MEDIA RELEASE:

ICAC REPORT & Lessons Learnt

**Aged Rights Advocacy Service Inc (ARAS) is appalled by the ‘shameful’ poor care, abuse and neglect suffered by residents of Oakden. Violence, abuse and neglect is totally unacceptable in any circumstance let alone perpetrated on a group of vulnerable older people.**

**ARAS believes that it is also time to consider some of the lessons learnt from this ‘shameful chapter in SA history’. ARAS Chief Executive Carolanne Barkla ‘acknowledges that there are many good service providers and excellent staff supporting older people but it is also time for all care service providers to pause, reflect and consider:**

1. **Reviewing their clinical governance framework to ensure that their organisation has a robust best evidence system in place;**
2. **Reviewing the culture of the organisation ensuring that they are taking a ‘deeper dive’ into the culture of their organisation by having external surveys completed by residents, consumers or their representatives at regular intervals as well as on exit of the service;**
3. **Reviewing consumer liaison roles and complaints processes ensuring that all residents/consumers/representatives are aware that they are able to access free, independent advocacy servicess via Older Persons Advocacy Network (OPAN) via 1800 700 600;**
4. **Undertaking regular external surveys by staff and having in place mechanisms for staff to call out poor care, abuse and neglect without retribution;**
5. **Implementing Resident/Consumer/Representative Councils that provide direct feedback to Boards or highest level of governance of the organisation that operates care services;**
6. **Ensuring staff have access to education about the rights of older people as well as how to identify elder abuse and respond to abuse.’**

**ARAS also welcomes a commitment by all governments,Federal, State/Territories to implement a National Plan to address Elder Abuse.**

**If you or a person you know is being abused and you want free confidential advice please call:**

* **ARAS 08 82325377**
* **Country Toll Free 1800 700 600**
* **Elder Abuse Prevention Phone Line 1800 372 310**

**THERE’S NO EXCUSE FOR ABUSE!**

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