

CONFIDENTIAL

**Minutes of ARAS Annual General Meeting
Monday 22 November 2021 at 11.30 am
Lion Hotel North Adelaide and via Zoom**

1. **Welcome and Acknowledgement of Country**

A Burgess welcomed all attendees and provided Acknowledgement of Country

Kaurna Acknowledgment:

We would like to acknowledge this land that we meet on today is the traditional land of the Kaurna people and that we respect their spiritual relationship with their country. We also acknowledge the Kaurna people as custodians of the Adelaide region and that their cultural beliefs are still important to the living Kaurna people today. We are committed to achieving equity for their children.

2. **Present and apologies**

2.1 **Present**

<p>Board Members (all members) Anne Burgess, Chairperson Michelle Bentley, Board Member Michael Dwyer, Treasurer Moira Jenkins, Board Member Desmond Ford, Board Member Helena, Kyriazopoulos, Board Member Alex Houthuysen, Board Member Wendy Lacey, Board Member (via Zoom) Ian Yates, Board Member (via Zoom)</p>	<p>Executive : Carolanne Barkla, Chief Executive Anna Barton, Operations Manager Lyndon Prior, Corporate Services Manager Leonie Thomson, Minute taker</p>
<p>Attendees Hon Russell Wortley MLC Megan Corlis, ANMFSA Trish Currie, ANMFSA Richard Bruggeman Roger Adamson, SARVRA Doris Gioffre Sakina Vohra Megan O'Connell Jan Obery Scott Buick Annabelle Randell Joanne Watts Isabel Hoo Mary Manickam Sarah Nichols Robyn Richter</p>	<p>Zoom attendees Craig Gear, OPAN Philippa Campbell, ERA Maria Johns, MAC Nat Cook MP Sue Rudall Annelise van Deth Deb Bolt Vicki Stokes Romana Ivkovic Janet Roche Robyn Smith Julie Karidis</p>

2.2 **Apologies – see attached list**

3. **Meet our Board: Talented. Committed. Passionate**

Brief summary from each follows

Michael Dwyer – commenced 2015

Currently Treasurer of Board and Chair of the Finance Audit and Risk Management Committee. Has BEc and worked in major orgs both in Sydney and Adelaide. Previously on Board of Insurance & Membership Services of COTA for 15 years, including five as Chair. Enjoying time with ARAS as have love of older people.

Ian Yates – commenced 1990

Has a strong passion for strengthening civil society organisations and knows that advocacy has been one of the underdone parts of the aged care system because there is a power imbalance between consumers and that aged care system, so advocacy is very important.

ARAS has all encompassing advocacy and it benefits from the knowledge and experience he brings from his roles and life experience.

Helena Kyriazopoulos – commenced 2016

Has worked in NFPs all professional life and been involved with ARAS in one way or the other for nearly 20 years because of a passion for ensuring the voices of CALD people are heard. Has been supporting the organisation in a volunteer capacity in all that time.

Wendy Lacey – commenced 2019

Is an academic lawyer who works and advocates for the rights of older people with a focus on South Australia. Led the Closing the Gap report which called for stronger legislation around adult safeguarding and works at a national level around prevention of elder abuse. Two significant pieces of work undertaken for SA was leading the process for adult safeguarding legislation and conducting a legislative required review of the Advance Care Directive Act for which changes have recently been implemented.

Moira Jenkins – commenced 2020

Social justice is very important and her previous studies, which focused on workplace bullying, found that workplaces need to be inclusive as well as have the right culture and good governance. As the Mayor of Victor Harbor feels that even though they may have the best causeway and roads, the best retirement villages and residential aged care homes, it means nothing unless it has a community that feels it belongs, is heard and respected.

Desmond Ford – commenced 2020

The common theme throughout his career has been social justice, youth, health, sexual health. First adult job was in Sydney for Citizen Advocacy Northside for people with Intellectual disability, and which recruited volunteers to be advocates. Saw some of the worst institutions in the country, and saw some terrible things, but also saw people's willingness to advocate and step up to help. That was inspirational and has carried through all his working life.

Provided LGBTI training for the whole of ARAS and knows it is an organisation which values the importance of being inclusive to all groups in the community.

Alex Houthuysen Hill - commenced 2021

An Aboriginal man from Western Australia, whose mob is Yamatji. Came to the Board from a different path, through aviation with the Defence Force and then with airlines as a life support engineer. Felt there was something missing and needed to find himself as an Aboriginal man, so started that journey and found his mother who is now in a nursing home.

Can see through his position on the Board that ARAS is enabled to bring improvements to homes like where his mother is.

Michelle Bentley – commenced 2017

Is Chair of Governance and Performance Committee. Started career as a teacher/educator then moved into adult training and development, helping people to become the best version of themselves. Now General Manager of Hender Careers.

Has always volunteered and when her mother went into care, also gained that lived experience. When a Board role came up at ARAS, was very keen to add value to ARAS in a volunteer capacity.

Anne Burgess – commenced 2016

Career has spanned mental health, domestic violence, drugs, and equal opportunity, all areas where there is stigma and discrimination and where people did not want to know about it.

After ceasing full time work, ended up on five Boards, all in health and ageing and where the theme throughout is social justice and human rights, a natural fit for her, and the work that ARAS does is firmly grounded in those two very important themes.

ARAS is privileged to work with older people, listening to their stories, walking in their shoes and working with them to ensure their rights are upheld.

4. Confirmation of the minutes from the November 2020 Annual General Meeting

Chair confirmed there was a quorum present, per the Rules.

The minutes of the previous Annual General Meeting of 16 November 2020 were accepted as a true and correct record of the meeting.

Moved M Bentley Seconded M Jenkins and unanimously received by members

RESOLUTION: That the minutes of the ARAS AGM of 16 November 2020 are accepted as a true and correct record of the meeting.

5. Annual Report 2020-2021 – Chair's report – A Burgess

Copies of the Annual Report 2020-2021 were provided to all present.

The Chair's report was received.

The Chair, A Burgess, spoke to her report, saying that from a Board perspective, its governance has been strengthened with a revised and more transparent Constitution which is now known as the Rules. Under the Rules, Board Members now have 3 x 3 yr fixed terms and all Members have agreed to continue on the Board. The Rules also allow for ARAS to have a Membership Program which will be discussed later in the meeting. During 2020-2021, ARAS also received 3 year accreditation under the ASES standards which is no mean feat, and signals that ARAS has strong governance, policies and procedures. The accreditation is a credit to the team which has, despite day to day uncertainty because of COVID-19, continued to provide older people with excellent services in a resolute and compassionate manner.

The Chair said the Government's response to the recommendations of the Royal Commission into Aged Care Quality and Safety and increased funding provides an opportunity for ARAS to increase its services of providing more independent information and advocacy to older people. ARAS will also be conducting research which will identify the gaps and needs in the community so we can prioritise our work.

The Chair thanked the ARAS sponsors and funding bodies and her Board colleagues, saying they are fabulous to work with because they are committed to excellence. She said that ARAS attracts and retains passionate and committed staff who are ably led by Carolanne Barkla, the Chief Executive, and thanked the whole ARAS team for their ongoing work.

Chief Executive update

The Chief Executive, C Barkla, thanked the Chair for her tireless work, saying she is a great inspiration to everyone and also congratulated her on her recent AM award.

She then said that operationally it had been another busy year for ARAS, with an increase of 25% on the number of people assisted this year, equating to a phone call every 20 minutes which is indicative of the number of people who need our support. ARAS delivered 512 education sessions to over 6,800 people and helped 163 people to navigate the aged care system through the Navigator Trial. Through the *Stay connected stay supported in your community* initiative, led by Anna Barton, and which was a result of the 2nd season of the ABC TV program 'Old People's Home for 4 years old', we were able to provide call backs and assistance to 354 people. Comments from older people we helped during that initiative included "without your service, I wouldn't have known where to start" and "I am excited by all the options and supports available to me and enjoyed the calls from you".

We now have 2,612 subscribers to our news, a number which is steadily increasing. We are incredibly proud of our annual WEAAD conferences which have been held since 2006 and for the last two years conducted online, with local, interstate and international attendees. We will be continuing these, hopefully face to face as well as online, as it is critical to keep the focus on abuse of older people, including keeping government accountable for the enquiries and recommendations.

Ms Barkla said one of the key achievements for ARAS this year was the implementation of a new searchable Salesforce database which enables it to provide the necessary information to complete the approximately 28 reports p.a. to government and provides for greater efficiency and assistance for the ARAS Team.

Ms Barkla thanked the small but growing ARAS team, saying they are awesome people who are very flexible and always focused on how they can help older people. She also thanked Board members for their ongoing support.

The Annual Report 2020-2021 was commended to all.

Moved D Ford Seconded M Bentley and unanimously received by Members

RESOLUTION: The Annual Report 2020-2021 is accepted by ARAS members

6. Finance and Auditors Report – M Dwyer, Treasurer

The Treasurer's report was received.

The Treasurer reflected on the last year, say that when he initially started as Treasurer, the revenue was about \$800k and now it is \$2.5m, with more expected next year. He said the balance sheet is in a very sound position and that the auditors had given an excellent report with no qualifications, saying that ARAS had good controls in place.

Moved by M Dwyer Seconded by H Kyriazopolous

RESOLUTION: The Audited Financial Statements are accepted unanimously by ARAS members

7. Appointment of Auditors for 2021-2022 – M Dwyer, Treasurer

The Treasurer suggested that BDO, the current auditors, be retained for the current financial year (21/22) and that, in the interests of good governance, a tender process be undertaken early in 2022 to source new auditors.

Moved by M Dwyer Seconded by M Bentley

RESOLUTION: Auditors BDO be retained for the financial year 2021-2022 was accepted unanimously by ARAS members

8. Nomination of Board members – A Burgess, Chair

The Chair advised that in accordance with 7.5 of the Rules, ARAS Ordinary Members were advised in the Notice of AGM of 8/11/21 that there is one vacancy for an ARAS Board Member. In accordance with 7.4 (b) of the Rules, this position had been filled on a casual basis by an Ordinary Member of ARAS, Mr Alex Houthuysen (Hill), until this Annual General Meeting.

Mr Alex Houthuysen (Hill) nominated for election to the position of Board Member, proposed by Michael Dwyer (Treasurer) and seconded by Michelle Bentley (Deputy Chair) and as no other nominations from Members were received he is deemed to be elected.

The Chair congratulated and officially welcomed Alex to the Board.

RESOLUTION: That Alex Houthuysen (Hill) is elected as a Member of the Board was accepted unanimously by members

9. ARAS Membership Program – official launch

The Chair advised that in accord with its previous constitution ARAS had only one member, COTA SA, however under the new Rules, ARAS now has a Membership Program which is open to individuals and organisations. This will make ARAS more open to scrutiny and accountability and, most importantly, enable more people to know about and be involved with the work we do.

The Chair encouraged attendees to get involved and also be the conveyers of information, and encourage membership of ARAS to friends and networks.

The Chair declared the Membership Program officially open.

10. ARAS 31st birthday

The Chair advised that ARAS had turned 31 this year and had begun in March 1990 as the SA component of the Residential Aged Care Advocacy Services program. This program was as a result of a number of Parliamentary reports and reviews of residential care services and specifically the Chris Ronalds report *Resident Rights in Nursing Homes and Hostels* which importantly noted the “*Difficulty in personally exercising rights should not mean that those rights no longer apply. Rather it means that some effective method of assisting the person to exercise their rights must be found.*” And so ARAS was founded.

From the beginning ARAS has given high priority to the rights of older people, engendering a culture of respect for older people, and preventing abuse. The Chair referred to a specific case in the paper today which highlighted the need for continuing advocacy.

Congratulations and happy birthday to ARAS.

11. Any other business

NIL

12. Thanks and close

The Chair expressed her hope for a successful 2022 and thanked all for attending.

Meeting closed at 12.37

Next meeting: November 2022

Signed by Chair: _____

Date: _____

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APOLOGIES RECEIVED FOR AGM 22 NOVEMBER 2021

1. Senator Don Farrell, Shadow Special Minister of State, Shadow Minister for Sport and Tourism, Shadow Minister Assisting the Leader of the Opposition and Senator for South Australia
2. Senator the Hon Simon Birmingham
3. Senator Karen Grogan
4. Senator the Hon David Fawcett
5. Senator the Hon Anne Ruston
6. The Honourable Jing Lee, MLC
7. Steve Georganas MP
8. Rebekha Sharkie MP
9. Mr Tony Pasin MP, Federal Member for Barker
10. Office of Rachel Sanderson MP
11. Hon David Speirs MP
12. Hon Dan van Holst Pellekaan MP
13. Hon. John Dawkins MLC
14. Hon Michelle Lensink MLC, Minister for Human Services
15. Hon Mark Butler MP
16. Chris Picton MP, Shadow Minister for Health and Wellbeing
17. Hon Tammy Franks MLC
18. Andrea Coote
19. Volunteering SA
20. Assoc Prof Grant Davies
21. Adelaide PHN
22. AMA
23. Legal Services Commission
24. ACQSC
25. ACSA
26. Chief Psychiatrist
27. Health & Community Services
28. Riverview Lutheran
29. Jenney Blakey
30. Rosetta Rosa LASA