

aras

Aged Rights
Advocacy Service

Reflections and Impact: 2024 - 2025

For the rights of older people

TURN UP THE VOLUME!

2024 Australian Elder Abuse Conference

22–24 July 2024

Adelaide Convention Centre

400+ attendees (F2F + online)

Lived Experience focus

96% (very satisfied to satisfied)

Enhanced Rights in new Aged Care Act

EAAA
Elder Abuse Action Australia

aras
Aged Rights
Advocacy Service

Our impact 2023-2024

24,745

overall contacts

4,650

individual Advocacy
and Information
enquiries

637

education sessions
delivered

16,522

attendees at
education /events
sessions

224

community
engagement activities

10

submissions on Law
Reform

Our impact 2023-2024

90

People assisted by
finance advocates

586

Home Care Check in
Activities

98

people assisted with
access to my aged care
via Carefinder program

81

networking events
attended

292

Retirement Villages
Advocacy
(including 6 SACAT
matters)

358

callers provided with
information on other
services

Overview of issues – Jan 2025

Residential Aged Care

- Fees & Charges
- Communication
- Food, Meals/Nutrition & Hydration

Home Care

- Communication
- Finding/Changing /Engaging with service providers
- Fees and charges

Financial – Residential care

- Financial hardship
- Fees & charges
- Errors and overcharges

Financial – Home Care

- Unspent funds
- Invoices/Statements
- Income and means testing
- Fees and charges
- Errors and overcharges

Retirement Villages

- Communication between resident and village operator
- Contract related matters
- Maintenance repairs
- Alleged bullying and intimidation
- Fees and charges

Dorothy's story...

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Dorothy's story – advocacy in action

Referral:

- ARAS contacted via Dorothy's neighbour (with her present)

Background:

- Moved into aged care with husband Ken
- Son encouraged move, promising return home post-Ken's passing

Issues identified:

- Son transferred house to his trust without Dorothy's consent
- Changed locks, used Ken's bank card
- Claimed PoA control, restricted her movement, acted aggressively

Dorothy's position:

- Full cognitive capacity
- PoA valid only upon incapacity
- ACD & PoA listed each other as first choice, son only as fallback

ARAS advocacy support:

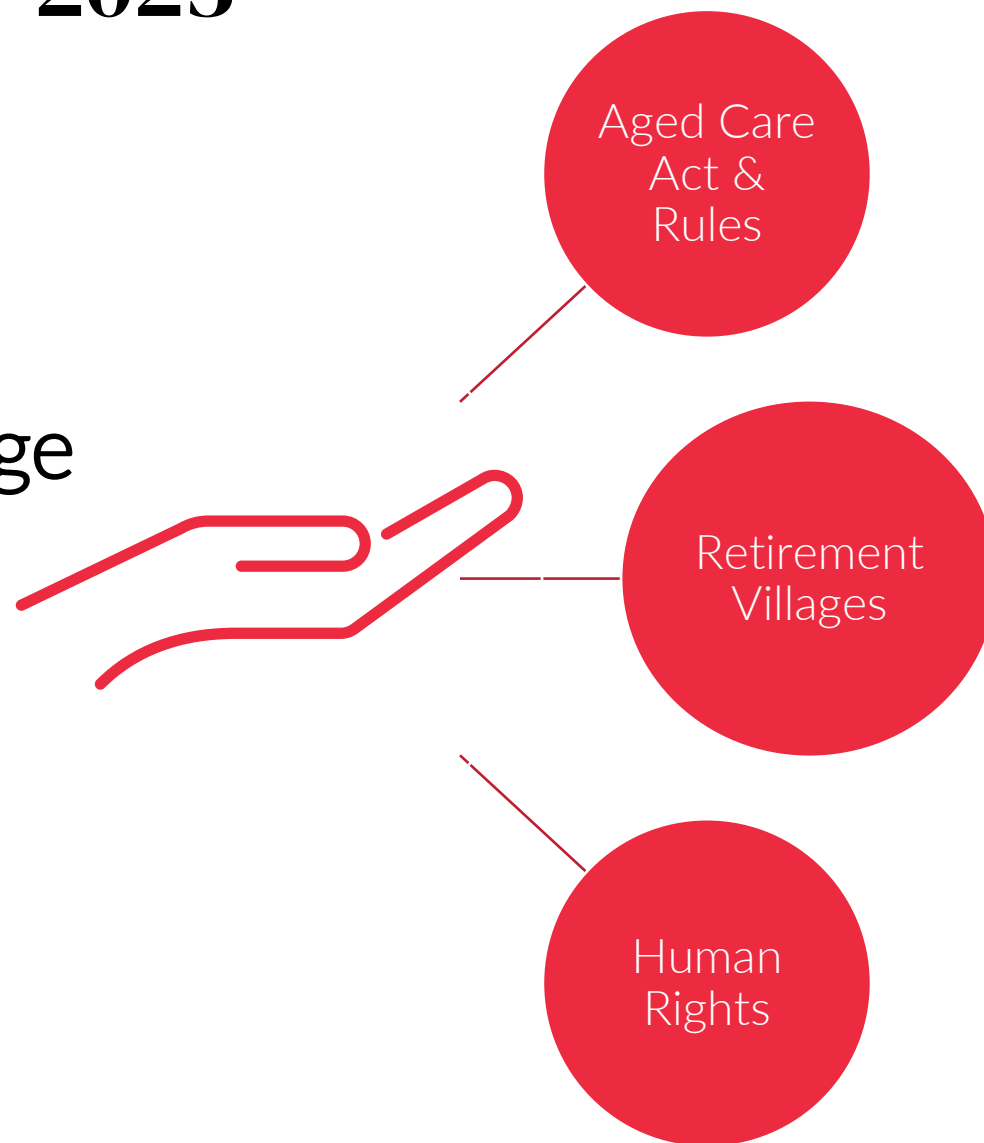
- Involved legal service to protect assets
- Arranged cognitive assessment (confirmed capacity)
- Asserted Dorothy's legal decision-making rights
- Assisted with lodging a caveat and revoking PoA
- Supported her to limit visitors and reconnect with grandchildren

Outcome:

- After Ken's death, regained control of estate as executor
- Returned to her home
- Updated ACD and PoA to reflect her wishes

What is on the horizon for 2025

Knowledge
is Power



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Questions?



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