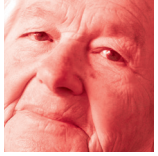

About ARAS

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 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.

aras

aged rights advocacy service inc.

Contact our office

Office hours Mon-Fri, 9am to 5pm

Tel (08) 8232 5377
Fax (08) 8232 1794

navigator@agedrights.asn.au
www.sa.agedrights.asn.au

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 funded by the Department of Health, National Aged Care Advocacy Program and Office for Ageing Well, SA Health.

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

March 2023

aras

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Aged Care Navigator (care finder) service

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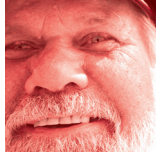

About the Aged Care Navigator (care finder) service

The Navigator (care finder) service assists older Australians who require extra help 'navigating' the aged care system, ensuring that aged care services are accessible to all. There is no cost to access this service.

Aged Care Navigator Specialists help connect vulnerable older Australians with My Aged Care and identify what aged care services best meet their needs. Navigator Specialists can also help people make an informed decision when choosing an aged care provider.

Navigator Specialists are part of the national care finder service which is available throughout Australia.

Please note that ARAS Navigator Specialists service the City of Playford and the City of Salisbury.

For more information, please visit
sa.agedrights.asn.au/aged-care-navigators

What the Navigator service provides

The Aged Care Navigator educates and informs people so they can better understand the aged care system, and helps them decide which aged care services are available to best meet their needs. Navigator Specialists can help support people to register with My Aged Care and be assessed for services. They can also help people link with other supports in the community.

A Navigator Specialist will ask questions to understand the person's situation and support them to work through the steps to address their needs.

Aged Care Navigator Specialists can assist with:

- registering with My Aged Care;
- attending assessments with My Aged Care Assessors (eg. ACAT assessments);
- identifying aged care provider options;
- completing forms and understanding aged care service agreements;
- checking-in once services commence to ensure your needs are being met;
- connecting to other supports in the community.

Who we support

Individuals aged 65 and over or aged 50 and over for Aboriginal and Torres Strait Islanders who need intensive assistance to access aged care and other support services.

To receive Navigator Service support, a person must:

- have no carer or support person who can help them (or have a carer that they do not trust or don't feel comfortable with to support them find care), and;
- have complex needs that require intensive support to interact with the aged care system, and;
- be eligible for government-funded aged care.

Contact our team

- Phone: (08) 8232 5377
- Email: aras@agedrights.asn.au

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