aras
Aged Rights
Advocacy Service

Scope of Service – Aged Care Financial Advocacy

Purpose

ARAS provides a free and confidential Financial Advocacy service to support older people to understand aged care fees, charges and costs, and address financial concerns relating to their aged care services funded through the My Aged Care system.

Aged Care Financial Advocates:

ARAS Financial Advocates will be able to explain and provide information in relation to:

- costs, fees, charges and pricing associated with aged care services;
- available government funding relating to their aged care services;
- aged care cost-of-care assessments and other relevant financial information;
- home care and residential aged care statements, invoices and bills;
- unexpected fees, charges, discrepancies or possible billing errors;
- changes to aged care fees and charges, including transitioning from Home Care Packages to Support at Home funding;
- financial information relevant to accessing the best options from your aged care services;
- aged care financial information when considering a move to residential aged care;
- liaising with My Aged Care, Services Australia and aged care providers regarding fees and charges;
- seeking clarification or relevant documentation about aged care fees and charges;
- financial hardship options and support to complete applications relating to aged care costs;
- resolving concerns or disputes associated to aged care fees and charges; and
- having your voice, choices and preferences heard in relation to the aged care services you receive.

Consent and the older person's voice: ARAS will seek the older person's consent before taking action on their behalf, wherever the older person is able to provide consent, and will work with an authorised representative where appropriate.

What the Financial Advocacy service does not provide

ARAS Financial Advocates cannot provide financial advice, planning or counsellors, and cannot:

- advocate on behalf of a family member, representative or other person where their wishes conflict with the rights, wishes or interests of the older person receiving aged care;
- provide financial planning or investment advice;
- advise an older person about how to invest or manage their money;
- provide financial counselling or budgeting assistance;
- make financial decisions on behalf of an older person;
- provide information or support about financial matters unrelated to aged care, such as general household bills;
- provide advice about non-government payments; or
- recommend particular aged care service providers.

Where an older person requires financial advice, financial counselling or other specialist financial assistance, ARAS may provide options of appropriate services.

ARAS is the South Australian member of the Older Persons Advocacy Network (OPAN), which is funded by the Australian Government Department of Health, Disability and Ageing to deliver the National Aged Care Advocacy Program (NACAP)