

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 the Operations Manager of ARAS 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

Contact us

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

By appointment only at our outlets

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

2/1 First Street
Nuriootpa SA 5355

21 Denny Street
Berri SA 5243

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

aras@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 Australian Government.

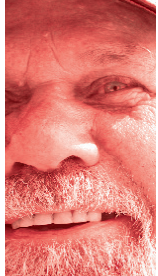
ARAS is the South Australian member of the Commonwealth funded Older Persons Advocacy Network (OPAN).

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Retirement Village Advocacy



Tel (08) 8232 5377
aras@agedrights.asn.au
www.sa.agedrights.asn.au



Retirement Village Advocacy

- ARAS provides a free, confidential, independent and state-wide service to retirement village residents and their legal representatives.
- ARAS can provide advocacy support, information and education on issues of concern and can include:
 - Mediation processes with the operator
 - SACAT applications and hearing attendance
 - Fees (ongoing and exit)
 - Maintenance
 - Contractual queries
 - Disputes with retirement village management
 - Disputes or issues amongst residents to residents.

Retirement Village Advocacy

- The resident can choose to take action themselves to address the problem, or can request an ARAS advocate to speak up on their behalf.
- The advocate will only proceed if given permission to do so and will consult with the resident throughout the process.
- Advocacy support will be provided in relation to the resident's contract, according to the Retirement Villages Act 2016 and the Retirement Villages Regulations 2017.

ARAS advocates can also deliver free information sessions on the Retirement Village Advocacy service, Charter of Aged Care Rights, elder abuse prevention and safeguards for ageing well.

About ARAS

ARAS assists older people (or their representatives) who are:

- living in residential aged care
- receiving Commonwealth Home Support Programme (CHSP) or Home Care Package (HCP) services
- at risk of, or experiencing abuse from family or friends
- living in a retirement village.

We can arrange a time to talk to you by phone or visit you at a location convenient to you. Alternatively, you can meet us by appointment at our office.