

Aged Care Services and Supports

The following organisations can provide further information regarding aged care services and supports to older people, their families, carers and health professionals.

1. Aged Care Quality and Safety Commission - 1800 951 822

A free service for anyone to raise their concerns about the quality of care or services being delivered to people receiving aged care services subsidised by the Australian Government.

Website: <https://www.agedcarequality.gov.au/>

2. Aged Rights Advocacy Service (ARAS) – (08) 8232 5377 or 1800 700 600 - toll free for country

This service supports older South Australians to uphold their aged care and human rights. ARAS advocates can assist you or an older person you know to access and interact with community or residential aged care service providers.

Website: www.sa.agedrights.asn.au

3. Catalyst Foundation - 1800 636 368

The Catalyst Foundation can provide support and information to older people on topics such as housing (low income and retirement), residential aged care, concessions and benefits, independent living and home support.

Website: www.catalystfoundation.com.au

4. Carers Gateway - 1800 422 737

A national service that includes a website and phone service for carers to access practical information and support. A carer is anyone who helps a family member or friend with a disability, chronic illness, dementia, mental illness, an addiction or is frail-aged.

Website: <https://www.carergateway.gov.au/>

5. Disability Information Service - 1300 786 117

This service provides information to all people regarding eligibility for the National Disability Insurance Scheme (NDIS) and can assist with the NDIS application if required.

6. Elder Abuse Prevention Phone line South Australia - 1800 372 310

SA Elder Abuse Prevention Phone Line and website provides confidential elder abuse support and advice to the community and anyone concerned an older person may be suffering or at risk of abuse.

SA Health Website: [Elder Abuse can be stopped](#)



7. Legal Services Commission of South Australia - 1300 366 424

The Commission can assist with advice, community education and legal representation for people who may not be able to afford private legal representation.

Website: www.lsc.sa.gov.au

8. My Aged Care - 1800 400 422

The Australian Government's My Aged Care phone line and website provide information on, and access to, Government funded aged care services for older people, their families, friends and carers.

Website: www.myagedcare.gov.au

9. NDIS – National Disability Insurance Scheme - 1800 800 110

The National Disability Insurance Scheme (NDIS) provides support for Australians with disability, their families and carers. The goal of the NDIS is to provide Australians with a permanent and significant disability who are under the age of 65, with the reasonable and necessary supports needed to live an ordinary life.

Website: <https://www.ndis.gov.au/about-us/our-sites/SA.html>

10. Retirement Villages - (08) 8204 2420

Retirement Villages Unit is responsible for administering retirement village legislation and is able to provide general information and assistance on retirement village matters, clarify areas of concern and provide mediation services to help resolve disputes between residents and operators.

Website: www.sa.gov.au/seniors/retirementvillages

11. Seniors Card - 1800 819 961

The Seniors Card Program is a State Government initiative in partnership with the private sector. The program is part of Office for Ageing Well and celebrates the contribution of older people by rewarding them with incentives, special offers and discounts provided by businesses across South Australia as well as information on a variety of topics.

Website: www.sa.gov.au/seniorscard

For more information

Aged Care Strategy Unit
Department for Health and Wellbeing
Telephone: 820 42432
www.sahealth.sa.gov.au

Confidentiality (caveat if required)-I1-A1

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