



aras



aged rights advocacy service inc.



home and community care

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

ARAS Mission

- “To continue to improve the quality of life of consumers of aged care services, and ...
- To work with individuals and the aged care system to encourage policies, practices and structure in aged care services which ensure protection of consumers’ rights”

ARAS Vision

- “ A society in which older people are recognised as valued, active and contributing participants, and..
- Where aged care services are responsive to the rights and needs of consumers.”

Aged Rights Advocacy Service

- Is a free, independent, confidential and state-wide service
- Uses interpreters
- Provides
 - Information
 - Individual advocacy support
 - Education
 - Policy advice

Aged Rights Advocacy Service

ARAS works with older people, their carers and/or representatives, who are

- Consumers, or potential consumers, of aged care services, and who have a concern about those services
- Experiencing, or at risk of, abuse by family or friends

CONSUMER RIGHTS

Every person is entitled to

- Maintain personal independence
- Be treated with dignity and respect
- Live without exploitation, abuse or neglect
- Be and feel safe

continued

CONSUMER RIGHTS

Every person is entitled to

- Be provided with information
- Personal privacy
- Make decisions and have choices
- Complain

Continued

CONSUMER RIGHTS

Every person is entitled to

- Confidentiality
- Be consulted
- Involve an advocate to support them, or to speak on their behalf
- Access and control over their own money

Advocacy

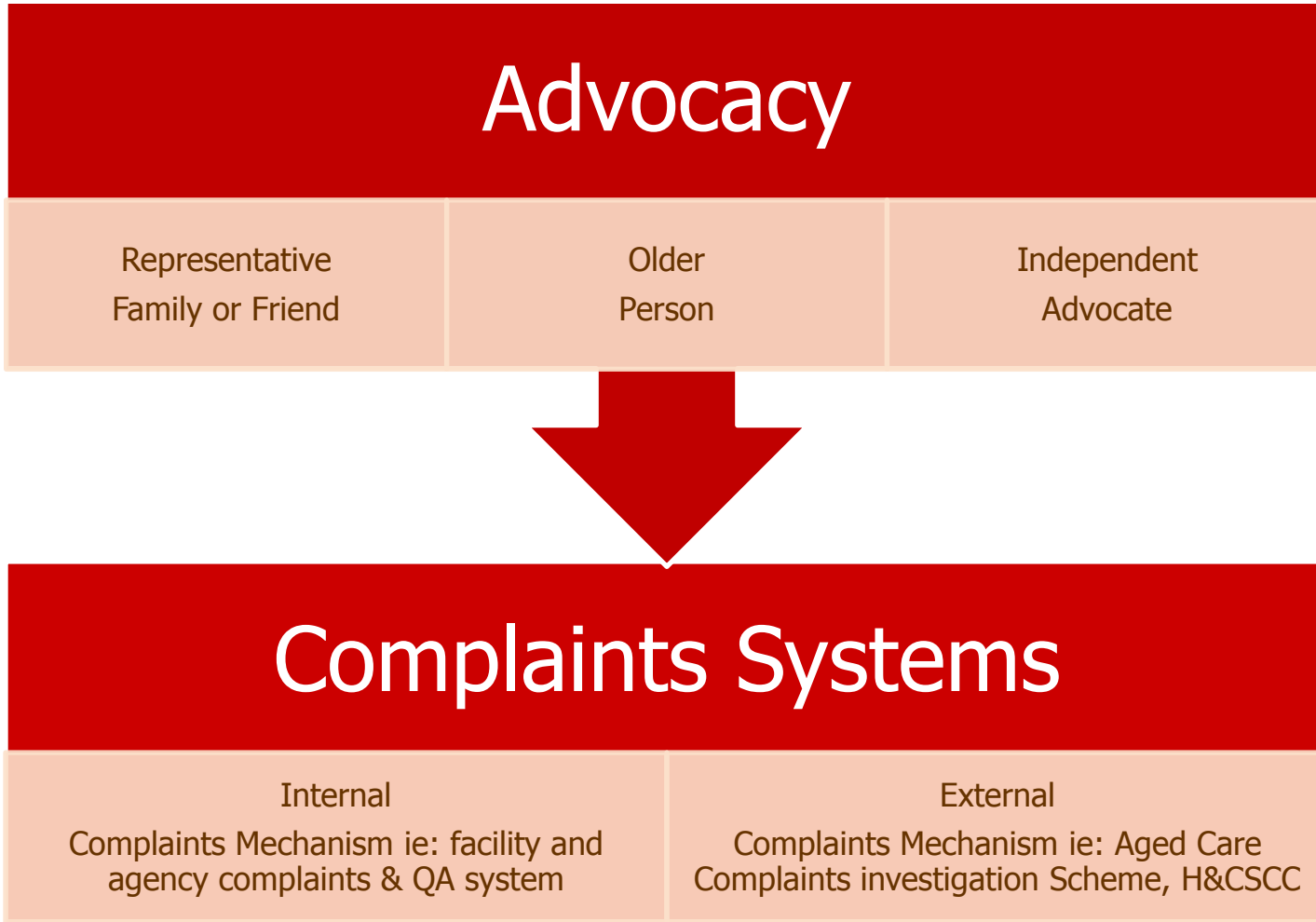
ARAS is a consumer rights focussed service that uses advocacy to protect and uphold the rights of older people

What do we mean by advocacy?

Advocacy

“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)



Advocacy

- Is not impartial – advocacy clearly takes the side of the older person
- Decisions are made by the older person or their representative



Advocacy

Information includes

- Consumer rights and entitlements
- What is reasonable, based on consumer rights and entitlements
- What are the positive and negative consequences

ARAS provides

- Information about consumer rights, responsibilities and referrals
- Support to speak up
- Representation
- Support to consumer groups
- Consumer rights education sessions
- Assistance with policies to ensure rights
- Form alliances with other professional organisations (eg APEA)

ARAS Principles for Assistance

- Uphold the rights of the older person in our actions and interactions
- Do not escalate our action unnecessarily
- Do no harm
- Accept what the older person is saying
- Be aware of potential for conflict of interest
- Do not be co-opted into other's agendas

ARAS Principles for Assistance

Assist the older person to

- Identify significant others in their informal and formal networks
- Maintain relationships wherever possible
- Maximise their control over their lives

ARAS Programs

ARAS manages four programs

1. Residential Care Program
2. Home and Community Care Program (HACC)
3. Abuse Prevention Program
4. Aboriginal Advocacy Program

ARAS Programs

How do the teams work? At ARAS, we

- Speak confidentially with the person or their representative
- Identify relevant issues and concerns
- Discuss options / strategies
- Establish an action plan
- Work with the person to achieve a satisfactory outcome

ARAS Programs

Consultation

All ARAS programs promote consultation in a number of ways

- Individually
- Consumer group participation
- Regular consumer forums

ARAS Programs

Program 1: Residential Care

Aim

To provide advocacy services to older people who are consumers or potential consumers of

- Commonwealth subsidised Aged Care Facilities
- Extended Aged Care at Home Packages (EACH)
- Community Aged Care Packages (CACCP)

ARAS Programs

Program 1: Residential Care

- Advocates are guided by the Aged Care Act 1997 which outlines
 - the standards
 - the charter of residents rights
- Homes must meet 44 Standards which are monitored by the Accreditation Agency

ARAS Programs

Program 2: Home and Community Care

Aim

To provide advocacy services to older people who are consumers or potential consumers of HACC funded services

ARAS Programs

Program 2: Home and Community Care

Advocates are guided by the HACCC National Service Standards

- Access to services based on need
- Information about available services and choices
- Efficient and effective management of services
- Co-ordinated, planned and reliable service delivery

ARAS Programs

Program 2: Home and Community Care

- Privacy, confidentiality and access to personal information
- Fair and equitable processes for dealing with complaints
- Access to an advocate of choice to support them

ARAS Programs

Program 3: Abuse Prevention

Aim

To provide advocacy support to older people who are at risk of, or experiencing, abuse by family or friends

ARAS Programs

Program 3: Abuse Prevention

Definition of Elder Abuse

- “Elder abuse is any act occurring within a relationship where there is an implication of trust, which results in harm to an older person
- Abuse can be physical, sexual, psychological, financial, social and/or neglect”

Source: Australian Network for the Prevention of Elder Abuse, 1999

ARAS Programs

Program 3: Abuse Prevention

The Abuse Prevention Program promotes that:

- Older people have rights
- Abuse of older people is not OK
- There are strategies and options to safeguard the older person
- Help is available if they want it

ARAS Programs

Program 3: Abuse Prevention

ARAS also promotes safeguards to prevent abuse

It is important to:

- Plan for the future
- Remain active in the community
- Be as independent as possible
- Plan to be and feel safe

Advocates can discuss these with you over the phone, or in person in your home, or wherever you feel safe such as with friends or neighbours

ARAS Programs

Program 4: Aboriginal Advocacy

Aim

To assist older Aboriginal people to access

- information about consumer rights and entitlements
- mainstream services, and
- aged care services that meet their needs

To influence and improve service responses

ARAS Programs

Program 4: Aboriginal Advocacy

- The project is in partnership with the Council of Aboriginal Elders S.A
- ARAS is committed to providing a flexible model of service provision, which is culturally sensitive and responsive

ARAS Mission

- “To continue to improve the quality of life of consumers of aged care services, and
- To work with individuals and the aged care system to encourage policies, practices and structure in aged care services which ensure protection of consumers’ rights”

Aged Rights Advocacy Service

Address 45 Flinders Street, Adelaide

Phone 8232 5377

Country callers only 1800 700 600

Email aras@agedrights.asn.au

Website www.sa.agedrights.asn.au



aras



aged rights advocacy service inc.



home and community care

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED