

March 2025

Department of Health and Ageing
Commonwealth Government

Stage 3 release – provider obligations

Via upload to the Department's website

Aged Care Act: Stage 3 Release – Provider Obligations

ARAS welcomes the opportunity to comment on the Stage 3 release – provider obligations.

About ARAS

ARAS, an independent not-for-profit established in 1990, provides free advocacy, information, and education to older South Australians. Established in response to the Chris Ronalds report, which led to a national advocacy framework, ARAS started with two Advocates and has grown to a team of 50 staff, with offices in Dulwich, Berri, Nuriootpa, and Victor Harbor. As an ASES-accredited organisation, ARAS is also the sole South Australian member of the Older Persons Advocacy Network (OPAN), delivering the National Aged Care Advocacy Program (NACAP), funded by the Department of Health and Aged Care (Commonwealth government). ARAS, is also the only South Australian Retirement Villages advocacy service, funded by the Office for Ageing Well (Department of Human Services).

ARAS is an originating member of the South Australian Alliance for the Prevention of Elder Abuse (APEA) and one of five founding members of Elder Abuse Action Australia (EAAA) funded by the Commonwealth Attorney General's Department. ARAS was one of the few South Australian organisations to participate in the national Aged Care System Navigator Trial helping individuals access aged care services and continue to provide the service under the Care Finder Program. Additionally, ARAS is one of only three organisations nationwide selected to pilot the Home Care Check-In service, connecting vulnerable older Australians with support services.

ARAS maintains its leadership in advocating for the rights of older people by providing submissions, speaking at Parliamentary Committees, engaging in consultations, and addressing the media on various issues affecting its clients, ensuring the voices of older people are heard and represented.

ARAS played a significant role in supporting older people during the Royal Commission into Aged Care Quality and Safety. A key recommendation, 106 from the Commission was enhanced advocacy services, advocating for increased funding to allow more older people to

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ARAS proudly acknowledges her Excellency
the Honourable Frances Adamson AC,
Governor of South Australia, and
Mr Rod Bunten as our Patrons.

Regional Offices by appointment only

Dulwich

175 Fullarton Road
Dulwich SA 5065

Berri

21 Denny Street
Berri SA 5343

Victor Harbor

9/46-52 Ocean Street
Victor Harbor SA 5211
(access from Coral Street)

Nuriootpa

2/1 First Street
Nuriootpa SA 5355

access advocacy support. ARAS was integral in strengthening the voices of older people during this process.

ARAS' achievements are significantly supported by a dedicated and volunteer board. ARAS' Board, chaired by Anne Burgess AM, who also chairs the Aged Care Council of Elders, ensures that the voices of older Australians influence national aged care policies. With over 40 years in social justice, Anne's leadership is supported by board members who have experience and skills in multicultural ageing, LGBTIQ+ rights, First Nations communities, law, and human rights, alongside expertise in health and governance who provide strategic direction to ARAS.

Under the operational direction of Chief Executive, ARAS combines strong leadership with extensive sector knowledge. Our diverse team of Advocates includes Aboriginal Advocates, who provide culturally safe and appropriate supports and local staff who provide regional knowledge and insights. Our Advocates are qualified professionals with degrees in social work, law, psychology, social sciences, management, and accounting, and include former SAPOL officers.

Our board and staff work together to support ARAS' vision of a community where all older people are valued and respected.

What we provide

- Information about aged care and retirement villages rights, and responsibilities
- Advocacy support to resolve your concerns with an aged care provider, retirement village operator or speak on your behalf
- Assistance to connect vulnerable older people with My Aged Care and identify what aged care services best meet their needs (City of Salisbury and City of Playford)
- Home Care Check-In for vulnerable older people who are socially isolated and at risk of harm or neglect
- Information and Advocacy about aged care fees and charges
- Strategies to help you protect yourself
- Education sessions on aged care rights, retirement village rights and elder abuse prevention.

Fast Facts on our reach in South Australia in 2023- 2024

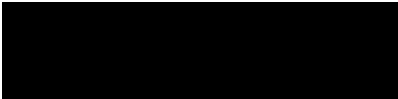
- 4650 individual advocacy cases & information enquiries handled
- 90 financial advocacy cases
- 637 education sessions with a total of 16552 participants
- 224 community activities/events
- 81 networking events
- 346 callers referred to other relevant services
- **Overall, 24745 contacts with South Australians.**

ARAS has contributed to discussions within the OPAN network through the policy and systemic advocacy advisory group, and also utilising the qualitative and quantitative data we gather through our individual advocacy work enables us to identify emerging trends and barriers for people who are seeking or receiving government-funded aged care.

ARAS supports and endorses OPAN submission.

Please contact me if you have any queries.

Yours faithfully

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Chief Executive

A black rectangular box redacting the contact information of the Chief Executive.