

Media release
Monday, 18 January 2021

Aged Rights Advocacy Service awarded Certificate level ASES accreditation

Aged Rights Advocacy Service SA (ARAS) has been awarded Certificate level accreditation by the Australian Service Excellence Standards (ASES).

Organisations awarded Certificate level accreditation have demonstrated they are consumer and outcome focused, operating confidently and efficiently using sound management principals, managing their risks and meeting legislative, industry and government guidelines. Consumers play an integral role in the development and planning of services and ongoing feedback is fostered and applied for continual improvement of services and systems.

Chief Executive Carolanne Barkla said, "I am very pleased to advise that ARAS has been awarded full accreditation, receiving a 100% rating for all 98 areas of the standards. This is an exceptional result and due to the dedication and hard work of our staff to ensure ARAS met the standards and is able to continue to provide quality community services. I am delighted with this recognition of their contribution and am very proud to be part of this organisation".

ASES, which is managed through the SA Government Department of Human Services, conducts ongoing mapping against various standards impacting on community services. Organisations complete self-assessments then an external assessment to achieve the internationally recognised accreditation, effective for three years.

About ARAS

ARAS is a state-wide, not-for-profit, independent, community-based organisation that has provided information, education and advocacy support for older people across South Australia since 1990. Older people who use community or residential aged care services, people who live in retirement villages, and older people who are experiencing, or who are at risk of abuse from family or friends, can use an ARAS advocate, at no cost, to assist them to address their concerns. ARAS also has a specialist Aboriginal Advocate who provides culturally appropriate support and hosts an annual intergenerational mentoring camp in regional South Australia. Additionally, ARAS is participating in the Aged Care Navigators trial in North West country regions of South Australia, which supports older people in navigating the aged care system and access services. ARAS also hosts the annual World Elder Abuse Awareness Day Conference in June, attracting more than 200 delegates across Australia.

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