootpa
2/1 First Street
Nuriootpa SA 5355
By appointment only

Tel (08) 8232 5377
Toll Free 1800 700 600
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ARAS is the South Australian member of the Commonwealth funded Older Persons Advocacy Network (OPAN).

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Your Care Plan



Tel (08) 8232 5377

Toll Free 1800 700 600

www.sa.agedrights.asn.au

What is a Care Plan?

A Care Plan lets people caring for you know:

- What you need help with
- What you can do for yourself with support
- What are the things you would like to be able to do e.g., your goals
- Who you would like to support you and when

As part of the Aged Care Act 1997, Whether you are living at home or in Residential Aged Care, your service provider will talk to you and your family about a Care Plan that is right for you and if there are any changes to your care needs they will talk to you before making any changes,

You should keep a copy of your Care Plan somewhere that is safe and easily accessible. This will provide your family, doctors and other health services information on how you want to be cared for.

Your Care Plan:

- Your medical, physical, social, emotional and spiritual wellbeing needs (who's your mob, totem, Skin name) .
- How you want the services – which days and times?
- Who you want to support you?
- Who are the important people in your life?

What you can do?

- Let your service provider know what medications you are taking and other health services you are seeing such as physio, dietician etc.
- Talk to your service provider about your goals and social activities you would like to be a part of, e.g. go to church or join a group.
- Let your service provider know if you want culturally appropriate staff to support you.

Carefully read your Care Plan or ask someone you trust to read it to you and make sure you understand and agree before you sign it.

Your Care Plan should be reviewed every year or whenever there are changes to your needs. You can ask for a review of your plan at any time. Remember your service provider should talk to you before making any changes.

If you have a concern regarding your aged care service or your Care Plan doesn't reflect your personal needs, you may contact ARAS to obtain information to self-advocate, or seek the support of an Advocate who will represent you with your consent. If an Interpreter is required, ARAS is able to arrange free interpreting services.