

aras

Aged Rights
Advocacy Service

Taking action to prevent abuse of older people

& Safeguards for Ageing Well

For the rights of older people

Acknowledgement

ARAS acknowledges the Traditional Owners of the land on which we meet today. I would also like to pay my respects to Elders past and present.

Aged Rights Advocacy Service (ARAS)

- ARAS has been supporting older people in South Australia to uphold their aged care and human rights since 1990.
- ARAS is funded by the Australian Government, Office for Ageing Well, SA Health and Adelaide PHN.
- ARAS is the South Australian member of the Commonwealth funded OPAN.

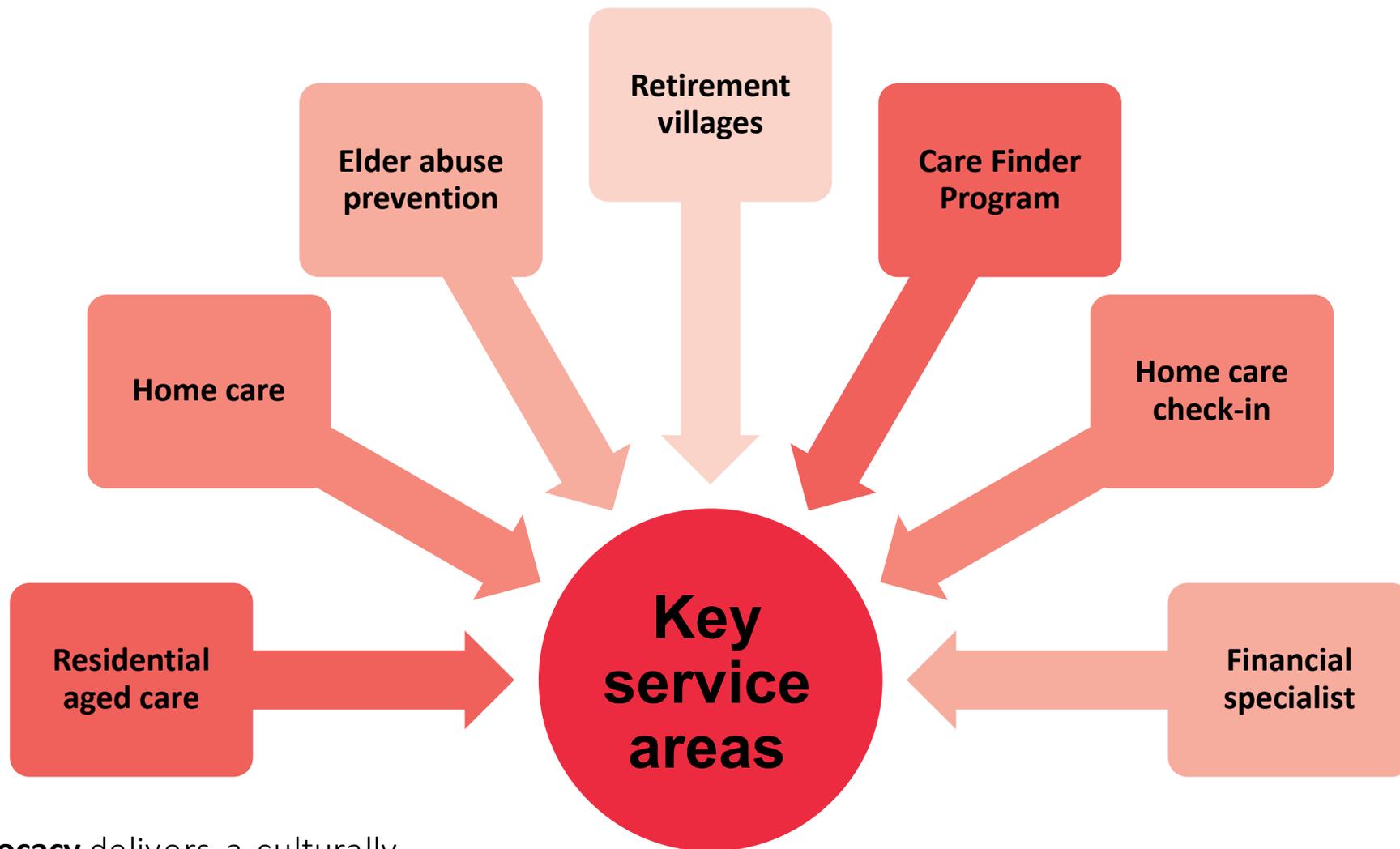


What we provide

- Free, confidential and state-wide service
- Individual advocacy support
- Information
- Education

ARAS can access professional interpreters at the client's request.





NB: Aboriginal Advocacy delivers a culturally sensitive approach to all First Nations people and their representatives across all ARAS key service areas.

What is advocacy?

Advocacy is the process of standing beside someone and supporting them to:

- understand and exercise their rights; and
- have their voice heard on the issues that are important to them.



How you can take control of your life!

- Is your voice being heard?
- Take action
- Support from ARAS

Remember, you are still in the driver's seat!



Self-advocacy toolkit

Some people may feel confident in raising their concerns with a service provider without the support of a formal advocacy service; this is called self-advocacy.

Self-advocacy toolkit contains a variety of resources and includes:

- Information on speaking up
- Your rights and
- How to make an effective complaint

Click [here](#) to watch the 'Speaking up - Self-advocacy toolkit' video.

Visit open.org.au/toolkit for more information



Advocates and their role

- Take your side
- Identify relevant issues and concerns
- Discuss options and strategies
- Establish agreed actions
- Work towards achieving a satisfactory outcome
- Will only proceed with your consent or the consent of your legal representative.



Charter of Aged Care Rights



“Honey, I’ve been through 2 world wars, the Great Depression, taught 13,297 children, administered 4 elementary schools and outlived every one of the pastors I worked with. I’m 89 years old and you’re telling me it’s bedtime.”



Elderly man cleans up after address bungle

An elderly Adelaide man has been showered and had his house cleaned for four weeks by an aged-care worker all because of an address mix-up.

The worker was assigned to look after the man who needed help with his personal hygiene.

But when she arrived at the man's home, ready to help him around the house, he was reluctant about being showered.

So she just helped him out with the cleaning and dishes.

Finally the man allowed his showers to be supervised.

After a month of this, the care worker was discussing her

patient with two colleagues, who knew him well.

One mentioned his chain-smoking habit and the nicotine stains on his beard.

"But he doesn't have a beard," the worker said.

The other two insisted he did.

A quick check of the address revealed the worker had been going to the wrong house and showering the wrong elderly gent for four weeks.

Her embarrassing mistake has been revealed in the industry's journal, the *Regional Carer Support Project Newsletter*.

ADVERTISER MARCH 974.



Oops!

The new Aged Care Act – in consultation phase

- The new Aged Care Act will have a renewed focus on aged care residents and recipients.
- It will clearly set out the obligations of aged care providers and legislate requirements that protect the rights of older people in Australia to safe, quality care.

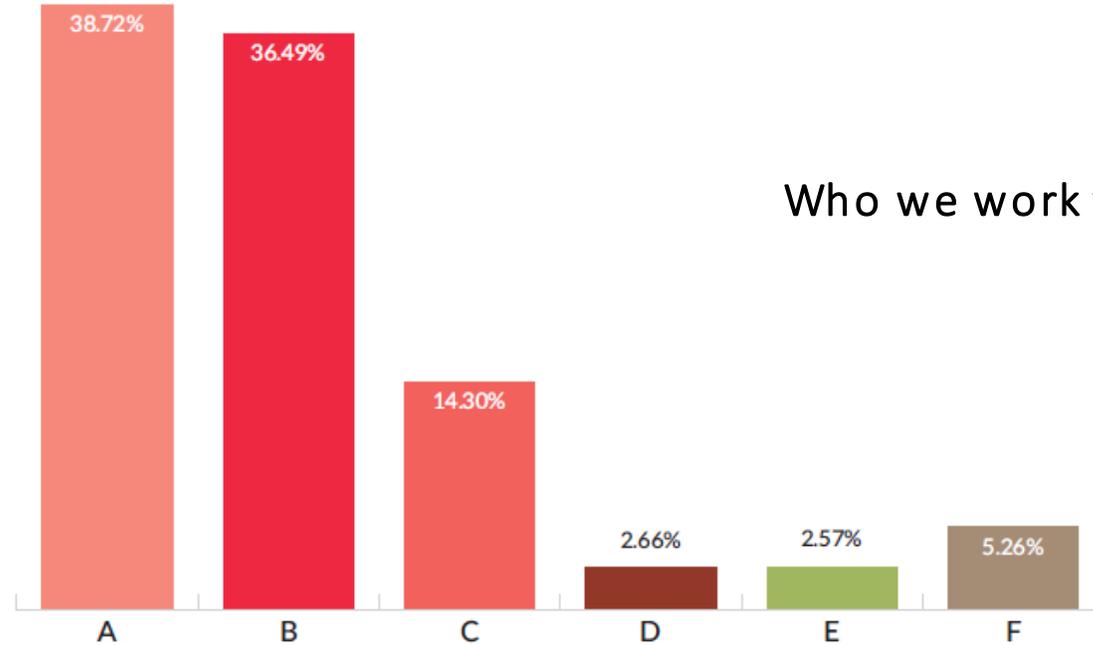


Definition of elder abuse

*Elder abuse can be defined as ‘a single, or repeated act, or lack of appropriate action, occurring within any relationship where there is an **expectation of trust**, which causes harm or distress to an older person’.*

Elder abuse can take various forms such as physical, sexual, psychological, financial, and/or neglect (WHO, 2002).

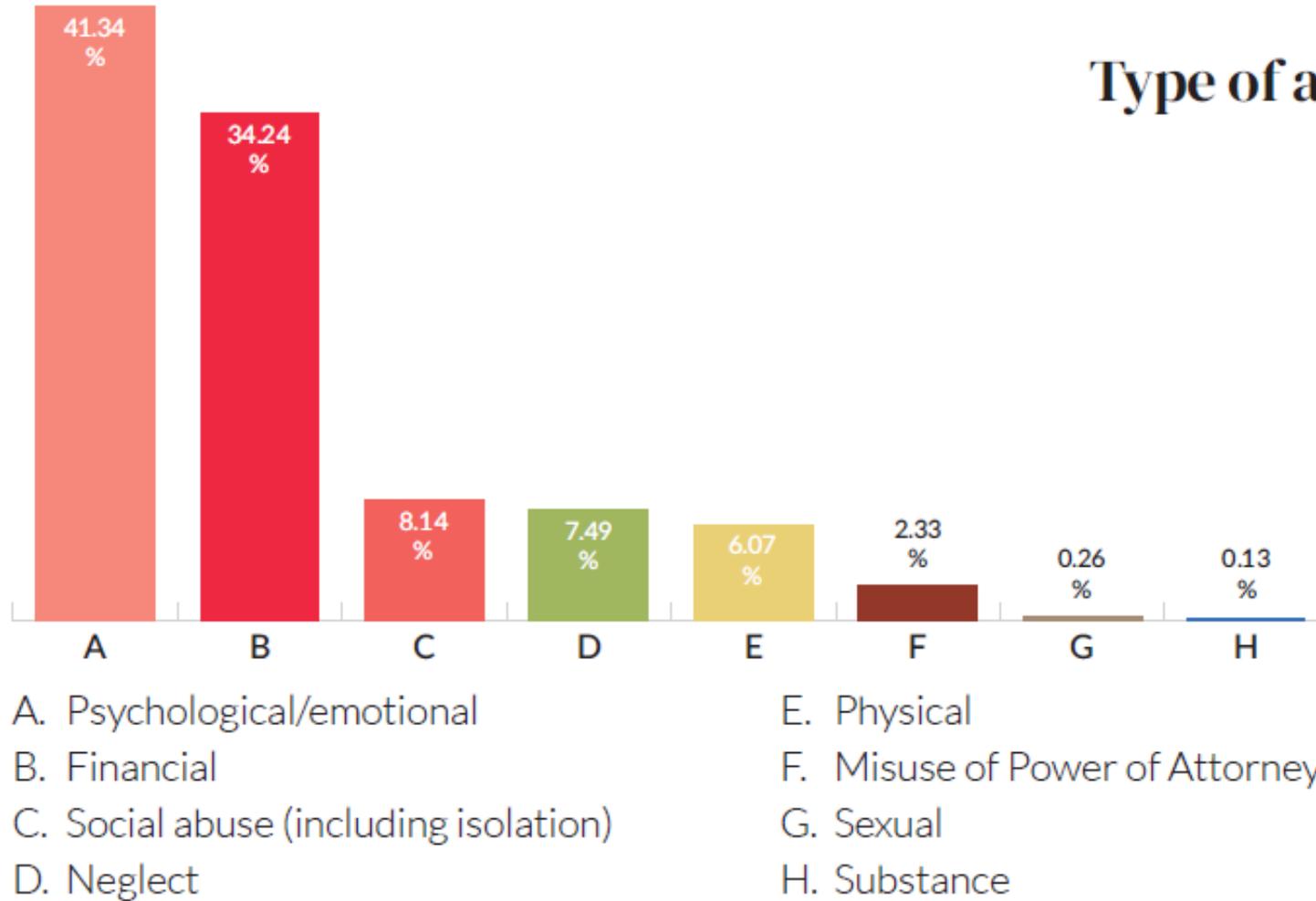
Who we work with



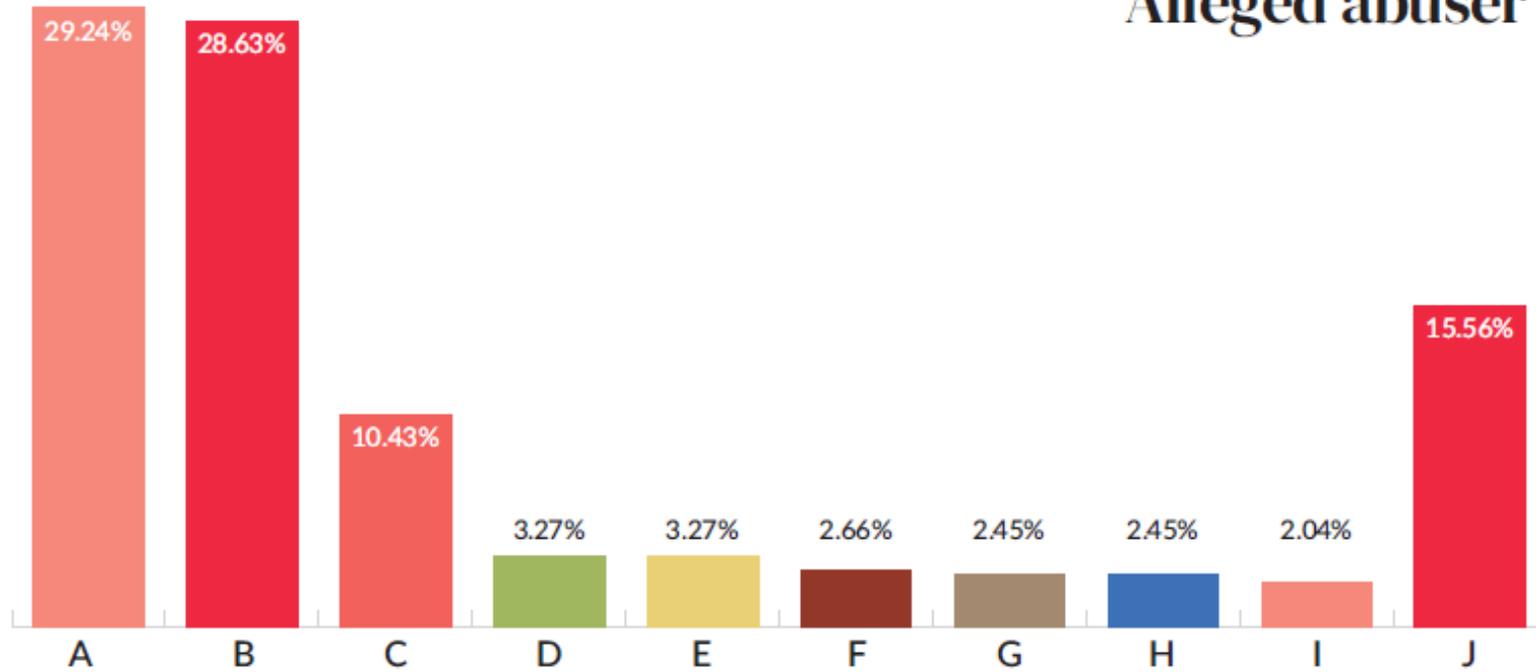
- A. Older Person
- B. Family Member
- C. Aged Care Staff
- D. Friend
- E. Health Professional
- F. Other*

*Other includes: Aged Care Quality and Safety Commission, SAPOL, My Aged Care, Office of the Public Advocate, Public Trustee, Adult Safeguarding Unit, Legal Services Commission of SA and Housing and Disability providers.

Type of abuse



Alleged abuser

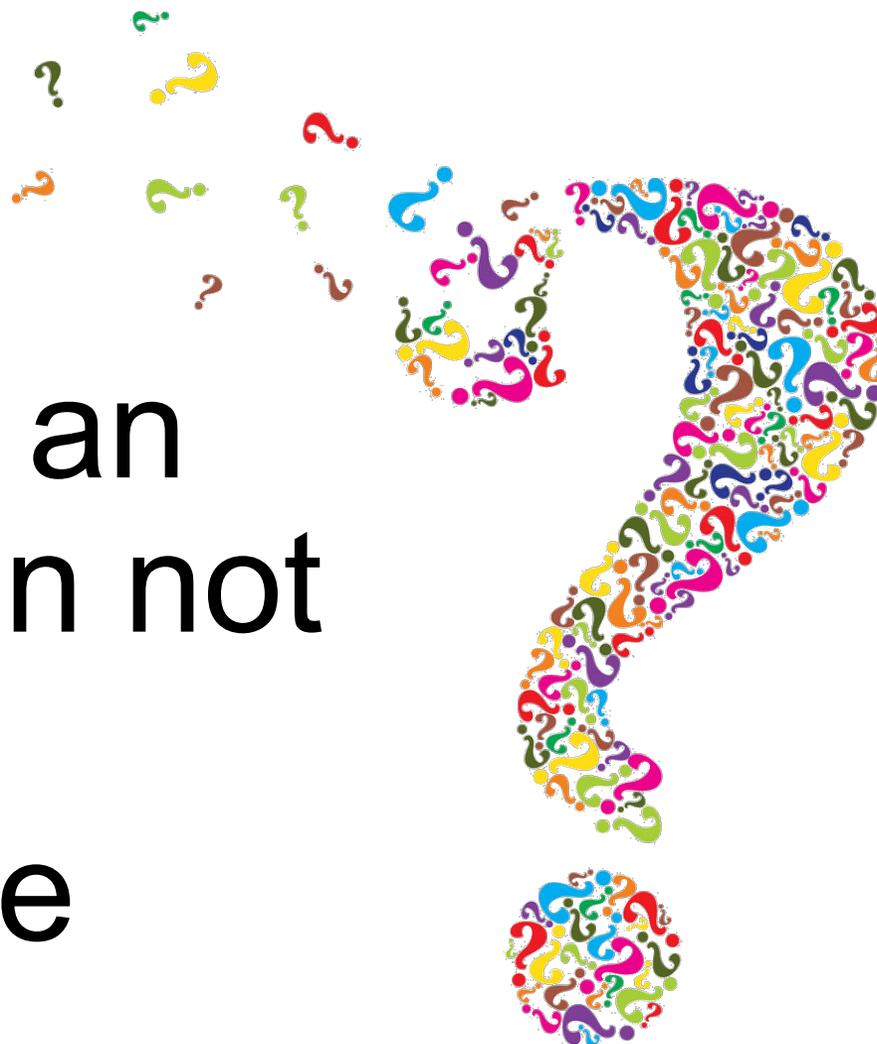


- A. Son
- B. Daughter
- C. Spouse
- D. Friend
- E. Multiple Family

- F. Grandchild
- G. Daughter in Law
- H. Niece/Nephew
- I. Staff/Volunteer
- J. Others*

*Others includes: De facto, Sister, Step Children, Brother, Carer, Son-in-Law.

Why would an
older person not
tell anyone
about abuse



Possible reasons:

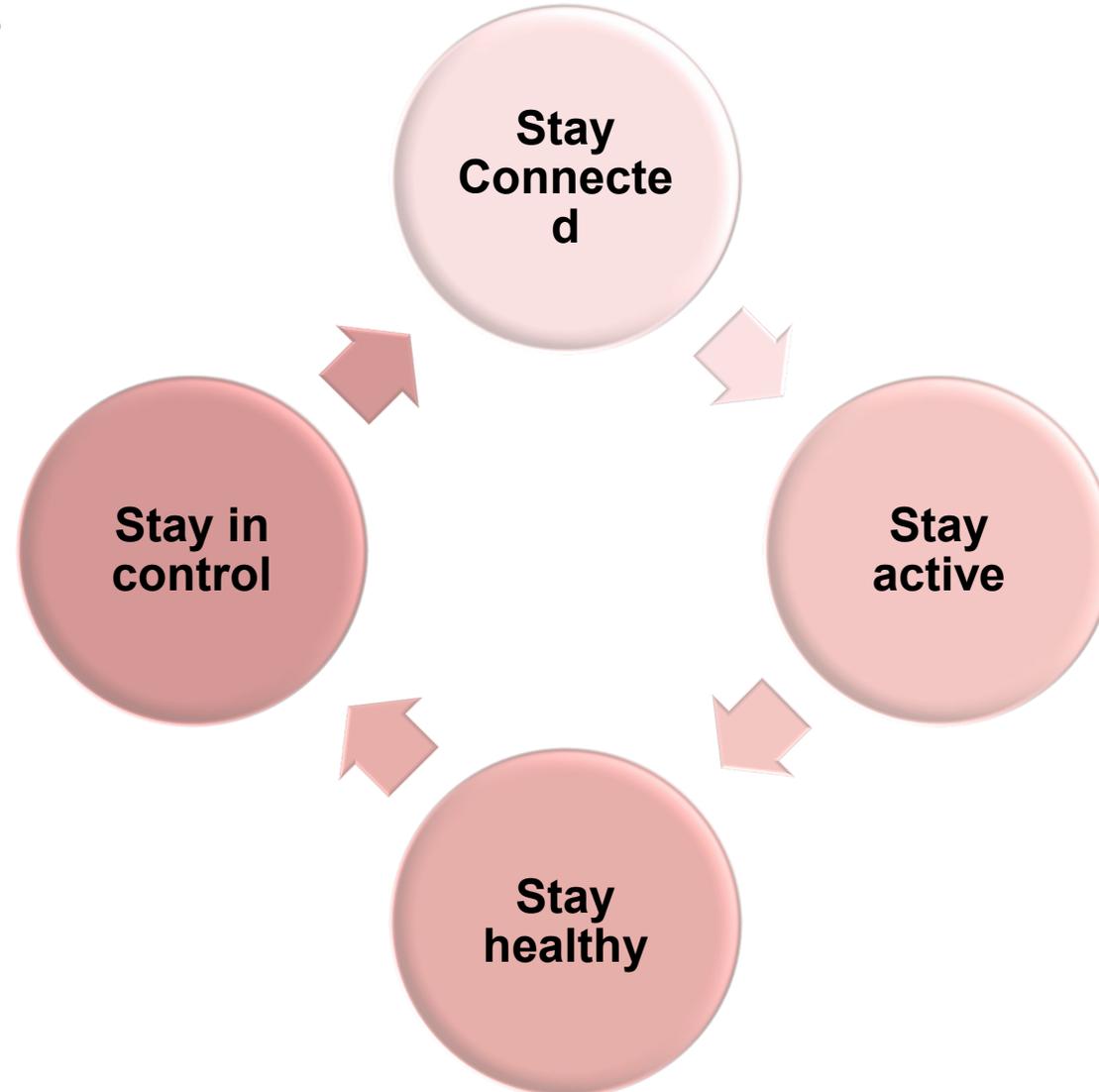
- Denial
- “Nothing will change”
- Family matter, stick by family
- Fear of retaliation by abuser
- Fear of residential care placement if abusive carer is removed
- Shame, embarrassment



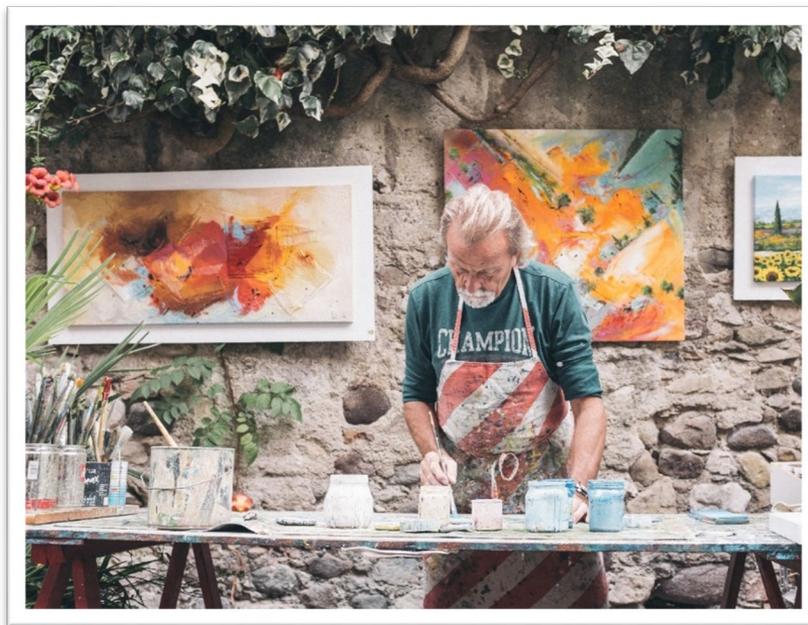
Safeguards for Ageing Well Program



Living a Positive Life - key messages



What do you do to.... 'Stay Connected, Stay Active, Stay Healthy, Stay in Control'

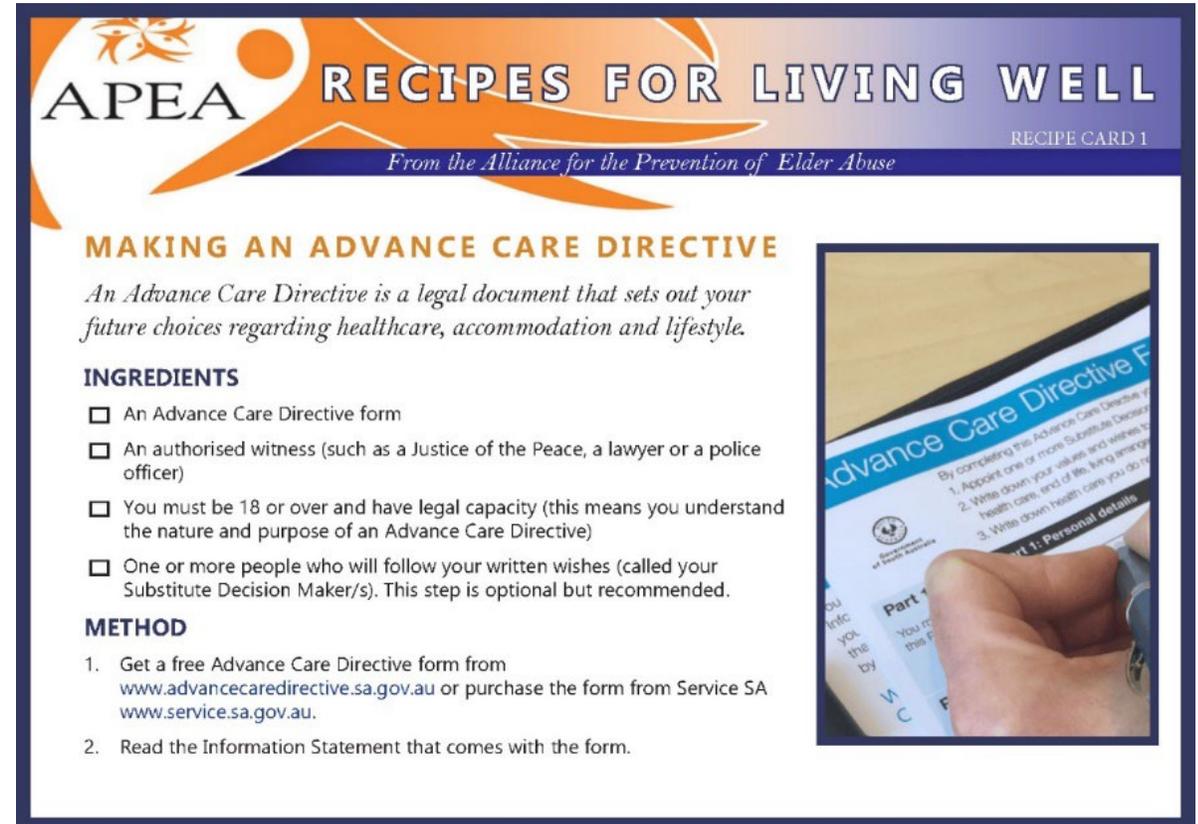


What do you do to....



Informed choices – Plan ahead!

- Think about what lifestyle choices are important to you...
 - future healthcare
 - living arrangements
- Through considered and careful completion of the appropriate documents, you can avoid confusion during a time of grief and can ensure your wishes and rights are upheld.
 - Wills
 - Power of Attorney
 - Advance Care Directives



APEA **RECIPES FOR LIVING WELL**
From the Alliance for the Prevention of Elder Abuse
RECIPE CARD 1

MAKING AN ADVANCE CARE DIRECTIVE

An Advance Care Directive is a legal document that sets out your future choices regarding healthcare, accommodation and lifestyle.

INGREDIENTS

- An Advance Care Directive form
- An authorised witness (such as a Justice of the Peace, a lawyer or a police officer)
- You must be 18 or over and have legal capacity (this means you understand the nature and purpose of an Advance Care Directive)
- One or more people who will follow your written wishes (called your Substitute Decision Maker/s). This step is optional but recommended.

METHOD

1. Get a free Advance Care Directive form from www.advancecaredirective.sa.gov.au or purchase the form from Service SA www.service.sa.gov.au.
2. Read the Information Statement that comes with the form.



Mind your language!

Let's end ageism

- What is ageism?
- Ageism causes people harm
- Language is powerful
- The future is respect for:-
 - the older person and
 - those who work in aged care

End ageism - it is up to all of us!



**Speak to older people
as adults**

**Do not assume you
know what is better for
the older person**

**How to
stamp out
ageism**

**Listen attentively and
respect their right to
make choices and
decisions**

**Do not speak to older
people in a sing-song
voice you might use to
speak to a child, or
overly simplify your
language and tone**

What does an old person look like?



for the rights of older people



aras

**Aged Rights
Advocacy Service**

Our office locations

Regional Offices by appointment only

**Contact ARAS to find out more about this service.
Access to our services is available at all ARAS locations.**

Phone: (08) 8232 5377
1800 700 600 (Country Toll Free)

aras@agedrights.asn.au
www.sa.agedrights.asn.au

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

Thank you



For the rights of older people