

# 2018-2021 Strategic plan- summary of achievements

## **Objective 1: External stakeholders and community – Being a recognised leading advocacy service for older people**

### **We have done this by:**

- contributing to or providing submissions to major law reform inquiries, evidence to the Senate and House of Representatives and being part of high level state/federal aged care committees and roundtables on issues impacting older people, such as elder abuse
- contributing to and supporting the formation, development and growth of OPAN
- becoming a registered organisation in order to undertake cross border work such as supporting Victoria during the COVID-19 pandemic and call backs across Australia for the *Stay Connected and Supported in Your Community initiative*
- supporting the growth of EAAA, the peak body for taking action on elder abuse, and the development of its National Knowledge Hub ‘Compass’
- changing the ARAS Constitution to the ARAS Rules and opening membership to individuals and organisations, creating greater transparency and engagement with older people and the community
- delivering an annual World Elder Abuse Awareness Day Conference in South Australia which regularly receives excellent feedback on the content and ideas for future conferences.

## **Objective 2: Organisational programs and services – To provide a range of advocacy, information and support services that are relevant and accessible to all South Australians who need them**

### **We have done this by:**

- successfully meeting ARAS service agreement KPIs for all contracts, subject to specific COVID-19 impact
- reviewing and implementing efficient Intake processes and continuous quality improvement of service delivery

- leading and driving elder abuse prevention work, including the first National OPAN Elder Abuse Prevention Advocacy Framework
- hosting the inaugural *Stolen Generation Summit – Elder abuse prevention and positive ageing*, and the development of a storybook resource for aged care based on outcomes from the Summit and which is now entered in the National Archives of Australia
- successfully tendering and delivering the Aged Care System Navigator Trial in the northern metro and specific northern country areas
- conducting stakeholder engagement surveys with internal and external stakeholders to inform our strategic directions
- achieving Certificate level Australian Service Excellent Standards accreditation for three years.

### **Objective 3: Financial organisational sustainability – Build a sustainable and viable organisation**

#### **We have done this by:**

- consulting with staff about a proposed new organisational structure before implementing that structure in 2018 and refining it in 2020 to take into account growth of ARAS
- conducting a review of outsourced financial and corporate services and bringing these skills, expertise and knowledge in-house to support growth of the organisation
- scoping and implementing a modern client management system to ensure that client information is efficiently recorded and safely secured
- scoping new office accommodation, ensuring savings which can be redirected to service delivery
- increasing revenue from \$1.5M to \$2.6M, enabling greater support for older people.



**Objective 4: People and culture – Be an organisation that is nimble, professional, contemporary and relevant**

**We have done this by:**

- conducting an IT review, updating the ARAS website, building Board and staff portals, and implementing new technology such as a phone system and portable technology for all staff to work efficiently when working remotely from home or the community
- conducting regular staff surveys, cultural review and implementing a staff driven Code of Conduct
- reviewing and implementing contemporary policies and procedures across our service delivery, with a focus on outcomes for older people
- reviewing and implementing a new and efficient car fleet, ensuring WH&S requirements are met.