



Your right to make a complaint about ARAS

If you are not satisfied with the outcome (or you may prefer this option at the outset) the complaint can be reviewed by an external department.

ARAS Residential Care area:

in writing to:

National Aged Care Advocacy Program Manager, S.A. State Office
GPO Box 9848,
Adelaide SA 5001

by phoning the:

Aged Care Information Line
and asking for the
Advocacy Service Complaints
or the **NACAP Manager**
Telephone **1800 500 853**

ARAS HACC and Abuse Prevention areas:

Office of the Health & Community Services Complaints Commissioner
Telephone Enquiry Service

Telephone **8226 8666**
Freecall Country **1800 232 007**

ARAS is committed to continually improving the quality of its service. Consumer feedback provides valuable information to assist in this process. Consumers have a fundamental right to comment on and complain about services they have received.

If you are unhappy with any aspect of our service we encourage you to raise the issue with our agency. You will be offered a choice of staff to handle your complaint - Advocate, Team Leader, or CEO. Or you may prefer to write to the Chairperson of the ARAS Board of Management, 45 Flinders Street, Adelaide 5000.

These options are important because you may have a preference for your complaint to be handled by someone not directly connected with the issue. ARAS will assist you to access an interpreter and uphold your decision to be supported by an advocate of your choice (eg family, friend, carer). Your complaint will be treated confidentially and there will be no cost.

The person receiving the complaint will acknowledge your complaint, listen very carefully and ask questions in order to gain a clear understanding of your concerns.

Details of your complaint will be recorded and you will be given an indication of how long the investigation will take.

It is ARAS policy to investigate all complaints promptly, thoroughly and objectively. During this process you will be kept informed of progress and of the outcome, including any remedy.

ARAS is funded by:

- Department of Health and Ageing
- Home and Community Care Program, Department for Families and Communities.



for the rights of older people

aras



aged rights advocacy service inc.



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How ARAS advocates for older people

The Aged Rights Advocacy Service (ARAS) provides information and assistance to support the rights of older people and their carers, who receive Home and Community Care (HACC) funded services, Residential Care Services, Community Aged Care Packages (CACP), Extended Aged Care at Home Packages (EACH) or who are at risk of, or are being abused by family or friends.

ARAS is mandated to provide a free, confidential, independent and statewide service to our clients and their representatives. ARAS recognises the important role of significant others, including families, in supporting and upholding the rights of older people.

The ARAS client

The ARAS advocate will work directly with permission of the older person who is able to make their own decisions and express their wishes.

When an older person is unable to express their wishes the advocate will take steps to identify all significant others relating to the older person including family and friends.

The ARAS advocate will work with the representative of the older person when they are seen to be acting in the older person's best interests.

Contact ARAS

Office Hours	9.00am - 5.00pm
Interpreters available	
Telephone	8232 5377
Freecall for country callers only	1800 700 600
Facsimile	8232 5388
Website	www.sa.agedrights.asn.au
Email	aras@agedrights.asn.au
Address	Level 3, 45 Flinders Street Adelaide SA 5000

for the rights of older people



What will happen when you ring ARAS

The ARAS advocate will listen and ask questions in order to clarify the specific issues of concern. They will provide accurate information about the rights of the older person and strategies to resolve the problem.

The advocate will discuss any negative consequences that may arise from a particular action. The advocate will only proceed if the older person or their representative gives permission to do so.

The older person may choose to speak for themselves or prefer their representative or an ARAS advocate to speak on their behalf. They will be consulted and kept fully informed during the advocacy process. The association with ARAS is continuous until the issues are resolved or the older person no longer wishes to proceed.

If ARAS is unable to resolve the older person's concerns, the advocate will provide information and referral to services that can.

An older person or their representative can request to change the ARAS advocate with whom they are working at any time.

Points to consider

- The advocate will follow clear procedures when working with the older person and/or their representative.
- The advocate will assist the older person to express their wishes.
- The older person chooses who will be their representative.
- If there is conflict between representatives, the best interests of the older person, based on their previously expressed and present wishes, will determine what happens.
- When the older person's best interests are at risk, ARAS will refer to more formal means to resolve conflict and ensure that the older person's rights are safeguarded.

ARAS Privacy Information

ARAS is bound by the 10 National Privacy Principles that form part of the Privacy Act 1988 (Commonwealth) and the new provisions that came into effect on December 21, 2001.

In accordance with this Act, ARAS is committed to ensuring the privacy of personal information that you have provided to assist us in performing our advocacy role. Our Privacy Policy is outlined below. If you would like a copy of the complete ARAS Privacy Policy or would like to obtain more information please contact our office.

To ensure your privacy is respected we will:

- Tell you about our Privacy Policy.
- Offer you this leaflet and/or a copy of our Policy.
- Seek your permission to collect only information that would enable us to provide options to resolve your concerns.
- Obtain your consent before sharing your information with any other person or agency.
- Provide secure storage and disposal of any personal information.
- Ensure that you have access to your personal information. If it is found to be incorrect or out-of-date it will be amended or additional information added.
- Discuss with you any legal or other requirements that may limit the information we can make available to you.
- Respect your decision to remain anonymous while explaining how this would impact on our ability to advocate on your behalf.
- Ensure our data reporting system does not pass on information that may identify you.

If you believe that we have breached your privacy you can lodge a complaint by writing to the address below.

The CEO
Aged Rights Advocacy Service
3rd Floor, 45 Flinders Street
Adelaide SA 5000

Telephone (08) 8232 5377
Toll free 1800 700 600
Facsimile (08) 8232 5388
aras@agedrights.asn.au

If you are not satisfied with the outcome you may refer the matter to:

Office of the Federal Privacy Commissioner
GPO Box 5218
Sydney NSW 1042

Telephone 1300 363 992
privacy@privacy.gov.au