

Service Charter

Purpose Statement

To encourage and support older people and community to uphold the rights of older people through information, education, advocacy and personal empowerment.

Definition of Advocacy

Advocacy is the process of standing beside someone and supporting them to:

- understand and exercise their rights
- have their voice heard on the issues that are important to them.

ARAS Consumers

ARAS provides free and confidential services to assist the following people to uphold their rights:

Older people or their representatives who are:

- living in an aged care facility
- receiving community based services
- at risk of, or are experiencing abuse from family or friends
- living in a retirement village.

ARAS Standards

If you request information or assistance to exercise your rights, we will:

- respond promptly and investigate your options thoroughly
- present you with all strategies and options
- work with you to raise the issue or ask your permission to act on your behalf work to an agreed time frame
- refer you, if necessary, to other appropriate agencies
- respect your right to refuse ARAS support at any time without affecting future access
- acknowledge your right to appeal a service provision decision.

When presenting information/education sessions, we will:

- be professional in our presentation
- provide you with well researched, up-to-date and relevant information
- allow time for audience participation and questions.

ARAS Code of Conduct

In providing services advocates will:

- conduct themselves with honesty and integrity
- act with care and diligence
- treat everyone with respect and courtesy and without harassment comply with all applicable Australian laws
- maintain appropriate confidentiality
- respect your privacy and keep your information confidential unless disclosure is authorised by you or by the law
- interact sensitively, effectively and professionally with people from diverse cultural and linguistic backgrounds or with special needs.

ARAS Services

- information about aged care: rights, entitlements and responsibilities
- support to resolve your concerns or speak on your behalf
- strategies to help you protect yourself
- promotion of the rights of older people
- Aboriginal advocacy and support
- information and education sessions.

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 Advocacy 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 Advocacy Operations Manager or you can have it reviewed by external agencies such as OPAN (Older Persons Advocacy Network), Tel 1800 700 600 or Health and Community Services Complaints Commissioner, Tel 1800 232 007.

Contacting ARAS

- You can telephone, email us, write or fax
- For meetings in person, please make an appointment to ensure an advocate is available to see you
- Meetings with ARAS advocates may be arranged at your home or at the ARAS office. Alternative arrangements, including via electronic means can be made, depending on circumstances.
- ARAS will arrange for an interpreter to be present at meetings with you if required. ARAS brochures are also available in different languages.

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ARAS is supported by funding from the Department of Health, National Aged Care Advocacy Program (NACAP) - an Australian Government initiative, Office for Ageing Well, SA Health, and COTA Australia.

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