



Aged Rights Advocacy Service Annual Report 2012-2013

aras



aged rights advocacy service inc.



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Board of Management 2012-2013

Officers of the Service

Chairperson	Mrs Joan Stone
Treasurer	Ms Janice Yates
Deputy Chairperson	Associate Professor Linda Starr
Public Officer	Ms Marilyn Crabtree (ARAS CEO)

Ordinary Members

Mr Ian Yates
Mr Michael Fabbro
Ms Janine Haynes (resigned)
Ms Barbara Doble (resigned)
Mr Garth Dodd (March 2013)

Staff 2012-2013

CEO	Marilyn Crabtree
Administration Manager	Allisa Murphy (to June 2013)
Administration Assistant	Paris Ladegourdie

Team Leaders	Jane Northey (Residential Care Program) Doris Gioffre (Abuse Prevention Program) Louise Herft (Aboriginal Advocacy Program) Deborah Bluntish (Community Care Program)
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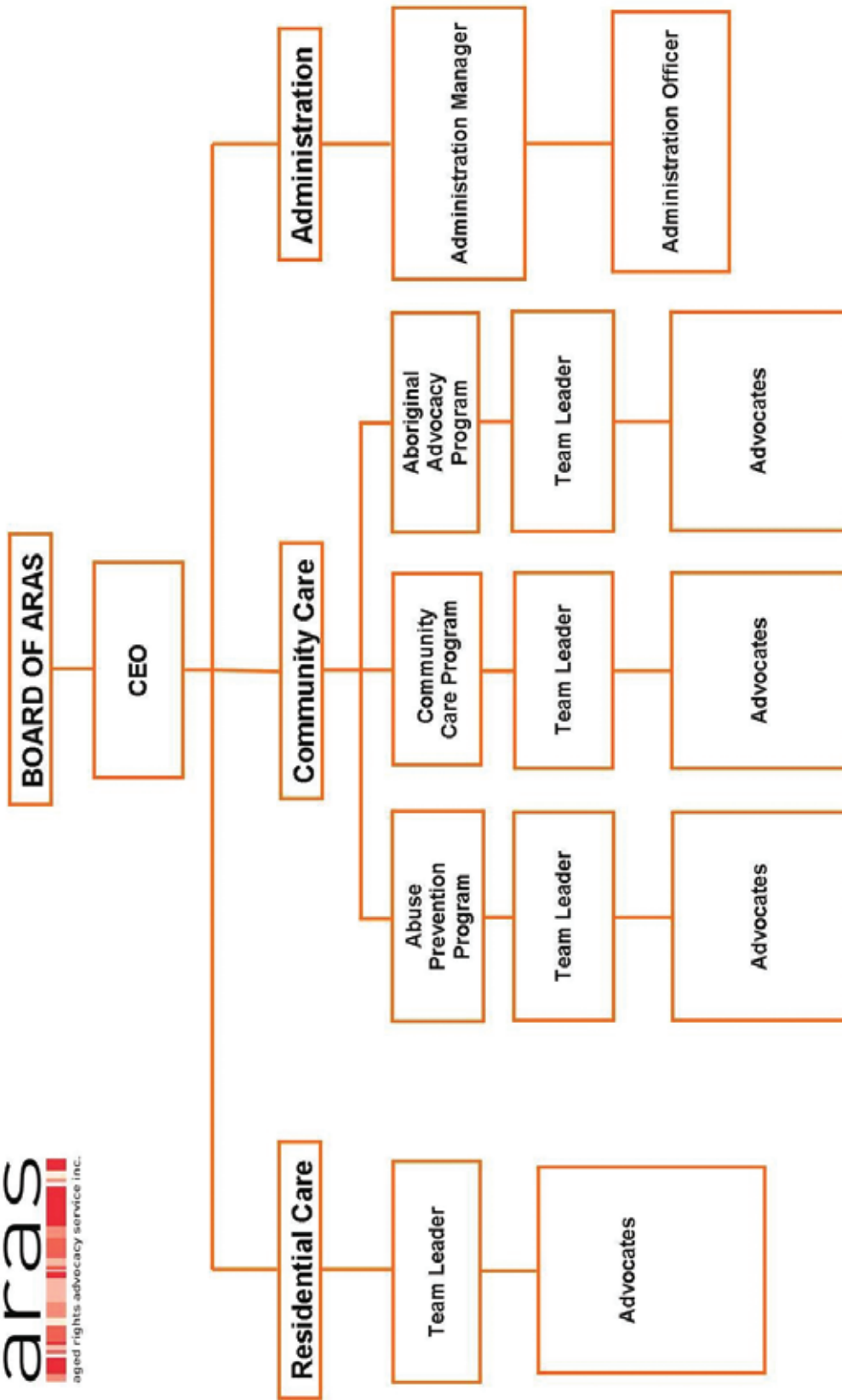
Advocates	
Community Care	Maxine Cape (Part time)

Residential Care	David Clinton Brenton Pope
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Abuse Prevention	Rob Nankivell Robyn Smith
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Aboriginal Advocacy	Colin Graham (to October 2012) Tina Summers (to November 2012) Simone Kenmore (from January 2013) Andrew Davis (from February 2013)
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ARAS Structure



ARAS Background

The Aged Rights Advocacy Service Incorporated (ARAS) has a focus on the rights of people using aged care services in residential care or in the community, subsidised by the Australian Government, or those at risk of, or experiencing, abuse by someone they should be able to trust.

We can provide information, support involvement in decision-making and assist people to exercise their rights. We also provide education and community awareness sessions, and have input into policy that impacts on our client group.

Advocacy services for residents of residential aged care facilities have been funded by the Australian Government in every State and Territory in Australia since the introduction of the Consumer Rights initiatives in 1989. ARAS is the SA component of this network.

ARAS began in March 1990 and has expanded to work across aged care services in residential care and the community, an Abuse Prevention Program (1997) and an Aboriginal Advocacy Program (2003).

ARAS provides a free, confidential service to individuals requesting advocacy assistance, and aims to resolve concerns to the consumer's satisfaction. We aim to uphold the rights of consumers of our service by providing an individual personalised advocacy response that is flexible to the needs of the individual and in line with our Service Charter.

Our activities focus on the following aims:

1. Individual Advocacy

Assist clients to exercise their rights and responsibilities through a free, equitable and confidential advocacy process, including support and representation for individuals and groups.

2. Information

Provide accurate and timely information to clients, enabling informed choice and decision-making and self-advocacy.

3. Promotion

Raise awareness of the rights of consumers to the aged care industry, government and the broader community.

4. Education and Community Development

Protect and enhance the rights and interests of our client group through the use of education and community development.

5. Systemic Advocacy


Influence policies practices and structures within aged care that enable people to exercise their rights.

6. Management

Manage the human and financial resources of the organisation efficiently and effectively.

7. Access and Equity

Provide an equitable, high quality service to all people who use the service across the state.



ARAS funding is provided by the Australian Government under the Commonwealth Home & Community Care (HACC) Program, Department of Social Services (previously Health & Ageing) and the Office for the Ageing, SA Health.

ARAS is located at

16 Hutt Street
ADELAIDE, 5000

Postal address

PO Box 7234
Hutt St, 5000

Disability access is available.

Contact details

Phone (08) 8232 5377 or
1800 700 600 (for country callers)
Fax (08) 8232 1794

Email: aras@agedrights.asn.au

Website: www.sa.agedrights.asn.au

Chairperson's Report

ARAS is now in its 24th year and remains quite unique in the support it provides to older people. ARAS staff have continued their work with people receiving aged care in the community and in aged care facilities, and also have contact with a large number of older people each year who are at risk of abuse by someone they should be able to trust.

The demand for advocacy support from ARAS has continued unabated and highlights that older people do like having access to independent advocacy. They appreciate that it helps them to speak up in a low key, less formal, early involvement way so that concerns do not need to be escalated, and are fixed promptly.

The National Aged Care Advocacy Program (NACAP), of which ARAS is the South Australian member, is a cost effective and successful program that can easily be built upon. With additional resourcing, along with a national promotion campaign, advocacy could be accessed by many more people.

ARAS could also strengthen its connection to the Community Visitors Scheme which is now to be available to people living in the community, starting with interacting more frequently to provide education sessions to the volunteer visitors about the rights of older people.

The arrival of Consumer Directed Care will increase the demand for advocacy support, and in fact ARAS is already experiencing that.

We also need to be mindful that we are working with people in aged care facilities who are the most frail and vulnerable in our society and they must continue to be fully supported.

Although we were pleased to receive additional funding for NACAP this year, we believe the additional demand created by the implementation of the CDC will have implications on our resources and must not impact on our ability to work with older people living in aged care facilities. There needs to be a properly funded advocacy program available across aged care and for people needing support to prevent elder abuse.

Our biggest education event of 2012-2013, was the hosting of the second National Elder Abuse Conference to observe World Elder Abuse Awareness Day 2012, 'Building a National Approach to Prevent Abuse of Older Australians' that was very well received. This two day event was the eighth World Elder Abuse Awareness Day (WEAAD) event for ARAS.

We were very pleased to have the interest of the Hon Mark Butler, Minister for Mental Health and Ageing to open the event with a recorded message.

The issue of elder abuse needs to be recognised as one of the emerging issues of our time. We await with interest the outcomes of the review of 'Our Actions to prevent abuse of older South Australians 2007' (and ongoing) plan. Prevalence of elder abuse is believed to be similar to the Alzheimer's Disease epidemic and can affect thousands of older South Australians each year and over 150,000 older people across Australia.

The collaboration with University of Adelaide regarding the Guidelines for Effective Resident Groups Kit, continues as we move into an evaluative phase. ARAS believes there is an opportunity for the kit as an indicator by which the quality of consultation with resident groups can be measured.

I would like to thank the Council of Aboriginal Elders of SA for their continued support of our collaborative Aboriginal involvement with ARAS. I welcome Garth Dodd to our Board as our CAESA representative.

We were successful in receiving funding for a Respect for the Elders Mentoring Camp for the next two years running. However we have continued to strive unsuccessfully for funding to continue our work identifying how to assist communities to prevent abuse of the Elders. We wanted to expand this work to other regions as requested by the Aboriginal elders and supported by CAESA.

Under the new HACC regime it is difficult to identify where ARAS can apply for funding for initiatives involving the rights of older people.

I would like to take this opportunity to thank the funding bodies, the Australian Government under the Commonwealth Home & Community Care Program (HACC), and the Department of Health & Ageing, and Office for the Ageing SA for their commitment to the principle of providing advocacy support to empower older people and their representatives, and for their ongoing support of ARAS.

I thank the members of the Board for their input into the revision of the ARAS Constitution. There were lots of discussions about various options for the governance of ARAS and this has now been finalised.

I thank my colleagues on the Board of ARAS who continue to give their time willingly to provide strong governance for the agency.

On behalf of the Board I want to state our appreciation of the work undertaken by our very skilled and experienced staff, under the leadership of our CEO, Marilyn Crabtree. The Board were very pleased that ARAS was successful in its review against the Community Care Common Standards in June 2013. It is a significant achievement for such a small agency and one of which we can all be very proud.

It gives me great pleasure on behalf of the Board of ARAS to present the ARAS Annual Report.

Joan Stone
Chairperson





CEO Report

A highlight for this year was our hosting of the second National Elder Abuse Conference. The event was held in June to observe World Elder Abuse Awareness Day and aimed to showcase elder abuse responses and research across Australia. Its theme 'Building a National Approach to Prevent Abuse of Older Australians', was well received and participants expressed their interest in continuing the conversation after the event. The two day event was well attended, attracting almost 300 participants and the program was exceptional in terms of its diversity.

The challenge is to create a unified National Approach in Australia for preventing and responding to elder abuse, to replace the current fragmented approach. Elder abuse has attracted attention in some states and territories with various innovative programs and projects being developed across Australia, some of them very impressive, and some states more responsive than others. Some states have developed strategic plans, some with a focus on prevention and others have funded response services, but a national vision, and a national strategic plan is necessary if we are to be more effective in our response to and prevention of abuse.

We were pleased to report at the conference that a number of aged care service providers had undertaken abuse prevention awareness raising activities with their communities in the week before the 2013 WEAAD conference. We are hoping that there will be many more community awareness activities for WEAAD 2014. It would be amazing to have activities right across SA communities in the first instance - then nationally in time to come.

We also had involvement of students from the APY Lands who undertook art projects representing respect for the elders that were displayed at the national elder abuse conference to observe WEAAD 2013.

The National Aged Care Advocacy Program (NACAP), of which ARAS is the SA component, collated an annual report for 2011-2012 this year for the first time. There were almost 4000 individuals seeking advocacy support and all in all the NACAP had contact with over 10,000 people relating to residential care and Community Care Packages. A copy of the NACAP Annual Report is to be provided to Members of Parliament around Australia.

In SA for 2012-2013 ARAS staff provided 1252 people with individual advocacy assistance about an issue in aged care facilities or community services, or where they were at risk of abuse by family or friends. We provided rights information to a further 1019 people. We provided 364 education sessions to 9333 participants and attended 152 network meetings with almost 4000 participants, where we take the opportunity to promote current issues and the rights of older people to service providers. ARAS rates high levels of consumer satisfaction for the services we provide, something for which ARAS staff are justifiably proud.

The combined totals for individual advocacy, information and education/information sessions across the four programs indicate that ARAS assisted and informed over 11,500 people in 2012-2013, which is quite an achievement.

I would like to thank the members of the Alliance for the Prevention of Elder Abuse (APEA) from within the Office of Public Advocate, SAPOL, Public Trustee, Legal Services Commission and ARAS, for continuing their commitment to progress the prevention of abuse of older people.

We have continued to meet the individual needs of carers including assisting them to address concerns with aged care services in residential and community care, to enable their continued use.

In fact almost 50% of our contacts for information and advocacy support are at the request of carers, family representatives and relinquished carers. All have an important role to play in ensuring the rights of older people unable to protect their own interests.

ARAS is seen to be the agency to contact re issues of older Aboriginal people including the prevention of abuse of the elders. Having seen the benefits and gains made through working with the collaboration of Aboriginal people, ARAS continues to seek funding for a project officer position to progress this work as it is rare to have the level of support from the Aboriginal communities that the previous abuse prevention work has achieved. It is difficult to find an appropriate source of funding however.

I have great respect for the staff of ARAS, they have strength and resilience and care passionately about the rights of older people. I would like to thank them for their continued commitment to achieving first rate outcomes that are important for the quality of life of older people.

On behalf of all staff, I thank the members of our Board of Management who, with great enthusiasm, have continued to volunteer their time and efforts to support ARAS over another eventful year.



Marilyn Crabtree
CEO ARAS



Report on Activities

Advocacy

Abuse Prevention Program

Residential Care Program

Community Care Program

Aboriginal Advocacy Program

Education Sessions & Consumer Groups

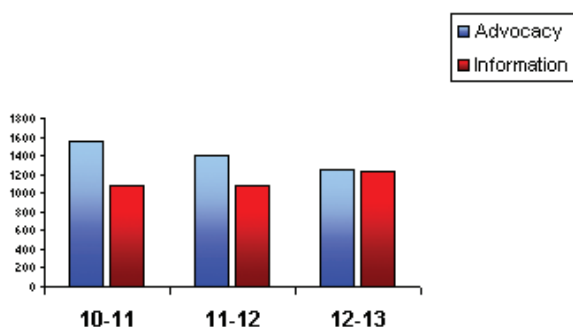
Advocacy

ARAS offers individual personalised advocacy assistance to older people, or their representatives, to understand and exercise their rights and be involved in decision-making processes affecting their lives. This constitutes a substantial proportion of our work. Maximising their involvement includes advocating for their rights through support for self-advocacy or representation by an advocate. We have also worked with groups of older people to address common issues, particularly in residential care.

The Aboriginal Advocacy Program collaborates with the Council of Aboriginal Elders S.A. and has two advocacy positions allowing us to increase our access for older Aboriginal people.

1252 individuals requested advocacy assistance in 12/13, see graph below.

Number of advocacy clients in each program: Abuse Prevention 521 in community, HACC 144, Aboriginal Advocacy 78, Residential Care 509 including 44 abuse cases.



We collect data about with whom we worked. As expected there are a high number of instances of assistance with a representative, usually a family member, to advocate for an older person. This is particularly evident in residential care where 59% of people with whom we worked were representatives.

In all areas of work, ARAS promotes the importance of the role of the representative/ family carer where the older person is unable to speak for themselves.

551 (41%) of individual enquirers across all programs were representatives of older people, usually where the older person can no longer make informed decisions.

People tend to raise more than one concern in most instances. ARAS aims to continue all enquiries through to a satisfactory resolution as agreed with the consumer.

A further 1234 individuals were seeking information about Advocacy and Rights. The type of information varied across the ARAS programs, with access to legal information being a key topic for the Abuse Prevention Program.

It has been interesting to note that the number of visits to our website now stands at around 1000 per week. It is vital that we put more resources into this tool as it is obviously a source of information for many people.

Service providers are a key referral source (41%) for the Abuse Prevention Program, most likely as a result of the awareness raising and education activities of the team.

ARAS is a state-wide service and aims to be accessible to non-metro consumers.

This year 20% of individuals requesting advocacy assistance with a concern were from non-metropolitan areas.

The Aboriginal Advocacy Program assisted 78 clients, 41% of whom were from rural and remote areas, an increase from last year.

We are pleased to note that 6% of all advocacy assistance across the agency was provided to Aboriginal clients.

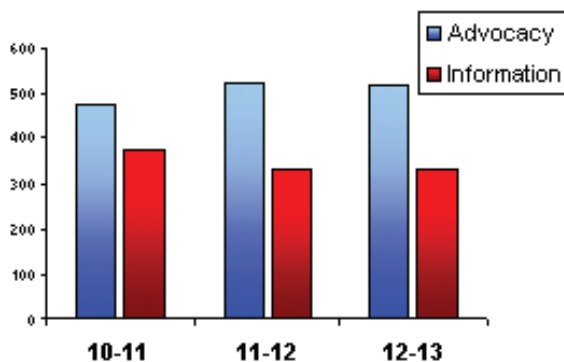
ARAS utilises translating and interpreting services when working with people from culturally and linguistically diverse (CaLD) backgrounds. 13% of advocacy clients were CaLD.

A number of ARAS brochures are available in languages other than English.

Abuse Prevention Program

The Abuse Prevention Program (APP) is the service response to abuse of older people in South Australia. Research has indicated that abuse by someone you should be able to trust can affect 3-5% of people over the age of 65. This would mean that over 16,000 people are affected in South Australia and 150,000 across Australia.

The APP had 521 (plus 44 cases in residential care) advocacy support clients this year and 331 information clients, similar to the previous year. The APP advocates provide advocacy support to older people who are at risk of, or experiencing, abuse by someone they should be able to trust.



Abuse cases have great complexity to them, with support for the client varying between a few hours and a few weeks. The more complex cases usually involve the advocate requesting and receiving the assistance of a number of other agencies to support the older person, reflecting the willingness of service providers in South Australia to support the older person in such circumstances.

The statistics below indicate the type of abuse that the older person is experiencing. Psychological abuse frequently accompanies other forms of abuse.

	11/12	12/13
Physical	82	75
Financial	290	311
Social	32	59
Psychological	387	421
Neglect	103	91
Sexual	2	7

The most common relationship of the alleged abuser were adult children - 313, (unlike domestic violence in younger adults, typically perpetrated by a spouse or partner), which is consistent with information from national and international sources.

ARAS has prepared a report about the many differences between elder abuse and domestic violence. In our data this year there is a 60/40 split in males (315) and females (215) as alleged abusers, slightly changed from last year. Older persons at risk of being abused were 70% female and 30% male, a change from last year which have shown a 54/46% split of female and male clients.

16% of clients at risk of abuse by someone they should be able to trust were from CaLD backgrounds.

Education sessions by the Abuse Prevention Program advocates had 3125 participants, showing more participants per session and indicating that abuse prevention education is still in demand. Regional sessions accounted for 27% of these sessions.

The Abuse Prevention team now offers service providers the opportunity to attend a new training session 'Responding to Elder Abuse: what service providers should know'. The up-take of this session has been very encouraging. It is important that ARAS also offers core information about identifying abuse, as service providers may experience staff changes from year to year.

The annual conference to observe World Elder Abuse Awareness Day (WEAAD) is a valuable educational tool which complements the education sessions offered by ARAS. Full information about the WEAAD 2013 is provided later in this report in the Special Conference Edition of the ANPEA newsletter.

ARAS is a member of the Alliance for the Prevention of Elder Abuse with staff from the Office of Public Advocate, Legal Services Commission, Public Trustee and SAPOL.



Advocate Rob Nankivell at an ARAS display.

Abuse Prevention: Case Example

Background

Mr J contacted ARAS with concerns about Mrs E, (who is 84 years old). According to Mr J (who is 86), he and Mrs E were engaged to be married prior to WW2 but lost contact with each other during the war. Forty years later, after raising their own families and losing their spouses, they bumped into each other and have renewed their romance.

Mr J and Mrs E had been living together in Mrs E's home for about six months when Mrs E's only daughter (Helen) decided to move in with them. Prior to Helen moving in, he and Mrs E were planning to move into a retirement village together. Helen proceeded to dictate how the household was run and has taken over Mrs E's finances. Helen was critical of Mr J's untidiness in Mrs E's home. This led to conflict between him and Helen and he eventually moved out into a retirement village unit.

Helen continues to dominate Mrs E and has pressured Mrs E to appoint her as Power of Attorney.

Helen tries to stop them from seeing each other. Mrs E had wanted to move in with him in his new unit but Helen won't allow her to. Helen criticises him for everything he does for and with Mrs E. Helen won't allow Mrs E to sleep at his unit.

Mrs E has had several strokes. She receives care support with house cleaning and showering. Mr J asked for the Advocate to meet him and Mrs E at his unit.

Action

The Advocate met Mr J and Mrs E at Mr J's unit. Mrs E stated that Helen often sleeps at her home but she is OK with this and with Helen managing her finances. Mrs E wants to continue living in her own home. Helen is critical of Mr J's untidiness and where he takes her for meals. This causes fights between them.

The Advocate suggested to Mrs E and Mr J that they have the right to make their own decisions. This includes where they live, who they socialise with and financial decisions. They should be able to be together without the interference of Helen. They can contact ARAS if they need to in the future.

Outcome

Mr J contacted the Advocate a few days later. He stated that he was disappointed Mrs E had said that she wants to continue living in her home. He thinks Helen is influencing her to say this because before Helen became involved, they were discussing moving into a retirement village unit together.

The Advocate explained that due to him contacting ARAS, Mrs E now knows that she has the right to make her own decisions and that she can contact ARAS, if needed.

Summary

One of the risks as an Advocate is being co-opted into another party's agenda. When the Advocate spoke to Mrs E, it became clear that she was expressing views that weren't consistent with those of Mr J's.

Once the Advocate had identified this, he emphasised both Mrs E's and Mr J's rights to make their own individual decisions. The Advocate gently explained to Mr J that he needs to respect and support Mrs E's decisions.

The outcome of the Advocate's contact with Mrs E and Mr J is that they are now both aware of their individual rights.



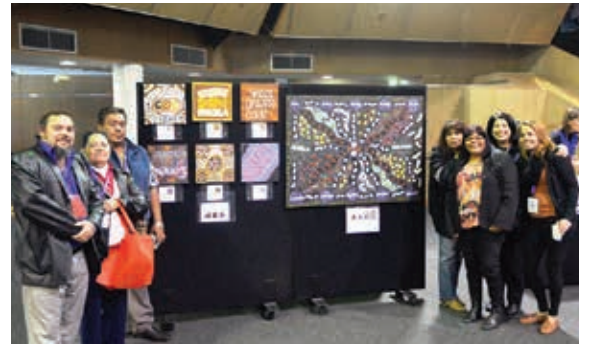
Ruth Whittle, Mayor of Peterborough addressed the audience on the importance of community members in Peterborough to be open to receiving information on organisations that can assist and thanked Doris Gioffre, Team Leader for providing information on Aged Rights Advocacy Service.

ARAS World Elder Abuse Awareness Day Conference 17-18 June 2013

'Building a National Approach to Prevent Abuse of Older Australians'



Guest Speaker, Paul Greenwood - Deputy District Attorney, Criminal Prosecution, Head of Elder Abuse, Prosecution Unit, San Diego, USA.



Aboriginal Artwork display from students on the Anangu Pitjantjatjara Yankunytjatjara (APY) Lands.



Aftersnoon Tea at the Royal Adelaide Hospital with Ward R3 to raise awareness of elder abuse.

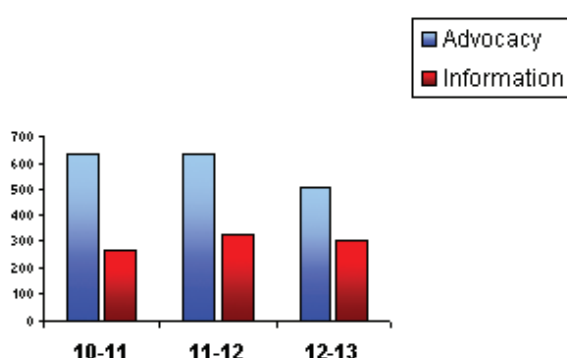


Steve Gadlabardi Goldsmith and Taikurtinna Dance Group.

Residential Care Program

The Residential Care advocates provide advocacy services to older people who are consumers or potential consumers of Australian Government subsidised Aged Care Facilities, Extended Aged Care at Home Packages (EACH and EACH-D) and Community Aged Care Packages (CACCP).

These packages are renamed as Home Care Packages as of July 1st 2013.



The number of advocacy clients decreased slightly, however there were similar numbers of individuals seeking information about their rights and entitlements. The reduction of a .6 position had to be continued this year due to a lack of resources and this continues to impact on the outcomes.

Thirty-eight referrals were made to the Aged Care Complaints Scheme due to the nature of the complaint, with the advocates supporting the clients through the process where requested. Some referrals were as a result of providing information sessions to resident groups, where people use the opportunity to speak up and the advocate refers the more serious issues requiring monitoring through to the Scheme. This has led to sanctions in the past.

Community Care Packages enquiries are at 7% of all cases which is a decrease on the previous year.

Issues raised:

	11/12	12/13
Administration/Fair Trading	266	179
Level of Care	328	286
Consumer Rights	477	370
Other Q&A elements	308	219
Environment	65	61

The Residential Care Team undertook some work on the collaborative project with the University of Adelaide around the 'Guidelines for Effective Resident Committees' Kit. The Kit is now to be evaluated to ensure its effectiveness. There is an opportunity for the kit to lend itself to be used as an indicator by which the quality of consultation with resident groups can be measured.

The Level Two education session 'Taking action to prevent abuse' is a very successful session with many participants reporting how useful they had found it. The Level One education sessions are not in such demand although there are many new staff in aged care who may not be familiar with the rights of residents.

Residential Care: Case Example

As a result of a significant stroke Mrs P was unable to live independently in the community and was admitted into residential care. Mrs P contacted ARAS through an interpreting service.

Through an interpreter Mrs P informed the ARAS advocate that she had been very unhappy with care that she had been receiving at the residential care facility. She said she can't speak to staff, because she can't speak English and that many staff when dressing her were rough and didn't understand how sensitive her shoulder was as a result of her stroke. Not being able to speak English had made communication difficult and she stated that she had been accused of abusing staff, however, she explained that she had yelled at staff out of frustration because they had actually hurt her.

Mrs P said she needed ARAS' help as care staff rushed her when getting ready and didn't provide enough assistance. She said care staff were of the opinion she was far more independent and capable of doing things than she actually was and as a result care staff expected her to do things she just couldn't do.

Through discussion with Mrs P, it was agreed that the Advocate would assist her to raise her concerns at a meeting with the Nurse Manager, on an agreed day and time, at the residential care site. To ensure that Mrs P could express her concerns effectively to the Nurse Manager, Mrs P agreed that ARAS would arrange that an interpreter also be present at the meeting.

Two days later the advocate, Mrs P and the interpreter met with the nurse manager. At this meeting, Mrs P, through the interpreter, informed the nurse manager of her personal care needs and conduct of staff when dressing or moving her.

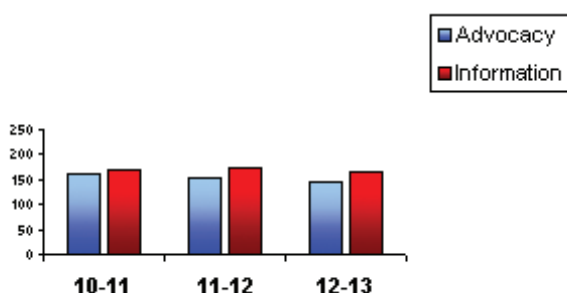
As a result of the meeting the Nurse Manager agreed to make appropriate changes to Mrs P's care plan in order to more accurately reflect her current needs. Staff were issued with specific instructions to apply far more caution when dressing and moving Mrs P and when assisting her with personal care to avoid causing pain to her shoulder. In agreement with Mrs P, the advocate asked that Mrs P be provided with additional personal assistance including brushing her hair and applying moisturizer and make up.

Staff were also advised to contact the team leader of their area to engage interpreting services over the phone in the event that any communication difficulties arose.

"thank you - could not have done it without you... you do a terrific job".

Community Care Program

The Community Care advocates provide advocacy services to older people or their carers who are consumers or potential consumers of Commonwealth Home and Community Care (HACC) funded services. The Aboriginal Advocacy Program is reported separately.



The number of individuals seeking advocacy support (144) was maintained, as was the number of clients seeking information about rights and entitlements. In half of the instances the advocate assisted a person to advocate on behalf of an older person. There were some extremely complex cases in 12/13, including situations where clients required a higher level of care services in order to remain living in their own homes. In some instances older people choose to retain the HACC service as it is cheaper than a Community Aged Care Package.

Main issues raised:

	11/12	12/13
Assessment	3	10
Service Hours insufficient	9	9
Service reduced/fear of withdrawal	2	7
Staff performance	6	17
Complaints handling	14	12
Lack of consultation	9	11
Other service matter	12	15
Access to services	48	39

The percentage of CaLD clients using advocacy support is 19%. The Community Care team undertook many activities to raise awareness in CaLD communities, including some smaller communities. Efforts will continue in developing relationships with emerging communities.

Rural and remote cases remained at 19% of HACC consumer advocacy cases.

The Community Care team's booklet for consumers entitled 'Your Life Your Care Your Rights' has continued to be in high demand. The booklet revolves around the Charter of Rights and Responsibilities for Home Care and provides questions that consumers can ask the service provider to ensure their rights are met.

Targeting community groups for information sessions was successful with 58 sessions to 1873 participants. There were CaLD participants at 42% of these sessions and 24% were in the regional areas.



Advocates Brenton Pope and Robyn Smith.

Community Care: Case Example

Mrs D is a 75 year old woman from the Middle East who lives alone and identifies as a refugee. Mrs D has a number of chronic health conditions which require ongoing treatment. She has no family in Australia.

For two years Mrs D has used cleaning, cooking, shopping and social support services for eight hours each week through a Level 2 Home Care package (formerly CACP).

Mrs D told the advocate that the service provider had 'changed their dealings' with her. She was satisfied with the service until some recent events had occurred.

- Service times have recently changed and different workers have arrived to help her.
- Home support worker J who visited her recently, did not know her way around the local area and consequently took a long time to take her to some of the shopping destinations that she wanted to visit. This meant that most of her allocated time with the worker was taken up with travel.
- A coordinator told her to take a taxi to a dental appointment.
- Mrs D missed an annual health check because a carer could not be found to transport her to the appointment.

The advocate discussed Mrs D's rights and the role of ARAS, and Mrs D subsequently requested that a meeting be arranged with the package service coordinator to review her care plan and discuss the issues she had raised. While Mrs D's English language skills would be described as good, the advocate suggested that an interpreter may be of assistance to facilitate discussions.

Mrs D agreed. At the meeting Mrs D sought clarity through the interpreter, about her entitlements. She enquired about the kinds of tasks that she can expect workers to perform, and if she has the right to ask for changes to be made if she is not happy with the work carried out by care workers.

- With the assistance of the interpreter the advocate gave a broad overview of aged care services, eligibility, and rights and responsibilities, and discussed Mrs D's rights in relation to her package of services.
- The service coordinator discussed with Mrs D the reasons for the recent changes in service times and care workers, and gave an undertaking to consult with Mrs D in the future.
- Mrs D requested that J be replaced as she feels that she is not compatible with her. The coordinator agreed to arrange for a new worker to visit Mrs D the following week.
- The advocate discussed alternative medical transport services for emergency medical visits, and explained the planned nature of packaged services.
- The coordinator clarified her role and emphasized her willingness to help with coordinating transport to appointments when advance notice is given, and when care workers are available to assist.

Mrs D expressed her appreciation for the opportunity to discuss aged care services and her rights with the assistance of an interpreter. She told the advocate that she now feels fully informed, and able to understand how the system operates.



Aboriginal Advocacy Program

The Aboriginal Advocacy Program aims to ensure ARAS works inclusively with older Aboriginal people to access information about consumer rights and entitlements, and access mainstream services and aged care services that meet their needs. The advocates also aim to influence and improve service responses. This program has been in collaboration with the Council of Aboriginal Elders (CAESA) since 2003.

Older Aboriginal people identify that they can access information through ARAS - people often do not often have access to computers so rely on individuals and the advocates not only give information but explain it as well. Contact with the APY Lands has increased this year although it is more resource intensive due to the distances involved. The advocates have to be invited to remote communities in order to do information and education sessions and received many invitations this year.

Over 500 individuals were provided with information about their rights and entitlements or assisted to have their voice heard. Face to face contact is fundamental in this program and the advocates attended groups and special events with participants to present information about consumer rights and promote ARAS. Advocates have to respond holistically when people ask for help - either deal with it or refer it to someone who can.

A number of the 113 advocacy cases were assisted by the ARAS Abuse Prevention Program (20) or Residential Care Program (15) due to the nature of the issue. These cases were extremely complex with many dynamics.

Issues raised include:

Abuse of the Elders is a very sensitive issue and ARAS is achieving great success in its work in the area of abuse of older Aboriginal people, with increasing instances of abuse being reported to ARAS in order that assistance can be provided to safeguard the older person. ARAS has been involved with the Domiciliary Care Project Team to develop abuse prevention resources.

There have been many requests to roll out the ARAS abuse prevention project, with interest nationally and internationally in the work we have undertaken. There is a DVD of the Mentoring Camp and distribution has continued since its launch in 2012. The DVD was promoted at the WEAAD 2013 and is highly regarded and may feature on NITV. Funding has been received for two further Mentoring Camps - one planned for October 2013.

The promotional material developed for Aboriginal Elders regarding abuse was distributed, talking through the material face to face. There have been numerous country trips to meet with groups of Aboriginal Elders, often organised with the CAESA.

The team was privileged to be invited to the Tjilpi Pampa festival in the APY Lands.

Aboriginal Advocacy: Case example

A group of Aboriginal elders in a regional town asked ARAS to raise their concerns about aged care services in their region. They told the ARAS advocate that they did not know what services were available to them, how to access them and why some elders in their town appeared to get services whilst others did not.

They said they had tried to get answers from the service providers of the aged care community organisation but had been fobbed off. They requested a meeting between themselves and the aged care organisation with the ARAS advocate representing them.

The advocate arranged a meeting with the CEO, Chairperson and HACC Manager, as requested by the elders, prepared an agenda for all parties with all the issues listed. The advocate chaired the meeting during which all the elders' questions were openly and comprehensively discussed and their complaints taken seriously.

The elders were very pleased with the outcome of the meeting and said their complaints had never before been taken seriously by the organisation.



Aboriginal Program Presentation to the Community Elders Group in Port Augusta.



HACC workers and Service Providers visit Scotdesco Aboriginal Community, West Coast of South Australia.

Education Sessions & Consumer Groups

ARAS had an increase in participants in education activities this year, although there was a decrease in the number of sessions, indicating the groups were larger. These sessions targeted consumers and potential consumers, community groups for older people, the general public, students and staff of aged care services and other relevant agencies.

Educational activity for the year was 364 sessions with 9333 participants

ARAS promotes this activity across the full spectrum of our client and potential client group, including culturally diverse groups. This year there were sessions with CaLD participants in 20% of sessions.

Sessions in the non-metro, rural and remote areas were 26% of all sessions.

Information and education sessions with stakeholders often lead participants to raise personal issues. Many of these issues are followed up with ARAS support to a satisfactory conclusion. Meeting face-to-face is very important, particularly to older people.

Residential Care team held 132 group sessions with 3070 participants including 58 homes having sessions with 1241 residents. There were 45 requests for education sessions for staff. The advocates also met individually with management staff to discuss ARAS and what we can offer.

Attending network meetings can prove very useful to ARAS. For example the Aboriginal Advocacy team recorded presentations at 79 network meetings with over 1500 participants. 26 of the sessions were in rural and remote areas.

The ARAS program is well supported by the Aboriginal Community.

ARAS has a role of visiting aged care facilities to talk to groups of residents and their representatives, and this is welcomed by consumers. It puts us in the unique position of being face to face with residents and their representatives, talking about consumer rights and answering any questions they have. ARAS was also invited to meetings of residents and their representatives when a home was under sanction.

This year the Community team has continued to conduct the seminar 'Advocacy in Action - Upholding Service User Rights', which addresses the consumers right to advocacy support as per the Community Care Common Standards. This seminar has proved very popular with service providers.

The Community team conducted 84 sessions with 2193 participants. Community team advocates targeted promotions of information sessions to relevant community clubs and smaller CaLD communities with positive results.

The Abuse Prevention team had 108 sessions with 3124 participants, up from last year.

The ANPEA newsletter follows as a précis of the highly successful second National Elder Abuse Conference 'Building a National Approach to Prevent Abuse of Older Australians'.

ANPEA Newsletter

The Australian Network for the Prevention of Elder Abuse (ANPEA) newsletter is included as a snapshot of the 2013 WEAAD event.

ANPEA
NEWSLETTER

AUGUST 2013

Special Conference Edition

Welcome to the third issue of the ANPEA newsletter. The good news is that our membership has continued to grow across the last quarter. In this issue we are pleased to provide an overview of the Second National Elder Abuse Conference held at the Convention Centre, Adelaide on 17/18 June 2013. It was wonderful that so many organisations were able to come together to gather ideas about raising the profile of elder abuse in Australia.

2nd National Elder Abuse Conference Highlights

The second National Elder Abuse conference, organised by Aged Rights Advocacy Service (ARAS) was held at the Adelaide Convention Centre on 17 & 18 June 2013. The conference was a credit to Marilyn Crabtree and her talented and experienced team at ARAS. They secured an enlightening keynote speaker, coped professionally with unexpected changes to the program, expanded our knowledge of the elder abuse situation in Australia and gave us direction for the future.

ARAS has conducted an annual state Elder Abuse conference for World Elder Abuse Awareness Day since 2006. The conference provided an excellent opportunity to renew and build on contacts made in Brisbane in 2012 and also to broaden Western Australia's (WA) contact base for the

3rd National Elder Abuse Conference to be held in Perth, 3rd – 5th September 2014.

The Adelaide conference brought together people interested in replacing the current fragmented approach to elder abuse issues with a unified national approach. This conference built on the enthusiasm generated at the first National Abuse conference in Brisbane last year. The two day program, featuring well credentialed Australian speakers, was embellished by the international guest and keynote speaker, Paul Greenwood.

The conference concluded with a panel of state government representatives reporting on activities in their home states.

International Key Note Speaker Paul Greenwood at the 2nd National Elder Abuse Conference

The keynote speaker was Paul Greenwood, Deputy Prosecutor, San Diego County, USA who gave a spirited, entertaining and well informed address on each of the two days. To clarify the situation, it should be noted that the American definition of elder abuse is broader than the definition used in Australia e.g. trusted others includes those who hold a position of trust because of the profession they practice e.g. lawyers and doctors (California has "Elder Law," which is any crime perpetrated on someone over 65 years of age).

Deputy Prosecutor Greenwood proposed the following ideas to initiate a national approach to the prevention of elder abuse:

- He encouraged Australians to close the existing gaps in the protection of elder abuse victims and proposed some ways to achieve this ideal;
- Establishing a monitoring system where there is a decision not to act;
- Extending partnerships between agencies;

- Establishing an authorised central body responsible for all aspects of elder abuse;
- Paul advised that a national approach should focus on vulnerable and at risk adults and actively screen data and outcomes. The message to government should be consistent.

Paul also said that the Australian challenge is the current incapacity within the criminal justice system. The response to this situation should be willpower and focus. It is time to propose legislation which specifically addresses elder abuse. Paul then went on to dispel some of the myths which may be raised to "justify" inaction e.g. "nothing can be done"; "elderly people make terrible witnesses."

On the second day, Paul highlighted the need for a multi-disciplinary approach as a means to heighten the response and increase the investigations into elder abuse - networking being the key to best practice. He also made the following recommendations:

- The need for Police to establish a dedicated unit to investigate elder abuse;
- That the lack of laws in Australia should not be an excuse for inaction;
- That we should also recognise the potential of taped recordings held by emergency telephone operators, ambulance and paramedics in providing evidence to assist convictions;
- Clergy are often unaware of the elder abuse problem but may be privy to potentially useful information;

- Public Health also has a role to play. Widespread training should be developed for all health professionals;
- Clergy are often unaware of the elder abuse problem but may be privy to potentially useful information;
- Banks can also make a difference between losing or preserving an individual's life savings;

Public Health also has a role to play. Widespread training should be developed for all health professionals.



Left to right: Gabrielle Canny, Marilyn Crabtree, Dr Sally Cockburn, Paul Greenwood and Tara Simpson at the 2nd National Elder Abuse Conference, June 2013

Greenwood then proposed the establishment of an elder death review team. The rule of this meeting should be that no minutes are taken. This team should include the Coroner to investigate suspicious deaths. Paul cited the following cases which went unchecked for a protracted time:

- Dr Harold Shipman in the UK (over 300 cases of morphine overdose, will forging and codicils);
- Charles Cullen (29 murders in Philadelphia and New Jersey);

The keynote speaker then encouraged the audience to get a platform in the community and suggested that Rotary, Kiwanis and Lions clubs provided an ideal opportunity. He urged us to adopt a tougher approach to enforcing the present laws in Australia (and suggested that a national elder abuse contact/distribution list be set up, possibly financed by the Law Council of Australia).

Comments on the National Elder Abuse Conference 2013

The conference provided networking opportunities during the breaks as well as at the end of the first day's program and at the conference dinner later that evening where attendees mingled enthusiastically.

Personally, I was looking out for both positive and negative events or situations which either enhanced or detracted from the conference experience. In collaborative style, Aged Rights Advocacy Service has offered to share their conference planning milestones and experience with WA.



2014 National Elder Abuse Conference
3rd - 5th September 2014, Perth

Save the date for this not to be missed event.

To register your interest or for more details contact:

Jenna Aziz
Advocare
Marketing and Education Coordinator
1/190 Abernethy Road
Belmont WA 6104
08 9479 7566
www.advocare.org.au



Other guest speakers at the conference:

The 2nd National Elder Abuse Conference attracted a diverse range of speakers who gave information on topics ranging from the "Draft South Australian Safeguarding Older Adults Strategy" to the "National Development in Guardianship & Administration Relevant to Protecting and Responding to Elder Abuse."

Simon Biggs (University of Melbourne) gave the audience a broader perspective on elder abuse in his presentation - "Elder Abuse in an International Context".

"Comparative Frameworks - Preventing and Prosecuting Elder Abuse – the US, UK, Canada and Australia" was the topic broached by Mark Crofton Deputy Public Trustee & Official Solicitor, Public Trustee Office Qld.

“Practical Ideas for Building Elder Abuse Prevention and Response Capacity” were shared by Kaz McKay and Jeanine Jones from the Eastern Community Legal Centre in Victoria, who told about their experiences with web-based conferencing.

Les Jackson from the Elder Abuse Prevention Unit in Queensland drew attention to the dollar value of financial abuse in Queensland. Jackson raised several issues for attention:

- Law reforms.
- National harmonisation of Enduring Powers of Attorneys;
- State jurisdictions and National bodies;
- Poor planning for old age;
- The number of people affected;
- The methods used by perpetrators;

Panel Discussion:
A panel discussion concluded the conference. Representatives from each of the states and territories shared information about elder abuse issues in their home states.

Australian Capital Territory - Anna John, Acting Manager, Office for Ageing, Policy and Organisational Services, Community Services Directorate

The ACT government has funded an Elder Abuse Prevention Program since 2003. A review was conducted in 2008. The Program has focussed on developing an ACT Elder Abuse Prevention Program Policy; increasing community awareness; developing information and referral systems, including establishing a confidential phone line; and preparing information sheets. Attention has also been paid to referral pathways; staff and community training. There is political will to continue this work.

Western Australia - David Wray, Assistant Director, Seniors and Volunteers, Department for Communities

WA is well advanced in responses to elder abuse and there is strong inter-agency cooperation through the Alliance for Prevention of Elder Abuse, which has been operating since 2005. The group is currently revamping the second iteration of the state's 5-year strategic plan and revising the elder abuse protocols, and is also developing a community awareness strategy.

Victoria - Barbara Mountjouris, Seniors Programs and Participation, Ageing and Aged Care Branch, Department of Health

An elder abuse advisory group was established in 2006. Barney Cooney (former Labor senator) made 11 recommendations which were accepted by government. In 2008 new family violence legislation recognised elder abuse. In 2009, an interagency initiative developed resources. SRV (Seniors Rights Victoria) is central to the elder abuse response. In 2001, FECCA, The Federation of Ethnic Communities Councils' of Australia was funded to raise awareness of elder abuse in ethnic communities as well as awareness through government. A coordinated multi agency response was sought, online training was developed and 7000 workers were trained.

Tasmania - Margaret Kelly, Principal Liaison Officer, Older Persons Community Development Division, Department of Premier and Cabinet

Tasmania has developed a whole-of-government response to elder abuse: *Protecting Older Tasmanians from Abuse*. This three-year strategy includes a community awareness campaign with television, print and

online advertising, all carrying the message ***Elder Abuse is Not Okay***. Posters, bookmarks, wallet cards and magnets carry the same message and also include the Helpline number. The Tasmanian Elder Abuse Helpline commenced operations in August 2012 and is operated by Advocacy Tasmania. An education and training program has been conducted state-wide, supported by practice guidelines: ***Responding to elder abuse: Tasmanian Government practice guidelines for government and non-government employees***.

COTA have developed a peer education project, ***You're Worth It: preventing financial abuse of older Tasmanians***, which complements the work of the strategy in empowering older Tasmanians with information and advice on protecting themselves from elder financial abuse.

South Australia - Barb Renton, Director, Intergovernmental Relations and Ageing, Policy and Commissioning, SA Health

Safety, security and protection of older people have been key priorities under South Australia's existing "Improving with Age – Our Ageing Plan" released in 2006. This plan funded several kick-start initiatives to address abuse of older people including the development of an abuse prevention and response framework called "Our actions to prevent the Abuse of Older People 2007."

This framework committed \$3.5 million towards abuse prevention activities in areas such as safety and security, raising awareness, research and innovation. South Australia is now working on the Draft Strategy for Safeguarding Older People in consultation with key service providers and other State government agencies.

Northern Territory - Gill Brearley, Social Worker, Psycho-geriatric Service, Department of Health

Health professionals in the Northern Territory have attended 2 conferences at Alice Springs and Darwin and elder abuse has been on the agenda although there has been little political interest as yet. The conferences have been successful at gathering together people with energy. The NT is considering the introduction of a Helpline and requires the data to be comparable with the rest of Australia. This year, World Elder Abuse Awareness Day (WEAAD) displays were held in Darwin, Alice Springs and Katherine.

New South Wales NSW: Michele Whitbourne, Senior Policy Officer, Department of Family and Community Services, Office for Ageing

The Ageing Strategy highlights a 3-fold approach to tackling abuse: a specialist helpline, a review of NSW protocols and to establishing a NSW Steering Committee. The NSW Elder Abuse Helpline and Resource Unit commenced service in February 2013 operating an 1800 state-wide service. Stage 2 of the development of the helpline will involve an expanded service model, community education, service provider training and the collection of quality data for reporting purposes. A Steering Committee has been established with key agencies, consumer representative and expert advisors. The NSW Interagency Protocols document is being refreshed as a policy document with procedural templates for use by service providers.

Message from the INPEA President

I am delighted to report that over 80 people from 17 countries attended the 8th INPEA World Conference on Elder Abuse/World Elder Abuse Awareness Day (WEAAD) Commemoration held in Seoul, Korea on June 23, 2013. I would like to thank The Korean Elder Protection Agency for partnering with INPEA in hosting what by all accounts was a very successful event, Professors Cha and Choi and the IAGG 20th World Congress Organizing Committee for providing the meeting room, simultaneous translation and box lunches, the INPEA National Representatives and members of Korean IAGG member organizations who served as chairs, and especially the excellent speakers who shared their knowledge and experience.

INPEA is pleased to announce that power points from the conference have been posted on the Secretariat's website. To access these and the speakers' biographies visit www.sfu.ca/grc/inpea.

For information about resources that can be helpful in planning next year's local, regional and national WEAAD events, upcoming international elder abuse events, concerning INPEA's UN and other activities, and for membership materials visit www.inpea.net or contact the Secretariat. If you are not yet a member consider joining INPEA today.

*Gloria M. Gutman,
PhD, FCAHS, OBC, LLD (Hon.) President,
International Network for the Prevention of
Elder Abuse (INPEA)*

**INPEA
Secretariat:
Simon Fraser University Gerontology
Research Centre
#2800-515 W. Hastings St.
Vancouver, BC, V6B 5K3
Tel: +1(778) 782-5063 Fax: +1(778) 782-5066
email: inpea@sfu.ca**

Policy Activity

ARAS undertakes policy activity including identifying issues that respond to changes in policy, assisting agencies to develop policy that ensures consumer rights, and influencing policy development in the broader picture, including government policy. The majority spring from our other activities and relate to consumer rights.

Some examples for 2012-2013

- Your Life Your Care Your Rights booklet based on Community Care Common Standards continues to be in high demand and requested by service providers for their consumers
- The transition to Home Care packages and CDC/individualised budgets has raised many issues for consumers which have policy implications for organisations. ARAS is to develop a workshop to highlight these issues so they can be prevented.
- Denial of wheelchair access to a resident lead to the Department requesting that the ACF put in appropriate policies and procedures.
- Residential Care Level II talks - 81 sessions - feedback shows these sessions have a positive impact on practice, bringing it more in line with policy.
- 'Advocacy in Action: Upholding Service User Rights' HACC staff education seminar developed to address Community Care Common Standard 3 - User Rights and Responsibilities. This has raised my policy issues across the Expected Outcomes.
- Re energise the ANPEA, with a membership drive nationally.
- Involved in review of *State Government Our Actions* plan.
- Promoting use of Effective Resident Group Kit as tool for facilities to improve consultation with residents and their representatives.
- Poor communication and dissemination of information by service organisations to Aboriginal elders and community, resulting in service users being confused, angry or ignorant of services on offer.
- Lack of knowledge by service organisations of how ARAS works - especially in rural and remote regions - leading to difficulties in responding to ARAS' requests for explanations during advocacy process.

Staff attend relevant network meetings (152) with service providers (3823) which provide numerous opportunities for policy input and consumer rights information provision.

ARAS also has involvement in several advisory and industry groups that provide opportunities to influence policy.



Financial Reports

Audited Statements

Board Report

In accordance with section 35(5) of the Associations Incorporation Act 1985, the Board of the Aged Rights Advocacy Service Inc hereby states that during the financial year ending 30 June 2013:

- (a) (i) no officer of the Aged Rights Advocacy Service Inc;
- (ii) no firm of which an officer is a member;
- and
- (iii) no body corporate in which an officer has a substantial financial interest,

has received or become entitled to receive a benefit as a result of a contract between the officer, firm or body corporate and the Association.

- (b) no officer of the Aged Rights Advocacy Service Inc has received directly or indirectly from the Association any payment or other benefit of a pecuniary value. Members of the Board act in an honorary capacity and receive no remuneration or benefits from the Association for acting in that capacity.

This report is made in accordance with a resolution of the Board.



Joan Stone
Chairperson

Adelaide, this 4th day of October 2013



Janice Yates
Treasurer

Adelaide, this 4th day of October 2013

Statement by the Board

In the opinion of the Board:

- (a) The accompanying Financial Statements present fairly the results of the operations of the Aged Rights Advocacy Service Inc for the financial year and the state of affairs of the Association as at the end of the financial year; and
- (b) The Board has reasonable grounds to believe that the Association will be able to pay its debts as and when they fall due.

Signed in accordance with a resolution of the Board.



Joan Stone
Chairperson

Adelaide, this 4th day of October 2013



Janice Yates
Treasurer

Adelaide, this 4th day of October 2013



Tel: +61 8 7324 6000
Fax: +61 8 7324 6111
www.bdo.com.au

Level 7, BDO Centre
420 King William Street
Adelaide SA 5000
GPO Box 2018, Adelaide SA 5001
AUSTRALIA

INDEPENDENT AUDITOR'S REPORT TO THE BOARD OF AGED RIGHTS ADVOCACY SERVICE INC

We have audited the accompanying financial report, being a special purpose financial report of Aged Rights Advocacy Service Inc, which comprises the Balance Sheet as at 30 June 2013, the Income Statement for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and Report of the Board of Management

Board of Managements' Responsibility for the Financial Report

The Board of Management are responsible for the preparation and fair presentation of the financial report, and have determined that the basis of preparation described in Note 1 is appropriate to meet the requirements of Associations Incorporations Act (SA) 1985 and is appropriate to meet the needs of the members. The Board of Managements' responsibility also includes such internal control as the Board of Management determine is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Board of Management, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of the Australian professional accounting bodies.

BDO Audit Partnership (SA) ABN 21 903 784 597 is a member of a national association of independent entities which are all members of BDO (Australia) Ltd ABN 77 050 110 275, an Australian company limited by guarantee. BDO Audit Partnership (SA) and BDO (Australia) Ltd are members of BDO International Ltd, a UK company limited by guarantee, and form part of the international BDO network of independent member firms.





Opinion

In our opinion the financial report presents fairly, in all material respects, the financial position of Aged Rights Advocacy Service Inc as at 30 June 2013, and its financial performance for the year then ended in accordance with the basis of preparation described in Note 1.

We have obtained all the necessary information required in connection with our audit in respect of the financial year ended 30 June 2009.

Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist Aged Rights Advocacy Service Inc to meet the requirements of Associations Incorporations Act (SA) 1985. As a result, the financial report may not be suitable for another purpose.

BDO Audit Partnership (SA)

Geoff Edwards
Partner

Adelaide, 4th October 2013

Aged Rights Advocacy Service Inc
Income Statement
For the year ended 30 June 2013

	Note	2013 \$	2012 \$
Grant Income received		1,232,788	1,303,250
Less:			
unexpended project funds	6(a)	- 2,365	- 26,547
grants received in advance	6(a)	- 48,940	- 1,636
		<u>1,181,483</u>	<u>1,275,067</u>
Other Income		<u>199,618</u>	<u>141,556</u>
		1,381,101	1,416,623
Operating and Administration costs		<u>1,387,980</u>	<u>1,377,993</u>
		- 6,879	38,630
Accumulated funds brought forward		<u>408,856</u>	<u>370,226</u>
Accumulated funds carried forward		<u><u>401,977</u></u>	<u><u>408,856</u></u>

The Income Statement should be read in conjunction with the accompanying notes

Aged Rights Advocacy Service Inc
Balance Sheet
As at 30 June 2013

	Note	2013 \$	2012 \$
CURRENT ASSETS			
Cash & Cash Equivalents	2	469,570	384,252
Trade & Other Receivables	3	15,534	34,587
Prepayments	4	1,151	4,810
Total Current Assets		<u>486,255</u>	<u>423,649</u>
NON-CURRENT ASSETS			
Property, Plant & Equipment	5	198,927	199,312
Total Non-Current Assets		<u>198,927</u>	<u>199,312</u>
TOTAL ASSETS		<u>685,182</u>	<u>622,961</u>
CURRENT LIABILITIES			
Trade & Other Payables	6	143,026	80,715
Provisions	7	99,035	103,311
Total Current Liabilities		<u>242,061</u>	<u>184,026</u>
NON-CURRENT LIABILITIES			
Provisions	8	41,144	30,079
Total Non-Current Liabilities		<u>41,144</u>	<u>30,079</u>
TOTAL LIABILITIES		<u>283,205</u>	<u>214,105</u>
NET ASSETS		<u>401,977</u>	<u>408,856</u>
Represented by:			
RETAINED SURPLUS		<u>401,977</u>	<u>408,856</u>

The Balance Sheet should be read in conjunction with the accompanying notes

Aged Rights Advocacy Service Inc
Notes to and Forming Part of the Financial Statements
For the year ended 30 June 2013

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(a) Basis of preparation

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act (SA) 1985. This special purpose financial report has been prepared for presentation to the Board of Aged Rights Advocacy Service for management information purposes including distribution to funding bodies. The accounting policies used in the preparation of this report, as described below, are consistent with previous years.

The Board has determined that the Aged Rights Advocacy Service is not a reporting entity. However, the Financial Report has been prepared in accordance with the requirements of the Associations Incorporation Act (SA) 1985 and the following Australian Accounting Standards:

- (i) AASB 110: Events after Balance Sheet Date
- (ii) AASB 1031: Materiality

No other applicable Accounting Standards, Australian Accounting Interpretations or other authoritative pronouncements of the Australian Accounting Standards Board have been applied.

The Financial Report has been prepared on an accruals basis and is based on historical costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

(b) Property, plant and equipment

Property, plant and equipment are carried at cost less accumulated depreciation.

Depreciation is provided for on a straight line basis on all property, plant and equipment at rates calculated to allocate the cost less estimated residual value at the end of the useful lives of the assets against revenue over those estimated useful lives.

Depreciation of \$39,939 has been charged to the income and expenditure account.

(c) Employee Entitlements

Provision is made for long service leave and annual leave estimated to be payable on the basis of statutory and contractual requirements. Vested entitlements are classified as current liabilities. The application of AASB 119 Employee Benefits has been considered. The policy of the Service is to provide for long service leave from the date of first completed year of employment. Management considers this policy appropriate to comply with the standard.

(d) Income tax

The Aged Rights Advocacy Service Inc. is exempt from income tax under current legislation.

(e) Comparative Figures

Where necessary, comparative figures have been reclassified and repositioned for consistency with current year disclosures.

(f) Revenue recognition

Revenue is recognised to the extent that is probable that the economic benefits will flow to the Aged Rights Advocacy Service and the revenue can be reliably measured, except for any cash donations and fundraising income which is recognised as revenue when received.

Aged Rights Advocacy Service Inc
Notes to and forming part of the Financial Statements
For the year ended 30 June 2013

	2013	2012
	\$	\$
2 Cash & Cash Equivalents		
Bank Operating account	221,114	149,409
Term Deposits	248,156	234,543
Petty Cash imprest	300	300
	<u>469,570</u>	<u>384,252</u>
3 Trade & Other receivables		
Trade Receivables	13,846	30,875
Less Provision for Doubtful Debts	-500	-500
Accrued Income	2,188	4,212
	<u>15,534</u>	<u>34,587</u>
4 Prepayments		
Insurance	1,151	1,362
Other Prepayments	-	3,448
	<u>1,151</u>	<u>4,810</u>
5 Property, Plant & Equipment		
Furniture & Equipment (at cost)	122,843	122,843
Accumulated Depreciation	-107,897	-100,365
	<u>14,946</u>	<u>22,478</u>
Computer equipment (at cost)	-	-
Accumulated Depreciation	-	-
	<u>-</u>	<u>-</u>
Motor vehicle (at cost)	85,586	84,004
Less: Provision for depreciation	-13,013	-33,884
	<u>72,573</u>	<u>50,120</u>
Fitout/Refurbishment - 16 Hutt Street	153,051	153,051
Less: Provision for depreciation	-41,643	-26,337
	<u>111,408</u>	<u>126,714</u>
Net Written Down Value	<u>198,927</u>	<u>199,312</u>

Aged Rights Advocacy Service Inc
Notes to and forming part of the Financial Statements
For the year ended 30 June 2013

	2013	2012
	\$	\$
6 Trade & Other Payables		
Trade Payables	58,428	18,925
Accrued Expenses	33,293	33,606
Project funds commitments (see Note 6(a))	51,305	28,184
	<u>143,026</u>	<u>80,715</u>
6(a) Commitments		
Funds received in excess of expenditure are recognised as a liability until such time as the balance is expended, forgiven or repaid.		
Unexpended project funds		
HACC Minor Capital 2011	-	113
NACAP grant	-	9,445
Aboriginal Mentoring & Camp Program	724	10,623
Crime Act Grant	-	16
Aboriginal HACC Consumers	5	6,351
Community Development	1,636	-
	<u>2,365</u>	<u>26,548</u>
Grants received in advance		
Community Development	-	1,636
Community Radio Campaign	3,900	-
Mentoring Camp 13-14	18,000	-
HACC Transition	27,040	-
	<u>48,940</u>	<u>1,636</u>
Total Commitments	<u>51,305</u>	<u>28,184</u>
7 Provisions - Current		
Annual Leave	50,142	57,650
Long Service Leave	48,893	45,661
	<u>99,035</u>	<u>103,311</u>
8 Provisions - Non-Current		
Building Painting Provision	4,476	2,984
Long Service Leave	36,668	27,095
	<u>41,144</u>	<u>30,079</u>

Aged Rights Advocacy Service Inc
Notes to and forming part of the Financial Statements
For the year ended 30 June 2013

	2013	2012
	\$	\$
9 Expenditure Commitments		
Operating Leases		
not later than one year	39,839	36,915
later than one year and not later than two years	18,899	18,874
later than two years and not later than five years	335	5,525
later than 5 years	-	-
Lease premises		
not later than one year	142,858	98,404
later than one year and not later than two years	151,921	102,094
later than two years and not later than five years	490,809	329,833
later than 5 years	358,648	368,348
	<u>1,203,309</u>	<u>959,993</u>

10 Significant Events After Balance Date

There were no significant events after balance date.

11 Contingent Liabilities

There are no contingent liabilities existing of a material nature as at 30 June 2013 and as such no provision has been raised in the accounts.



Tel: +61 8 7324 6000
Fax: +61 8 7324 6111
www.bdo.com.au

Level 7, BDO Centre
420 King William Street
Adelaide SA 5000
GPO Box 2018, Adelaide SA 5001
AUSTRALIA

REPORT BY THE AUDITORS ON SUPPLEMENTARY FINANCIAL DATA TO THE BOARD OF AGED RIGHTS ADVOCACY SERVICE INC

The attached detailed income and expenditure statement for the year ended 30 June 2013 does not form part of the financial statements of Aged Rights Advocacy Services Inc. to which our audit report dated 4 October 2013 refers, nor is it necessary for the financial statements to be read in conjunction with the detailed income and expenditure statement in order for them to present a presented fairly view.

Our procedures did not include verification or validation of the amounts in the detailed income and expenditure statement and no audit or review has been performed. Accordingly no assurance is expressed.

To the extent permitted by law, we do not accept liability for any loss or damage which any person may suffer arising from any negligence on our part. No person should rely on the detailed income and expenditure statement without having an audit or review conducted.

The detailed income and expenditure statement was prepared exclusively for the benefit of the Board of Aged Rights Advocacy Service Inc and we do not accept responsibility to any other persons for its contents.

BDO Audit Partnership (SA)

Geoff Edwards
Partner

Adelaide, 4th October 2013

Aged Rights Advocacy Service Inc
Detailed Income and Expenditure Statement
For the year ended 30 June 2013

Income	2013	2012
Aboriginal HACC Consumers project	194,555	244,787
less unexpended funds	-5	-6,351
Aboriginal Mentoring & Camp Program	10,622	30,000
less unexpended funds	-724	-10,622
Bank Interest	13,823	19,188
Community Development	1,636	1,636
less funds received in advance	-	-1,636
less unexpended funds	-1,636	-
Elder Abuse Conference income	134,798	58,600
Elder Protection project	51,706	48,559
HACC Aged Rights Advocacy	502,928	492,368
HACC Transition grant	70,000	-
less funds received in advance	-27,040	-
Minor Capital Equipment (HACC) 2011	113	7,110
less unexpended funds	-	-113
National Aged Care Advocacy project	379,439	372,256
less unexpended funds	-	-9,445
Other income	22,850	32,495
Parking income	13,644	16,369
Proceeds of Crime Act grant	16	91,053
less unexpended funds	-	-16
Relocation Grant	-	15,481
less unexpended funds	-	-
Vehicle income	14,376	14,904
Total Income	1,381,101	1,416,623

Aged Rights Advocacy Service Inc
Detailed Income and Expenditure Statement
For the year ended 30 June 2012

Expenditure	2013	2012
Aboriginal HACC Consumers project	194,550	238,436
Aboriginal Mentoring & Camp Program	9,899	19,377
Audit and Accounting fees	23,237	23,693
Building Painting Provision	1,492	2,984
Cleaning	10,838	9,942
Computer Rental	19,314	19,314
Depreciation	39,939	37,001
Doubtful Debts	-	1,442
Elder Abuse Conferences	83,887	34,043
Fuel, Light and Power	13,155	11,424
HACC Transition grant	42,960	-
Insurance	9,917	10,509
Interpretation Services	4,254	3,407
Legal and bank charges	924	690
Minor Capital Equipment (HACC) 2011	-	6,997
Other expenses	33,539	26,184
Photocopying/Printing	14,909	31,147
Postage	6,391	6,825
Proceeds of Crime Act grant	-	91,038
Project overheads recovery	-33,836	-52,562
Publicity and promotions	5,276	11,522
Relocation Grant	-	7,840
Rent	82,904	79,907
Resource materials/Subscriptions	4,682	5,160
Salaries and on costs	727,248	658,218
Seminar/Conference attendance	865	5,004
Stationery and office supplies	7,309	5,995
Telephone	7,110	7,483
Training	4,905	3,785
Travel	18,038	21,826
Vehicle expenses	54,274	49,362
Total Expenditure	1,387,980	1,377,993
Surplus (Deficit)	-6,879	38,630

ARAS
16 Hutt Street
Adelaide, 5000
Postal Address
PO Box 7234
Hutt St, 5000
Phone (08) 8232 5377 or
1800 700 600 (for country callers)
Fax (08) 8232 1794
Email: aras@agedrights.asn.au
Website: www.sa.agedrights.asn.au

aras

aged rights advocacy service inc.