

## ARAS SERVICES

**ARAS promotes the rights of older people and assists them to uphold their rights by:**

- providing information about rights and responsibilities
- supporting consumers to resolve their concerns or to speak on their behalf
- developing strategies to assist consumers to protect themselves
- assisting consumers to plan for the future
- supporting consumer groups
- providing information and education sessions
- assisting with the development of policies which ensure rights

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- Funded by:
- Department of Health and Ageing,
- Home and Community Care Program,
- Department of Families and Communities

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## CONTACT ARAS

### Contacting ARAS

- You can telephone, fax, write or email us.
- For meetings in person, please make an appointment to ensure an advocate is available to see you.
- Meetings with ARAS advocates may be at your home or at the ARAS office.
- ARAS will arrange for an interpreter to be present at meetings with you if required. ARAS brochures are available in seventeen languages, Braille and RSB Talking Books format.



### ARAS is located at:

Level 3, 45 Flinders Street  
Adelaide SA 5000  
Telephone: (08) 8232 5377  
Toll Free: 1800 700 600 (country callers)  
Fax: (08) 8232 5388  
Email: [aras@agedrights.asn.au](mailto:aras@agedrights.asn.au)  
[www.sa.agedrights.asn.au](http://www.sa.agedrights.asn.au)

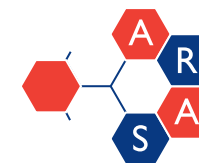
# ARAS

Aged Rights Advocacy Service Inc.

**For the Rights of Older People**



## Service Charter



**Aged Rights  
Advocacy Service Inc.**

## MISSION STATEMENT

The Aged Rights Advocacy Service (ARAS) will aim to increase the older person's control over goods, services and quality of life, and develop a sense of empowerment and being valued as an individual and citizen of Australia, through an advocacy process.

## DEFINITION OF ADVOCACY

Advocacy is defined as:

*"...the process of standing alongside an individual who is disadvantaged and speaking out on their behalf in a way that represents the best interests of that person."*

(adapted from the Institute for Family Advocacy and Leadership Development in Australia)

## ARAS CONSUMERS

**ARAS provides free and confidential services to assist the following people:**

Older people or their representatives who are:

- receiving community based services
- living in an aged care residential facility
- at risk of, or are being abused by family and/or friends

We can arrange to visit you in your own home or by appointment in our office.

## ARAS STANDARDS

ARAS will undertake quality assurance activities to ensure continuous improvement.

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, updated and relevant information
- allow time for audience participation and questions

If you wish to make a complaint against ARAS we will:

- advise you of our internal complaints process
- inform you of the external processes available to you, eg the Department of Health and Ageing, Health and Community Services Complaints Commissioner
- assist you to access an advocate outside of ARAS to represent your interests

## ARAS PRACTICES

In order to provide you with a high quality service, we will:

- act in an honest, ethical and professional manner at all times
- be courteous, fair and reasonable in our dealings with you
- respect your privacy and keep your information confidential unless disclosure is authorised by you or by the law
- use language which is clear and easy to understand
- respond in a timely fashion to your requests
- give you relevant information
- consistently and accurately apply relevant legislation, policy and guidelines when providing you with service