

# Aged Rights Advocacy Service Inc



For the Rights of Older People

Annual Report 2016 / 2017

## CONTACT DETAILS

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*SA Elder Abuse Prevention Phone Line*  
**Phone: 1800 372 310**



## FUNDING

ARAS is supported with funding by the Australian Government under NACAP and the CHSP, and the Office for the Ageing, SA Health.

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## VISION

A society in which older people are recognized as valued, active and contributing participants and where aged care services are responsive to the rights and needs of all consumers.

## MISSION

ARAS will aim to increase the older persons control over goods, services and quality of life and develop a sense of empowerment and of being valued as an individual and citizen of Australia.

ARAS acts in the interest of all older people to safeguard, uphold and promote their rights as citizens of Australia.

ARAS strives to work in an inclusive manner. All activities encompass strategies that are appropriate to the particular linguistic, cultural, physical and intellectual requirements of our client group.

### *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.

## OVERVIEW

Aged Rights Advocacy Service Incorporated (ARAS) is a well respected, non-government, not for profit organisation that has existed for over 27 years with a focus on the rights of older people.

ARAS current programs support older people or their representatives who are:

- Receiving community based aged care services
- Living in a commonwealth subsidised aged care facility
- At risk of, or who are being abused by family or friends
- Living in a retirement village.

Additionally, ARAS offers a specialist Aboriginal Advocacy Program in collaboration with the Council of Aboriginal Elders of South Australia. ARAS also offers a specialist mentoring camp to encourage intergenerational learning and sharing.

ARAS holds an annual World Elder Abuse Awareness Day (WEAAD) Conference in June each year.

ARAS also hosts the SA Health Elder Abuse Prevention Phone Line and Referral Service.

## THANK YOU

ARAS sincerely thanks all consumers, partners, sponsors and supporters who have contributed to supporting ARAS in many different ways including but not limited to various working groups, committees, alliances and networks.

ARAS also appreciates the ongoing support for WEAAD community events and the WEAAD Conference which contributes significantly to raising awareness of elder abuse but also provides a forum for hearing about some of the latest evidence about this complex social issue.

We would also like to thank all consumers, organisations and government representatives who took the time to provide information when requested and offered support to ARAS in many ways.

Without funding from the Department of Health, Australian Government and the Office for the Ageing, SA Health, ARAS would not be able to support older people to access their rights and entitlements and live a life free of abuse.

## CHAIR PERSON'S REPORT



**Joan Stone**  
*Chairperson*

It is my pleasure to present this year's Annual Report which provides the opportunity for reflection on a year where once again change has been the rule not the exception.

ARAS has faced many challenges - including the need to tender for the National Aged Care Advocacy Program (NACAP) as well as ensuring the Elder Abuse Prevention Program continues to be funded. During the year ARAS has also been called upon to provide submissions to a number of enquiries.

ARAS has worked closely with the Older Persons Advocacy Network which consists of nine NACAP organisations across Australia. Initially a Memorandum of Understanding was signed by the entities which subsequently progressed to the establishment of a shareholders agreement, Constitution and the formation of a Company Limited by Guarantee - known as Older Persons Advocacy Network Limited (OPAN).

ARAS was part of the working group of representatives from OPAN working diligently and co-operatively to formulate the tender bid for NACAP. Whilst working on the bid ARAS had to contend with the potential loss of the Elder Abuse Prevention Program that has been available to all South Australians - without a requirement to be receiving Commonwealth funded aged care services. We raised our concerns with Minister Wyatt, the Department of Health and others, and funding for the program

was secured for the financial year 2017/18. Work is also progressing to secure further funding of this much needed and unique program.

ARAS has also been involved in Elder Abuse Action Australia (EAAA) which commenced as a loose network of organisations interested in issues and concerns about elder abuse - in particular abuse by family and friends. ARAS has been one of a core working group engaging with Aged Discrimination Commissioner Kay Patterson, Attorney General's Senior Advisors as well as the Attorney General's Department in Canberra.

ARAS is also mindful of the State Government's contribution to supporting older people via the Retirement Villages Program, Elder Abuse Prevention Phone Line and Referral Service, Abuse Prevention Grant - as well as the Positive Lives Toolkit.

ARAS also held the Mentoring Camp in April 2017 which is an intergenerational camp bringing together Aboriginal Elders and younger Aboriginal people. We wish to thank the Council of Aboriginal Elders of SA for their continued support of our collaborative Aboriginal Advocacy Program and Mentoring Camp.

On June 2017 ARAS World Elder Abuse Awareness Day Conference was held at the Stamford Grand, Glenelg with a diverse program including hearing from a consumer representative who had experienced abuse. The feedback from this Conference was overwhelmingly positive and we have rebooked the venue for 15 June 2018.

I take this opportunity to thank our funding bodies - the Department of Health, Australian Government and Office for the Ageing, SA Health - for their commitment to the principle of providing advocacy support to empower older people and their representatives, and for their ongoing support of ARAS.

My colleagues on the Board of ARAS have continued to give their time willingly to provide strong governance for ARAS and I thank them for their commitment to the cause.

On behalf of the Board I record our appreciation of the work undertaken by our very dedicated and skilled staff - most ably led by CEO Carolanne Barkla - and know that they will continue to work diligently to ensure the future of ARAS.

This is my last report as Chair of the ARAS Board, and I leave knowing that its work will continue to provide service to those people who most need it, and I am honoured to have been part of the years of growth of this very special service.

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

Joan Stone  
Chairperson





**Carolanne Barkla**  
CEO

This year has been an extraordinary year for ARAS.

Late in 2016 ARAS commenced a comprehensive strategic planning process including reviewing our vision, mission and values, strategic goals and objectives involving ARAS Board and the ARAS Program Managers and CEO. ARAS looks forward to completing this process, finalising our Strategic Plan and implementing our strategic directions for 2017/18.

ARAS priority for this year has been to work diligently and collegially with OPAN members to apply our expertise and knowledge to support the OPAN bid for the National Aged Care Advocacy Program. This is the first time that ARAS had to take part in an open tender process.

Additionally, ARAS met with key stakeholders to secure the funding for the ARAS Elder Abuse Prevention Program that supports older South Australians who are at risk of, or who are experiencing abuse by family and friends. Funding was secured for 2017/2018 via OPAN. ARAS is taking the lead for OPAN on Elder Abuse.

At the same time during the year a 'once in a lifetime opportunity' created by the Australian Law Reform Commission Inquiry into Elder Abuse coincided with significant elder abuse episodes which unfolded in South Australia. With the prominence of elder abuse, ARAS has been called upon in an unprecedented way to support older people with advocacy

support and to provide systemic advocacy via submissions to a number of Commissions and Enquiries. Another first for ARAS was to provide a community victim impact statement in the Adelaide Magistrates Court.

During this time ARAS never lost focus on supporting older South Australians. During 2016/2017, ARAS provided advocacy support to 1756 older people as well as providing 725 information sessions to support older people to exercise their rights, obtain their entitlements, or take steps to address elder abuse. ARAS also undertook 344 education sessions across South Australia and attended 66 networking events. Additionally, ARAS hosts the SA Elder Abuse Prevention Phone Line and Referral Service. ARAS continues to build on our partnerships which contribute to the ongoing success of the Aboriginal Elders & Youth Mentoring camp, as well as the World Elder Abuse Awareness Day Conference.

Overall, ARAS supported over 12,500 South Australians to understand their rights and entitlements; have their rights respected; dignity and choice upheld; to receive the expected standard of care and support; to raise their concerns with a service provider or administering/regulatory body, and to consider options to prevent or overcome abuse by family and friends. I encourage you to read the reports of each of the programs on the following pages.

Thank you to the dedicated staff and also the ARAS Board members who give generously their time and expertise.

Finally, I acknowledge ARAS Chair Joan Stone. Thank you seems inadequate and the following words spoken by Jesse Owens spring to mind when I think of Joan:

*'We all have dreams. But in order to make dreams come into reality, it takes an awful lot of determination, dedication, self-discipline, and effort.'*

## Boards/Advisory Committees

### National

- Older Persons Advocacy Network (OPAN)
- Elder Abuse Action Australia (EAAA)
- AIFS Elder Abuse Scoping for Prevalence Study Workgroup
- Attorney Generals Department, Human Rights Unit, Specialist Group Supporting the National Agenda Research Elder Abuse – Research Engagement
- 5<sup>th</sup> National Elder Abuse Conference Steering Committee
- Australian Association of Gerontology Aboriginal and Torres Strait Islanders (AAGATSI) Advisory Group

### State

- Australian Aged Care Quality Agency (AACQA) Liaison Quarterly Meetings, South Australia
- SA Health Oakden Response Plan Oversight Committee
- SA Health Elder Abuse Prevention Phone Line and Referral Service Advisory Committee
- Adelaide Primary Health Network: Older People and Aged Care (HPN)
- Alliance for the Prevention of Elder Abuse (APEA)
- Law Society of South Australia Public Sector and In House Lawyers Committee
- Building Safer Communities for Older Women (BSCW): Affected by Domestic Violence and Homelessness, Flinders University Project
- Safeguarding Strategy Implementation Advisory Group
- Strategy to Safeguard the Rights of Older South Australians Action Plan Advisory Group 2015-2021
- Northern Elder Abuse Prevention Taskforce (NEAPT)
- Catalyst Foundation - My Mediation Options - A CALD Perspective Steering Committee

## Commissions/Statutory Officers/ Government Departments

### National

- Australian Law Reform Commission
- Aged Discrimination Commission
- Aged Care Complaints Commission
- Department of Health (Cth) Canberra & Adelaide offices
- Attorney Generals Department (Cth), Human Rights Unit Canberra
- Australian Aged Care Quality Agency

### State

- Principal Community Visitor, Mental Health
- Office of the Public Advocate South Australia
- Public Trustee of South Australia
- Legal Services Commission of South Australia
- Commissioner for Victims Rights in South Australia
- Attorney-Generals Department, South Australia
- SA Health, Office for the Ageing



## Conferences/Forums

### National

- LASA National Congress 2016 - *Speaker*
- NACA Consumer Support Workshop Melbourne 2016
- ADA Australia National Conference: Human Rights & Social Justice – Shifting Client Control 2017 - *Speaker*
- Aged Care Complaints Commission Complaints Matters Conference 2017 - *Panelist*
- 4th international Conference on Ageing in a Foreign Land, Adelaide , 2017 - *Speaker & Panelist*

### State

- Better Practice Conference 2016 (Adelaide) - *Chair & Speaker*
- Aged & Community Services SA & NT Residential Aged Care Symposium - *Speaker & Panelist*
- Aged & Community Services SA & NT Retirement Village Symposium - *Speaker*
- Aged & Community Services SA & NT Community Care Symposium
- World Elder Abuse Awareness Day (WEAAD) Conference 2017 Adelaide - *Host, Speaker*
- Department of Community & Social Inclusion Aboriginal and Torres Strait Islander CHSP and Disability Forum - *Speaker*
- Department of Community & Social Inclusion - Office for Women - *Speaker*
- South Australia Financial Counsellors Association (SAFCA) - *Speaker*
- Building Safer Communities for Older Women (BSCW): Affected by Domestic Violence and Homelessness, Flinders University Project - *Speaker*
- Catalyst Foundation, My Mediation Options - A CALD Perspective - *Speaker*
- Seniors Brighton Forum - *Speaker*

## Conferences/Forums *cont...*

### State

- Northern Health Family Violence Forum - *Speaker & Panelist*
- Community Access & Services SA, Respectful Relationships Community Forum - *Speaker*

## Government Ministers/Members of Parliament/Senators

### National

- Hon. Ken Wyatt, AM, MP, Minister for Aged Care & Indigenous Health
- Senator Nick Xenophon
- Senator Stirling Griff

### State

- Hon. John Rau, MP, Attorney General and Deputy Premier
- Hon. Zoe Bettison, MP, Minister for Ageing
- Hon. Martin Hamilton Smith, MP, Minister for Investment and Trade, Minister for Defence Industries and Veterans Affairs
- Hon. Steven Marshall, MP, Leader of the Opposition
- Hon. Stephen Wade MLC
- Hon. Nat Cook MP



## Submissions & Position Statements

### National

- Australian Law Reform Commission Elder Abuse: Issues Paper August 2016
- *Position Statement: Cameras in Aged Care*, September 2016
- Australian Law Reform Commission Elder Abuse Discussion Paper 83, February 2017
- Nous Group – Internal Review Australian Aged Care Quality Agency, June 2017
- National Review into Aged Care Quality Regulatory Processes, June 2017

### State

- South Australia Joint Parliamentary Committee into Matters relating to Elder Abuse, December 2016 (evidence) and Submission, March 2017

## Meetings/Events/Roundtables/ Workshops cont...

- Parliament of Victoria - Legal and Social Issues Committee
- Mindful of Dementia Day, The Queen Elizabeth Hospital
- Disability & Ageing Expo, Wayville
- Developing Service Networks for Older Women (BSCW)



## Meetings/Events/Roundtables/ Workshops

- Reconciliation SA: Apology to the Stolen Generations Breakfast
- NAIDOC
- Helping Hand's Rainbow Journey
- Alliance for Forgotten Australians, South Australia
- Australian Research Network Law and Ageing (ARNLA) workshop (ACDs, Guardianship & Elder Abuse)
- Law Society of South Australia, Succession Law Committee
- Ageing on The Edge Older Persons Homelessness Prevention Project
- Victorian Retirement Housing Experts' Forum
- Simulation Project, School of Nursing, Faculty of Health Sciences, University of Adelaide

## Networks

- Metro mob - Aboriginal Aged, CSHP and Disability Network
- Council of Aboriginal Elders of South Australia (CAESA)
- Turkindi - Indigenous Information Network of South Australia
- Weaving the Net - Network Meetings
- Northern Carers Network
- Alzheimer's SA
- Aboriginal Community Services Inc
- Aboriginal Health Council of South Australia
- Pika Wiya Health Service (Port Augusta, Whyalla, Flinders Ranges)
- Ceduna Koonibba Aboriginal Health Service Inc
- Tarpari Aboriginal Regional Health Service (Port Pirie)
- Riverland Health Service
- Narungga Elder Care Service (Yorke Peninsula)
- Whitelion Learning Centre
- Aboriginal Partnership Group (Carers SA)

**Networks cont...**

- Burnside Aged & Disability Services Network
- CHSP Managers Meeting
- CHSP/RAS Collaborative Meeting (Western Linkages)
- Inner City HACC Network Meeting (ICHN)
- Low Level Services Network Meeting (NCP)
- Northern Collaborative Project (NCP) Executive Meeting
- Partnerships in Positive Ageing
- Southern Hoarding & Squalor Meeting
- Western Linkages Network & Education Meeting
- East-North East Multicultural Forum
- Marion Centrelink Multicultural Community Workers Forum
- Network for CALD Ageing Services
- West North Network Information Forum
- Aged and Community Services Australia
- Gawler & Surrounds Healthy Ageing Network

**Media Summary**

- ABC 7.30 Report
- InDaily Opinion Piece
- Ten News Series Elder Abuse
- ABC Adelaide News
- The Australian
- Sky News
- Radio Adelaide
- 5AA
- 891 ABC Radio
- SBS News
- Australian Ageing Agenda
- Aged Care Guide
- The Senior Newspaper
- Adelaide Now
- Health News – Health Professionals Radio
- Film for APEA website

**Staff Education Overview**

- Defensible Documentation
- SOCAP: Effective Apologies Without Admitting Fault or Liability
- Bicultural Awareness Training
- Leading Person Centred Teams
- LGBTI Aged Care Training
- Elder Abuse and Reportable Assault Training
- Certificate 4 Training And Education
- Pre-season Bushfire Briefing 2016
- My Mediation Options Community Champions



**AGED RIGHTS ADVOCACY SERVICE INC  
2016 / 2017**

**Board Members**



**Mrs Joan Stone**  
*Chairperson*



**Associate Professor  
Linda Starr**  
*Deputy Chairperson*



**Mr Michael Dwyer**  
*Treasurer*



**Mr Ian Yates**



**Mr Michael Fabbro**



**Mr Garth Dodd**



**Mr Roland Sellars**



**Ms Helena  
Kyriazopoulos**



**Ms Anne Burgess**



**Ms Carolanne Barkla**  
*Ex Officio*

**ARAS BOARD MEETING ATTENDANCE**

July 2016 to June 2017

name	total meetings attended
Mrs Joan Stone	9
Associate Professor Linda Starr	3
Mr Michael Dwyer	8
Mr Ian Yates	7
Mr Michael Fabbro	7
Garth Dodd	8
Mr Roland Sellars	9
Ms Helena Kyriazopoulos	6 from 6
Ms Anne Burgess	2 from 6
Ms Carolanne Barkla	10



**Carolanne Barkla**  
*Chief Executive*

**Administration**

**Louise Woolstencroft**  
*Administration Manager*

**Paris Ladegourdie**  
*Administration Officer*

**Program Managers**

**Brenton Pope**  
*Residential Care Program*

**Doris Gioffre**  
*Abuse Prevention Program*

**Deborah Bolt**  
*Community Care Program*

**Louise Herft**  
*Strategic Projects*

**Trischia Ritchie**  
*Aboriginal Advocacy Program*

**Advocates**

**David Clinton**  
*Residential Care Program*

**Robyn Smith**  
*Community Care Program  
until May 2017*

**Rob Nankivell**  
*Abuse Prevention Program*

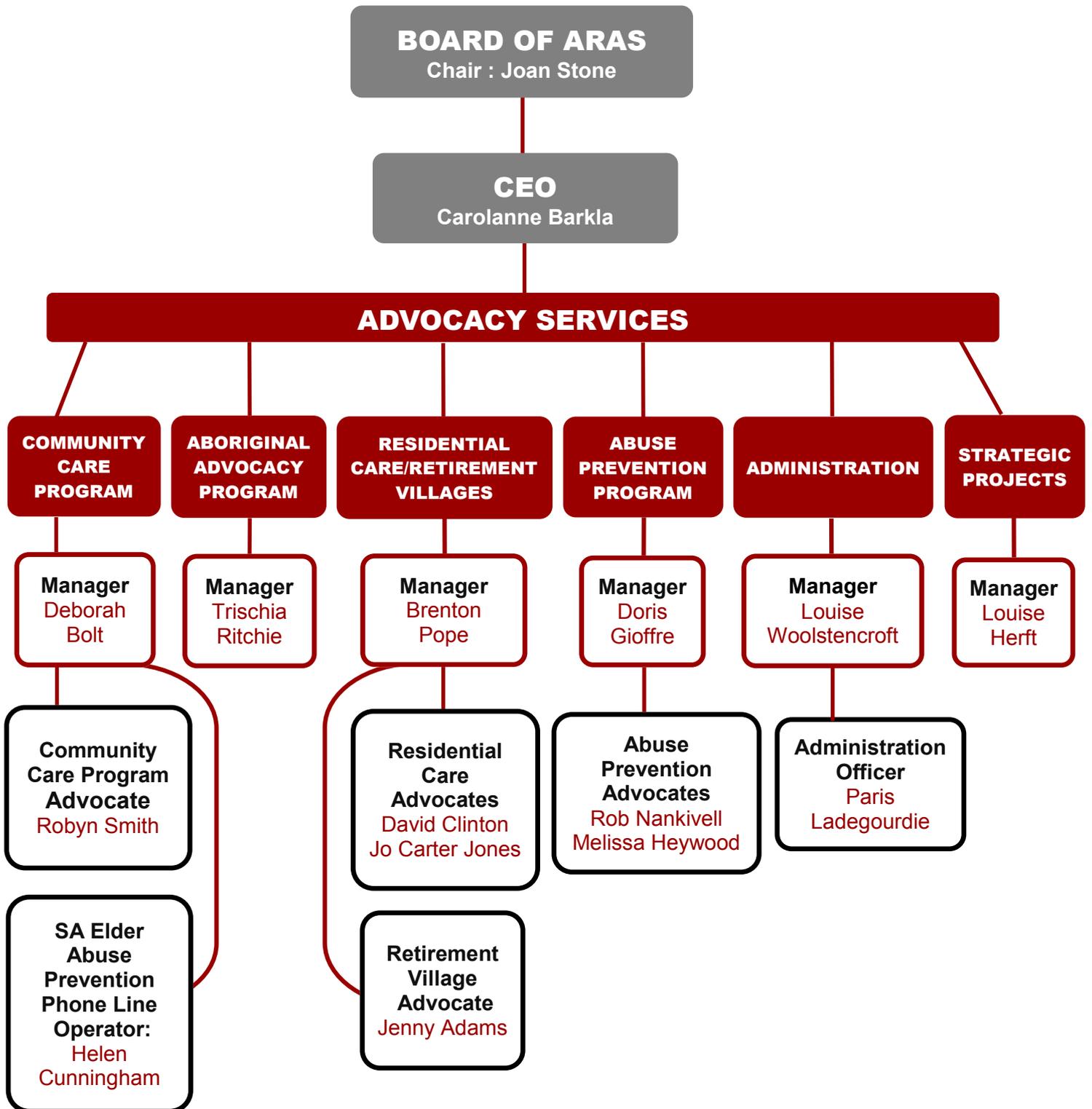
**Melissa Heywood**  
*Abuse Prevention Program  
until February 2017*

**Jenny Adams**  
*Retirement Village Advocate*

**Jo Carter Jones**  
*Residential Care Program  
until November 2016*

**SA Elder Abuse Prevention  
Phone Line**

**Helen Cunningham**  
*Phone Line Operator*





**Brenton Pope**  
*Residential Care Program  
Team Manager*

The Residential Care Program is funded by the Commonwealth Government Department of Health under the National Aged Care Advocacy Program. The program is focussed on providing advocacy support to any person who may be living in a Commonwealth funded Aged Care facility.

The program also provides general information on rights and entitlements that relate to Residential Aged Care and facilitates a range of education programs on elder abuse prevention and resident rights to Aged Care staff, family members and residents.

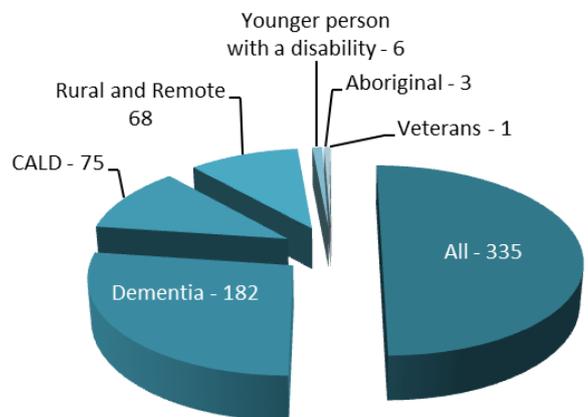
Throughout 2016/17, the Residential team continued to provide advocacy support on a range of issues to residents and their representatives throughout South Australia. While it is not uncommon for our service to be contacted in respect to cases of elder abuse and neglect, unfortunately, the last 12 months brought to light a number of quite horrific situations that were highlighted by media. These situations included a number of alleged physical and sexual assaults perpetrated against residents by staff members, along with the substantial investigation into the maltreatment of residents at Oakden Aged Care.

Throughout 2016/17, the Residential Care Program provided advocacy support to aged care residents and their representatives in a total of 474 cases. This may involve assisting the person to clarify their rights and entitlements in respect to a particular issue, and also working with them and the aged care provider to explore how

the issue can be resolved or appropriately addressed.

A substantial number of residents we assist have a variety of special needs and we continue to ensure that our services are responsive to those individuals. Whether the person may be living with a condition such as dementia or may come from a Culturally and Linguistically Diverse (CALD) background, we continue to strive to provide a service that meets the specific needs and requirements of the individual concerned. In 2016/17, special needs groups made up around 71% of the total number of people that requested advocacy support.

**Advocacy support provided**



Throughout the year the residential team had provided advice and support in respect to a range of different issues that included the following;

**Choice and Decision Making** – A resident felt as though their own individual preferences were not being upheld or respected.

**Internal complaints process** – Attempts had been made to resolve the issue with the aged care provider, however, the issue had not been resolved.

**Care Planning** – The resident or representative felt as though care and/or services were inadequate or inappropriate.

**Family disputes** – There was disagreement or dispute between the resident and family members in respect to aspects of care or decisions that were being made.

**Elder Abuse** – The resident may have experienced some form of abuse from either staff, other residents, family and/or friends.

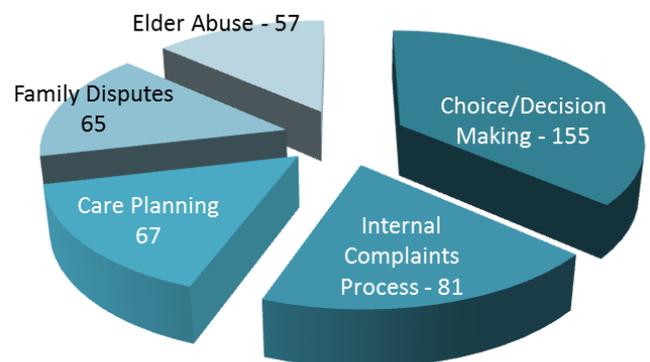
Along with providing individual advocacy the residential team also responded to 228 additional requests for more general information on rights of residents, fees and charges and the advocacy process.

The demand for education sessions in this sector continued to be very high throughout 2016/17. Residential care advocates delivered a number of sessions on resident rights to over 1900 residents and representatives throughout 85 aged care facilities across the State.

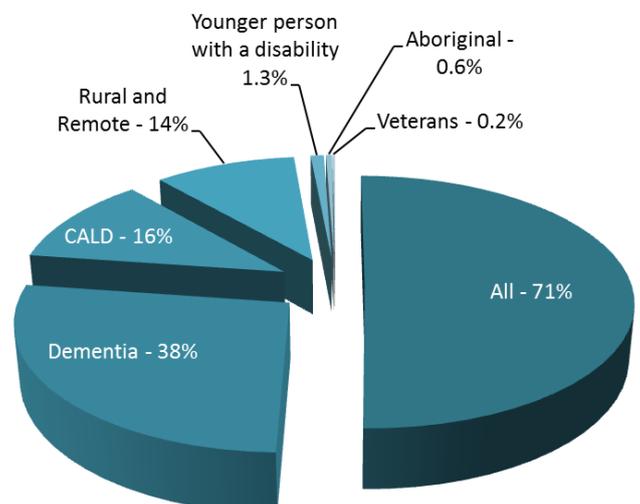
In conjunction with our sessions on resident rights, we also received a substantial

number of requests from providers in respect to staff education on elder abuse prevention in residential care. In total, we delivered 66 staff sessions to around 1300 staff. These sessions continue to be extremely popular and sought after throughout the aged care sector, and we continue to receive positive feedback about the quality and standard of staff education that we provide.

**Top 5 advocacy issues in 2016/17**



**Percentage (%) of total advocacy assistance provided to Special Needs Groups in 2016/17**

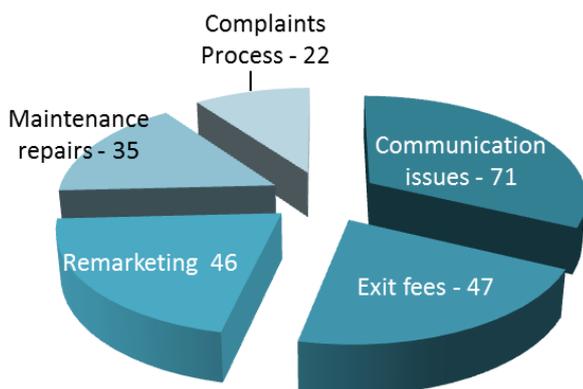


The Retirement Village Advocacy Program commenced in October 2014 through support from Office for the Ageing (OFTA), SA Health. The primary role of the program is to provide advocacy assistance to Retirement Village Residents who may have issues or concerns that relate to their accommodation. The program is there to ensure that residents are able to voice their concerns to the Village Operator, and to assist residents to exercise their rights according to the Retirement Villages Act 1987 and the Retirement Villages Regulations 2006. Support may be provided through assisting residents in resolving issues directly with management of the village, through assisting residents in mediation provided through OFTA, and through providing representation in matters that are referred to the South Australian Civil Administrative Tribunal (SACAT).

Throughout 2016/17, the Retirement Village Program provided advocacy support to 206 residents and their representatives in respect to a diverse range of issues and concerns. These issues included:

- Communication between the resident and Village Operator
- Remarketing process in respect to sale of unit
- Exit fees associated with leaving the village
- Maintenance repairs
- Internal Complaints Process.

**Top 5 advocacy issues in 2016/17**



While the majority of issues are successfully resolved through direct discussion with the resident and the Village Operator, a small percentage of issues may need to be progressed to SACAT for independent arbitration. In 2016/17 the program provided support in a total of five tribunal hearings with successful outcomes being achieved for residents in all of these cases.

Advocacy support was provided to residents in rural and remote locations in 18% of all contacts with around 3% of contacts relating to residents from Culturally and Linguistically Diverse (CALD) backgrounds.

Along with providing advocacy assistance the program also responded to 71 requests for more generic information on the rights of residents, fees, contracts and services provide by the advocacy program.

Education sessions were provided to 430 residents across 11 Retirement Villages throughout South Australia.

We were also honoured to be approached by the Victorian Government in respect to providing input into the proposed development of a similar advocacy program in that State. Retirement Village advocate Jenny Adams attended a Retirement Housing Forum in Melbourne on the 8<sup>th</sup> of June 2017 to provide feedback to a number of stakeholders on how our local program was developed and successfully implemented in South Australia. After extensive consultation the forum put forward a number of recommendations that included the establishment of an advocacy service to assist with ongoing dispute resolution in Victorian Retirement Villages.



**Deborah Bolt**  
Community Care Program  
Team Manager

Community Care advocates work across the three streams of work undertaken by ARAS, namely:

- Advocacy
- Information and
- Education.

Older people and/or their carers who use Commonwealth Home Support (CHSP) services or Home Care Package (HCP) services can contact a Community Care advocate for information about rights and entitlements to assist them to present their care concerns directly to the service provider or a Community Care advocate can represent the older person in their dealings with the care organisation.

Advocates also conduct community and industry education sessions for consumers of CHSP and HCP services, and staff of community aged care providers.

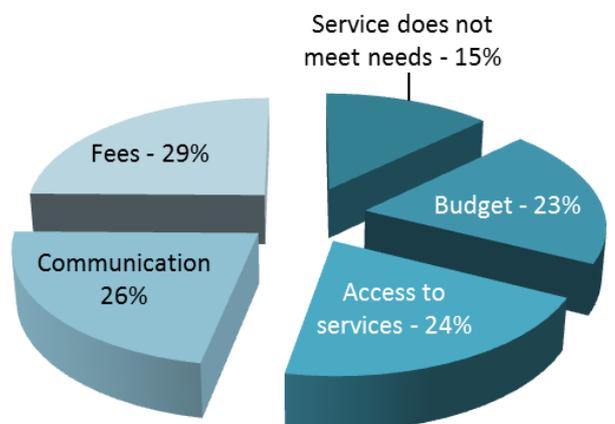
Advocates are often invited to speak to seniors clubs and community groups about consumer rights in aged care, and we are able to increase our exposure to the broader community when displaying resources at community information expos. This year Community Care advocates attended 11 expos in metropolitan and regional South Australia.

ARAS community care advocates can also help Home Care Package consumers to:

- Get Started – establish the home care agreement and care plan
- Negotiate the fees that they may be asked to pay
- Review the home care agreement and care plan,
- Present any requests or complaints to the service provider.

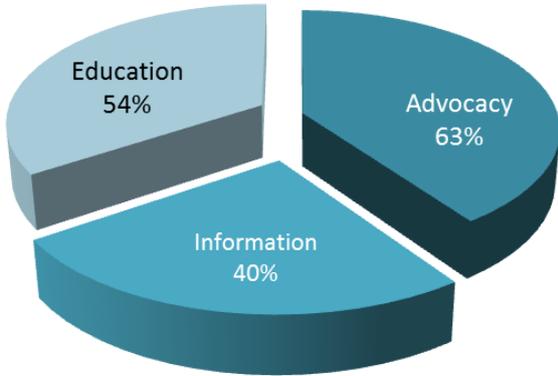
Ongoing changes to the service delivery model in care at home have continued to raise challenges for older people throughout the year with issues around fees and budgets continuing to be among the most common issues raised.

**Top 5 advocacy issues in 2016/17**



[Note: some consumers report more than one issue]

**Percentage (%) of Special Needs Groups supported**



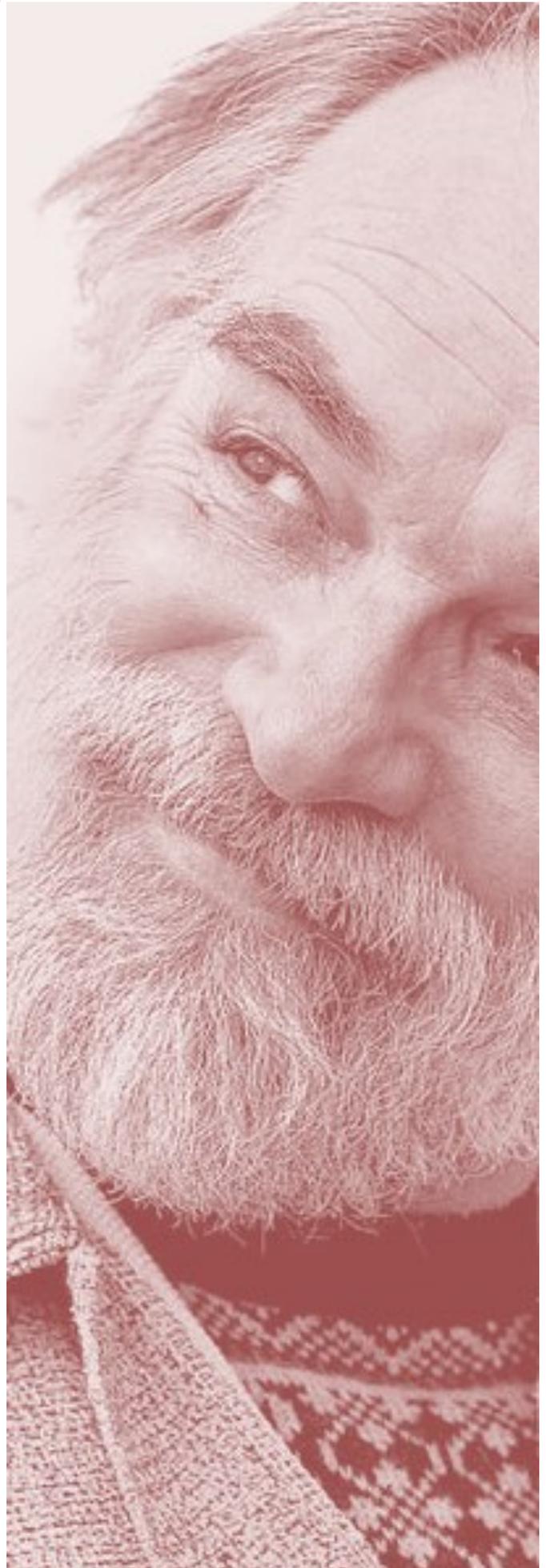
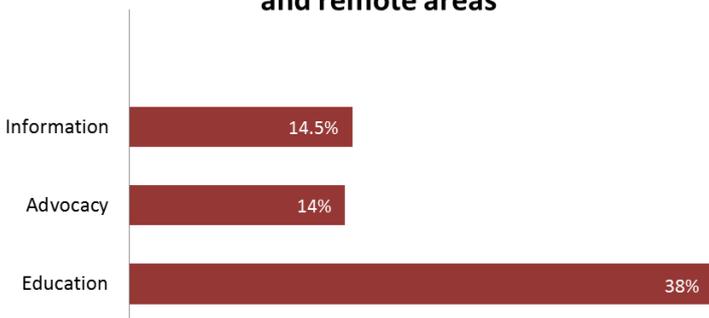
**227** Advocacy Support

**147** Information

**1,387** Education sessions to Consumers/Representatives: consumers and representatives attended 43 information sessions

**335** Education sessions to Staff: staff and volunteers attended education sessions about aged care consumer rights

**Support provided in regional and remote areas**



## SA ELDER ABUSE PREVENTION PHONE LINE & REFERRAL SERVICE

21

### ELDER ABUSE CAN BE STOPPED

[sahealth.sa.gov.au/stopelderabuse](http://sahealth.sa.gov.au/stopelderabuse)



Funded by Office for the Ageing, SA Health (OFTA) and hosted by ARAS, the SA Elder Abuse Prevention Phone Line acts as a first point of contact for older people who are experiencing abuse, or for people who are concerned about the well-being of an older person they know.

The Phone Line and associated media campaigns were established to safeguard the rights of older people, increase awareness of elder abuse, and help the South Australian community to recognise the signs of elder abuse, and know where to go for support and information.

The Phone Line provides information, advice about available resources, and referral to appropriate support services, including advocacy to uphold the older person's human rights. Callers can choose to self-refer to a support agency, or they can elect to have the Phone Line Operator make contact on their behalf.

An Advisory Committee comprising members from ARAS, Legal Services Commission, Office of the Public Advocate, Public Trustee,

Relationships Australia (SA), Carers SA and SAPOL supports the Phone Line operations. Governance is overseen by Office for the Ageing.

Data collected from the Phone Line will contribute to a better understanding of the prevalence of elder abuse in South Australia. OFTA will utilise the data to inform continuous improvement of service delivery, and in development of policies to enhance the wellbeing of older South Australians.

Anyone can call the Phone Line on **1800 372 310** for information, and referral for support.

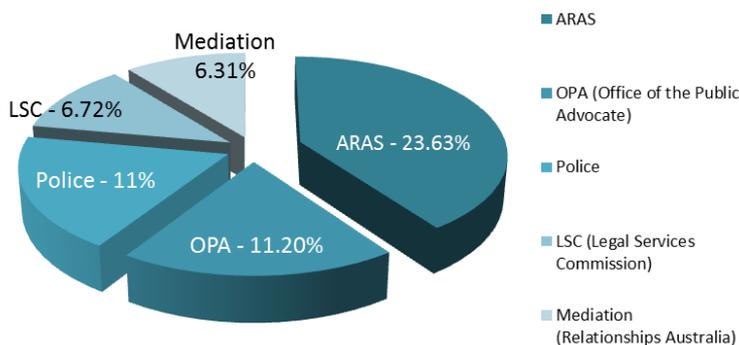
#### Facts:

- 241** Number of calls
- 38** Number of referrals: Assisted by Phone Line Operator
- 405** Number of referrals: Self-referrals (contact details provided to caller)

#### Outcome of survey questions:

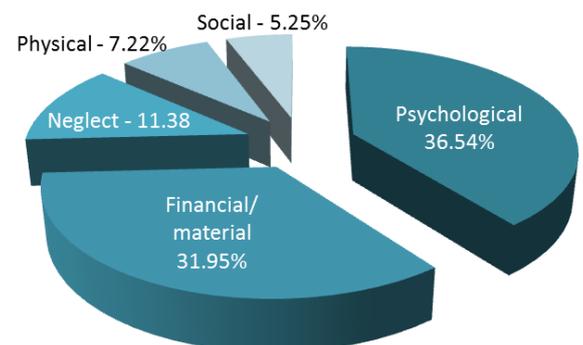
- 277** Instances of positive feedback including;
- 63** People stating that they now have options that they had not previously considered
- 62** People who appreciated the opportunity to talk about their problem to someone who would listen.

#### Top 5 referral agencies



[ Note: some callers are referred to more than one agency]

#### Top 5 types of abuse identified





**Trischia Ritchie**  
*Aboriginal Advocacy Program  
 Team Manager*

**Community Engagement and Promotion of ARAS Aboriginal Advocacy Program**

In 2016/17, ARAS has promoted its Aboriginal Advocacy Program to Indigenous Communities through presentations at the State-wide Aboriginal Women’s Gathering (Murray Bridge, Whyalla, Ceduna and Yalata), hosted by Office for Women (ATSI Women’s Initiatives) and through the Turkindi Aboriginal Indigenous Information Network of SA. In addition, ARAS has maintained its partnership with Alzheimer’s SA by presenting at the Dementia Forum in Port Lincoln, the Riverland and Adelaide. The Manager of the Aboriginal Advocacy Program has presented and reported to the ATSI Disability and CSHP Forum, Carers SA and the Council of Aboriginal Elders of SA.

The Aboriginal Advocacy Program has statistically delivered information and education sessions to:

- 1615 network providers
- 169 participants of Elders’ groups
- Advocated directly, represented and provided information to 76 Indigenous Elders
- 44 education sessions to service providers
- Worked with numerous service providers to resolve aged care related or Housing SA issues for Indigenous Elders across South Australia.

**ARAS Cultural Inclusion**

The Aboriginal Advocacy Program has supported the continued quality improvement for ARAS in the form of Bi-Cultural Awareness Training and the Stolen

Generation Apology Breakfast hosted by Reconciliation SA.

In addition, a warm welcome & invitation was extended to all ARAS staff for NAIDOC 2017, a unique cultural experience of Aboriginal art, music, and literature through (NT and SA) YIDAKI Performance at the South Australian Museum.

**Aboriginal Elders Mentoring Camp**

The Aboriginal Advocacy Program along with ARAS Strategic Projects Manager, designed, planned and developed the 2017 Aboriginal Elders & Youth Mentoring Camp which was titled ‘Journey of Respect’. The importance of the intergenerational mentoring camps has been identified by Aboriginal elders as a traditionally-appropriate means of preventing elder abuse in their communities.



*Pamela Charles (Elder) at ULURU NT, participated in the ARAS Elders Mentoring Camp 2017*

Elders requested that the camp take place at the remote location of Yulara/Uluru, Northern Territory, as the traditional spiritual and cultural centre for Aboriginal people, creating an opportunity for Aboriginal Elders and community members to share their cultural knowledge with young Aboriginal people. The Elders’ choice of the mentoring camp as a social support activity reflects the model of Consumer Directed Choice.

This event was supported by collaborative partnerships of Aboriginal Community Services and Whitelion. We recognise that the mentoring camps are unique in Australia as a culturally-appropriate way of combatting elder abuse in Aboriginal communities. The design of a travel journal was used to guide and document the learning outcome of the event which was supported by two young South Australian film makers who created a short film clip that was viewed at the 2017 ARAS WEAAD Conference.

**Aboriginal Elders Abuse Prevention – Community Development Project**

This Strategic Project, supported by the Aboriginal Advocacy Program, was offered to 3 country regional groups, with 2 regions, the Yorke Peninsula Elders Group (Narungga Elder Care) and the Elders Group in Whyalla (Pika Wiya Health Service) participating over several months.

The Project created the opportunities for:

- Elders to meet on a regular basis in 2017 to discuss elder abuse prevention strategies
- Elders to be a part of a supportive group and to have their voices/concerns heard
- Raise awareness about abuse and be informed about individual rights
- Connect to key service providers in local region
- Community development model of information and sharing.

**New vision for ARAS Aboriginal Advocacy Program**

To continue to deliver the Aboriginal Elder Abuse Prevention – community development project to Elder groups in a number of regions across metropolitan Adelaide and offer the projects to 2 country areas for 2017/18.

Acknowledge presentation opportunities of the Aboriginal Advocacy Program to be able to promote and highlight at the following conferences:

- 50th AAG Annual Conference ‘Ageing: The Golden Opportunity’, which will be held in Perth, Western Australia from 6<sup>th</sup>- 10<sup>th</sup> November 2017.
- 5th National Elder Abuse Conference is being hosted by the Seniors Rights Service in Sydney on 19<sup>th</sup> and 20<sup>th</sup> February 2018. The Conference is titled: ‘Together Making Change’.



Guest Speaker, Hon. Ken Wyatt , AM, MP, Minister for Aged Care & Indigenous Health with ARAS Staff Trischia Ritchie at the Seniors Forum (Marion Club) hosted by (Local Member) Ms Nicolle Flint MP.



**Doris Gioffre**  
*Abuse Prevention Program  
 Team Manager*

The Aged Rights Advocacy Service (ARAS) Abuse Prevention Program (APP) assists older people living in the community who are experiencing, or are at risk of abuse by family, friends or by someone they should be able to trust.

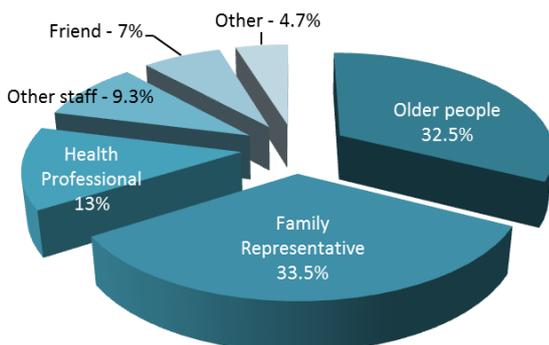
Advocates provided individualised advocacy support, working alongside the older person, or their representative to be informed, empowered, assisting choices and self-directed decisions regarding their safety and wellbeing. The APP advocates supported consumers as needed to implement the desired plan of action for a positive outcome.

In this reporting period, 2016/17, APP provided 684 instances of advocacy support to older people including 503 new cases; 633 were finalised; and 51 remained open due to requiring ongoing advocacy support. APP also received 204 requests from older people and their representatives for information in relation to their rights and preventative strategies. 67% of consumers were linked to other appropriate services for assistance, such as Legal Services Commission.

ARAS APP recognises and is inclusive of older people who have identified with special needs. Data collected indicated the following consumer demographic:

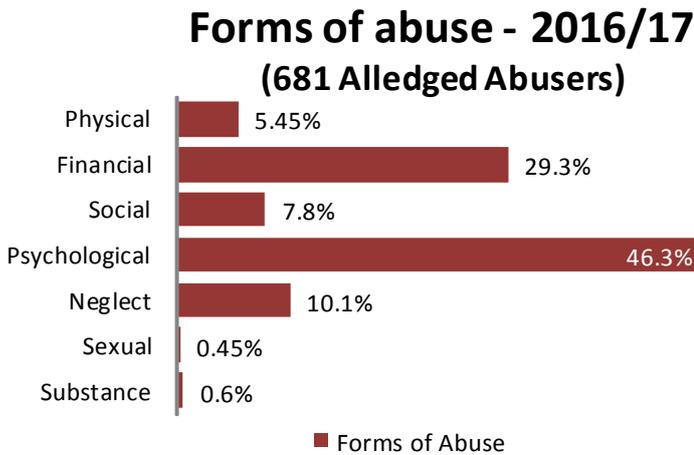
- 3%** Aboriginal and/or Torres Strait Islander
- 21%** CALD (7 consumers used professional interpreters)
- 23%** Dementia
- 12%** Disability
- 16%** Financially or socially disadvantaged
- 5%** Homeless
- 16%** Rural/Remote
- 2%** Veterans
- 1%** Younger Person with Disability
- 65%** Lived in their own homes
- 12%** Lived in rented accommodation

**People seeking support 2016/17**



Due to older people’s increased frailty, hearing loss and people who are CALD, there were more requests for face to face advocacy, home visits with interpreters and support at legal services.

The types of abuse experienced and reported to APP by consumers included:



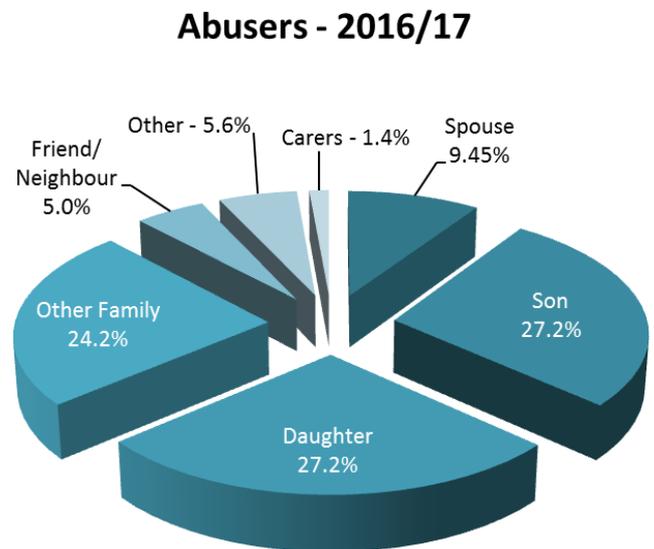
It is evident in these responses received as well as the collection of data in who contacts the APP, that both consumers and services feel confident of our service and what we can provide.

Over 80% of alleged abusers are family members with family conflict as a main risk factor requiring a multidisciplinary approach to ensure the rights of older people are represented appropriately. As a result, APP has also built strong working relationships with other agencies of the Alliance of the Prevention of Elder Abuse (APEA). These agencies include Aged Rights Advocacy Service, Office of the Public Advocate, Legal Services Commission, South Australia Police and Public Trustee.

Measuring outcomes for elder abuse is difficult, yet it is possible to measure the outcome through assessing the quality of a response. Many consumers reported a range of benefits after contacting ARAS, including improvements to how they felt and being aware of options available to assist their situation.

***‘I feel stronger knowing that I can contact ARAS again for support . . . I am not alone’.***

***‘I didn’t realise that I had so many options to consider. I am very grateful’.***



**Information and Education Sessions**

ARAS APP delivered a total of 94 sessions plus seven promotional displays at expos with 3,476 participants including community members, service providers and health and allied health professionals. All sessions were presented in a culturally appropriate manner with professional interpreters when requested. Following the completion of sessions, advocates allowed time for private questions or requests for information, disclosure of concerns of elder abuse and private appointment requests for the advocate to visit the older person at their home.

**Outcomes of Educational Programs for health and other professionals included:**

- 19 sessions with 235 health professionals from metro and country hospitals
- 25 sessions delivered in regional areas with 268 participants
- 4 sessions to 5<sup>th</sup> year medical students at TQEH with 54 attendees. Elder abuse has been part of the students’ curriculum and is continuing
- Identifying and Responding to Elder Abuse in the Community sessions to 3<sup>rd</sup> year psychiatry trainees at Glenside Training Campus with 10 attendees – this is now repeated annually
- ‘Train the Trainer’ approach and Responder Workshop sessions with 56 participants from CHSP and non CHSP service providers
- Identifying and Responding to Elder Abuse in the Community - Education workshops at Pika Wiya, Port Augusta with 6 Aboriginal service providers
- SAPOL ‘Elder Abuse’ education sessions to 138 SAPOL officers.

A noticeable increase in this reporting period is the number of referrals from health professionals to 13% compared to 9% from service providers (see graph on page 24).

ARAS Community presentations included: Developing Service Networks for Older People Affected by DV and Homelessness Forum; Respectful Relationships Forum; Catalyst Foundation Forum; United Women’s Committee Forum; SA Financial Counsellors Association Forum x 2; Mindful of Dementia Training: Seniors Forum.

**WEAAD Activities and Events**



ARAS was delighted that many aged and community service organisations hosted WEAAD events across South Australia on or leading up to the 15th June. Over 50 activities took place with 1,690 attendees. It is through these activities that conversations can begin to bring about awareness of safeguards and prevention strategies and to promote the message, ‘there’s no excuse for abuse!’



Anglicare SA- staff at Dutton Court



Moonta Health & Aged Care



**Louise Herft**  
Strategic Projects  
Manager

### **WEAAD Conference 2017: 'Elder Abuse – Challenges for Changemakers'**

A very successful conference was held on 16th June at the Stamford Grand Adelaide with the emphasis on the changes to the legal system and the responses to the inquiries of elder abuse from both State and Federal Governments.

Emeritus Professor Rosalind Croucher AM, President of the Australian Law Reform Commission, gave the keynote address which provided insights from the ALRC's Elder Abuse Inquiry.

Carolanne Barkla, CEO, ARAS, gave an overview of ARAS in her presentation 'The State of the Nation'.

Christopher Boundy, Manager, Legal Services Commission, launched the Alliance for the Prevention of Elder Abuse (APEA) video.

Rosa Colanero, CEO, Multicultural Aged Care, gave the CALD perspective, and Graham Aitken, CEO, Aboriginal Community Care SA, presented on his organisation's collaborative work with ARAS on elder abuse prevention.

For the first time in the history of ARAS' WEAAD conferences, we heard the consumer voice in the presentation by Noleen Hausler – 'Advocating for the Vulnerable without a Voice'.

Brenton Pope, Manager of ARAS' Residential Care Program, presented 'Breaking Down Barriers - the Role of Advocacy in the Prevention of Elder Abuse'.

Nat Cook, Member for Fisher, SA Parliamentary Committee, provided a snapshot of the first Joint Committee in the South Australian Parliament to look into elder abuse.



*The Hon. Zoe Bettison, Minister for Ageing with ARAS CEO, Carolanne Barkla at the WEAAD 2017 Conference held at the Stamford Grand, Glenelg.*

Number of Registrants – **154**

Number of Sponsors/Exhibitors – **10**

Feedback from participants' survey:

**97%** rated the event as 'very good to excellent'

**97%** rated the speakers as 'very good to excellent'

**100%** 'strongly agreed' that the event met their expectations

**70%** 'strongly agreed' that the venue was suitable/ comfortable

**69%** preferred the Stamford Grand at Glenelg

**94%** found the event was 'extremely organised'

**97%** found the staff 'extremely helpful'

**76%** preferred a full day conference rather than a Breakfast or Luncheon event.

Qualitative feedback:

*'My thanks to you and the ARAS team for hosting such a wonderful (and stimulating) conference. The program provided a 360 degree view of elder abuse issues and the speakers were very engaging. I think everyone attending the conference was 100% focussed throughout the day'.*

*'Just wanted to send a quick email to say how much I enjoyed the conference. Yourself and everyone from ARAS involved in running it should be commended for putting together such a well thought out, well presented conference'.*



Elder Brian Butler, Co-founder and Director of Lateral Love Australia with ARAS Chair, Joan Stone at the WEAAD 2017 Conference.

Thank you to all our sponsors



## ABORIGINAL ELDERS & YOUTH MENTORING CAMP 2017

This annual event, in collaboration with Aboriginal Community Care SA (ACCSA), took place at Uluru, NT. Ten elders from Adelaide were selected by ACCSA to participate in the camp and five Aboriginal youths from Adelaide were selected from the organisation Whitelion. ARAS, ACCSA and Whitelion staff attended the camp. The participants joined elders, youth and staff from the remote community of Mutitjulu near 'The Rock' in this six-day event whose aim was to raise awareness of elder abuse issues and prevention strategies in a culturally-appropriate way.



*Organisers of the Mentoring Camp, Trischia Ritchie (Manager, Aboriginal Advocacy Program) with Louise Herft (Manager, Strategic Projects).*

*On the road to Uluru. Aboriginal Elders and Youth with staff from ARAS, Whitelion and Aboriginal Community Services.*



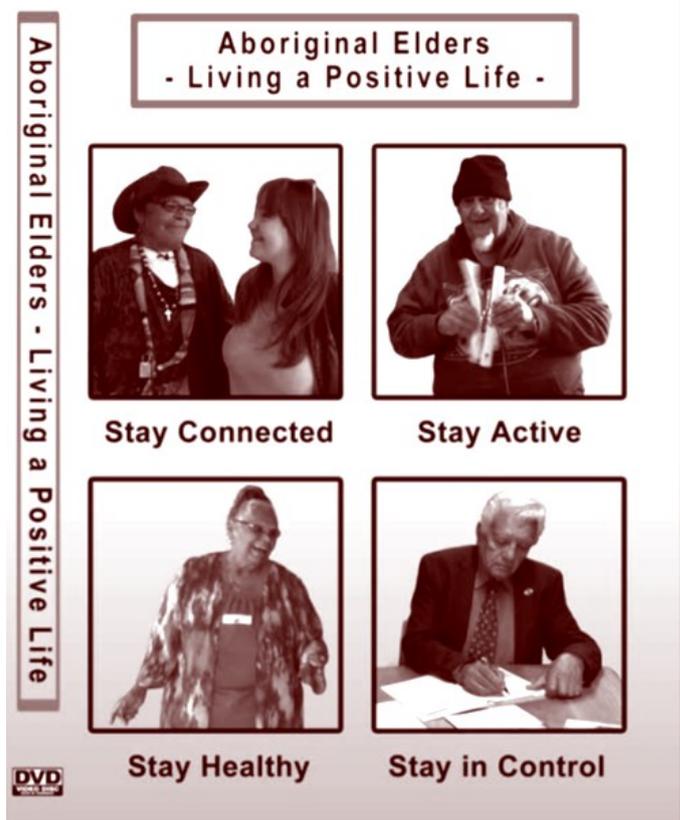
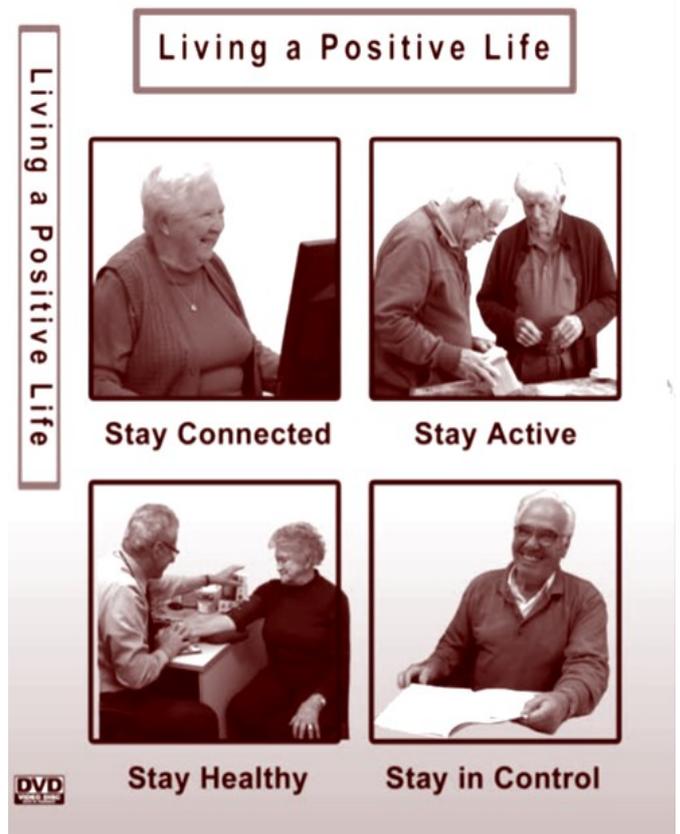
**LIVING A POSITIVE LIFE  
EDUCATIONAL TOOLKIT**

Following the creation of the Living a Positive Life DVDs in 2014-2015, with funds obtained through the Office of the Ageing SA Health (OFTA), ARAS has developed an educational resource or 'toolkit' that further promotes the key messages of the DVD – 'Stay connected', 'Stay Active', 'Stay Healthy' and 'Stay in Control'.

In 2016/17, ARAS developed the toolkit in consultation with key stakeholders and in partnership with OFTA to raise community and sector awareness.

The toolkit is designed to enable service providers to 'start the conversation' about elder abuse prevention strategies with their consumer groups and includes the DVD, a Booklet of Questions for service providers to ask their consumer audience, a list of useful resources for both service providers and consumers, an evaluation form, and other ARAS resources.

The toolkit was launched at ARAS' WEAAD Conference on 16<sup>th</sup> June 2017.



## ELDER ABUSE EDUCATION

### A great day of learning at ARAS.

#### Abuse Prevention using a 'Train the Trainer' Kit

Using a 'Train the Trainer' approach a designated staff trainer is given an Abuse Prevention Kit containing all materials necessary for the trainer to present a session(s) to their front line staff and volunteers. The purpose of the training kit is to provide community aged care agencies and service providers the knowledge and resources that will enable front line staff to recognise abuse of older people and act appropriately when abuse is identified. Care workers have a 'front-line' role and due to their relationship with the older person and their duty of care, they are well placed to assist older people to minimise or prevent abuse. Informing people about the types of abuse and the signs of abuse is an important step in supporting prevention.

Key subject areas covered include:

- Definition of abuse
- Prevalence rates
- Types of abuse and indicators
- Barriers to reporting abuse of older people
- Resources and services available to assist

Feedback received on the three most valuable things learnt were:

- The different forms of abuse
- Recognising the different signs of abuse
- How to find more information and assistance for consumers

A feedback from one of the participants from the Train the Trainer stated that:

*'I really enjoyed the day and have left feeling confident to deliver this program. Thank you!'*

#### Responding to Elder Abuse – What Service Providers should know

This workshop is for service providers who are responsible for addressing issues regarding abuse of older people. It is for those who have already participated in the

'Train the Trainer' session. The workshop covers what to consider and how to respond to abuse of an older person who is living in a community setting. A kit is also provided and includes many resources to assist service providers who may need to respond to an older person who is experiencing, or is at risk of experiencing abuse.

Key subject areas covered include:

- Intervention Principles
- Working collaboratively
- Assessing risk level
- Options for Responding
- Case studies

Feedback received from participants from the Responder Workshops:

*'I am already alert to issues but it never hurts to increase awareness on elder abuse - great information!'*

*'Education and training should be made compulsory for all those who work with older people, on elder abuse prevention – knowledge is power!'*

The 'Train the Trainer' Kit and the Responder Workshop sessions are held twice yearly in both metro and rural/remote areas with very positive feedback from services who have used the kit to train in-house staff and volunteers. These kits are developed and printed in-house.

ARAS is able to stay abreast of industry reforms and through providing a day of learning is able to refresh sector knowledge in relation to how services can identify and respond to elder abuse in the community.





## **AGED RIGHTS ADVOCACY SERVICE INC**

**ABN 72 214 044 225**

### **FINANCIAL REPORTS**

<b>DIRECTORS REPORT AND DECLARATION</b>	<b>34</b>
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**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 ended 30 June 2017:

- (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.

Dated: 23 October 2017

Joan Stone   
 Chairperson

  
 Michael Dwyer  
 Treasurer

**Statement by the Board**

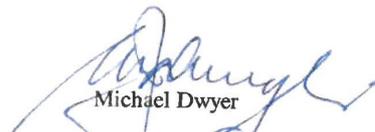
In the opinion of the Board:

- (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.

Dated: 23 October 2017

Joan Stone   
 Chairperson

  
 Michael Dwyer  
 Treasurer



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## INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF AGED RIGHTS ADVOCACY SERVICE INCORPORATED

### Report on the Audit of the Financial Report

#### Opinion

We have audited the financial report of Aged Rights Advocacy Service Incorporated (the Entity), which comprises the balance sheet as at 30 June 2017, the income statement for the year then ended, and notes to the financial report, including a summary of significant accounting policies, and statement by the board.

In our opinion the accompanying financial report presents fairly, in all material respects, the financial position of the Entity as at 30 June 2017 and of its financial performance for the year then ended in accordance with the *South Australia Associations Incorporations Act 1985*.

#### Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the Financial Report* section of our report. We are independent of the Entity in accordance with ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

#### Emphasis of matter - Basis of accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist the Entity to meet the requirements of *South Australia Associations Incorporations Act 1985*. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

#### Other information

The members of the board are responsible for the other information. The other information obtained at the date of this auditor's report is information included in the Board report, but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

If, based on the work we have performed on the other information obtained prior to the date of this auditor's report, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

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#### Responsibilities of the board for the Financial Report

The board is 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 *South Australia Associations Incorporations Act 1985* and for such internal control as management determines 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.

In preparing the financial report, the board is responsible for assessing the Entity's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless management either intends to liquidate the Entity or to cease operations, or has no realistic alternative but to do so.

The board are responsible for overseeing the Entity's financial reporting process.

#### Auditor's responsibilities for the audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website (<http://www.auasb.gov.au/Home.aspx>) at: [http://www.auasb.gov.au/auditors\\_responsibilities/ar4.pdf](http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf)

This description forms part of our auditor's report.

#### Report on other legal and regulatory requirements

In accordance with section 37(3e) of the *South Australia Associations Incorporations Act 1985*, we are required to report whether we have obtained all the information and explanations required from the entity in performing our duties as auditor. We have obtained all the information and explanations required.

A handwritten signature in blue ink, appearing to read 'G K Edwards'.

BDO Audit (SA) Pty Ltd

A handwritten signature in blue ink, appearing to read 'G K Edwards'.

G K Edwards  
Director

Adelaide, 30 October 2017

**Aged Rights Advocacy Service Inc**  
**Income Statement**  
**For the year ended 30 June 2017**

	Note	2017 \$	2016 \$
Grant Income received		1,714,649	1,616,860
Less:			
unexpended project funds	6(a)	(38,645)	(70,252)
grants received in advance	6(a)	(2,233)	(32,410)
		<u>1,673,771</u>	<u>1,514,198</u>
Other Income		71,977	85,907
		<u>1,745,748</u>	<u>1,600,105</u>
Operating and Administration costs		1,703,890	1,599,095
Surplus		41,858	1,010
Accumulated funds brought forward		448,610	447,600
Accumulated funds carried forward		<u><u>490,468</u></u>	<u><u>448,610</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 2017**

	Note	2017 \$	2016 \$
<b>CURRENT ASSETS</b>			
Cash & Cash Equivalents	2	613,844	575,448
Trade & Other Receivables	3	10,930	8,797
Prepayments	4	23,486	2,800
<b>Total Current Assets</b>		<u>648,260</u>	<u>587,045</u>
<b>NON-CURRENT ASSETS</b>			
Property, Plant & Equipment	5	144,047	188,005
<b>Total Non-Current Assets</b>		<u>144,047</u>	<u>188,005</u>
<b>TOTAL ASSETS</b>		<u>792,307</u>	<u>775,050</u>
<b>CURRENT LIABILITIES</b>			
Trade & Other Payables	6	98,505	153,744
Provisions	7	187,016	161,172
<b>Total Current Liabilities</b>		<u>285,521</u>	<u>314,916</u>
<b>NON-CURRENT LIABILITIES</b>			
Provisions	8	16,318	11,524
<b>Total Non-Current Liabilities</b>		<u>16,318</u>	<u>11,524</u>
<b>TOTAL LIABILITIES</b>		<u>301,839</u>	<u>326,440</u>
<b>NET ASSETS</b>		<u>490,468</u>	<u>448,610</u>
Represented by:			
<b>RETAINED SURPLUS</b>		<u>490,468</u>	<u>448,610</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 2017**

**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 the Reporting Period

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 \$50,868 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 policy of the Service is to provide for long service leave from the date of first completed year of employment.

**(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 2017**

	2017	2016
	\$	\$
<b>2 Cash &amp; Cash Equivalents</b>		
Bank Operating account	333,461	301,688
Term Deposits	280,083	273,460
Petty Cash imprest	300	300
	<u>613,844</u>	<u>575,448</u>
<b>3 Trade &amp; Other receivables</b>		
Trade Receivables	11,430	9,297
Less Provision for Doubtful Debts	(500)	(500)
	<u>10,930</u>	<u>8,797</u>
<b>4 Prepayments</b>		
Prepayments	23,486	2,800
	<u>23,486</u>	<u>2,800</u>
<b>5 Property, Plant &amp; Equipment</b>		
Furniture & Equipment (at cost)	127,005	127,005
Less: Provision for depreciation	(125,512)	(123,059)
	1,493	3,946
Motor vehicle (at cost)	62,327	91,253
Less: Provision for depreciation	(20,925)	(26,104)
	41,402	65,149
Fitout/Refurbishment - 16 Hutt Street	222,697	222,697
Less: Provision for depreciation	(134,958)	(105,710)
	87,739	116,987
Computer Equipment	17,085	4,196
Less: Provision for depreciation	(3,672)	(2,273)
	13,413	1,923
<b>Net Written Down Value</b>	<u>144,047</u>	<u>188,005</u>
<b>6 Trade &amp; Other Payables</b>		
Trade Payables	10,373	34,646
Accrued Expenses	15,366	16,436
Other Payables	31,888	-
Project funds commitments (see Note 6(a))	40,878	102,662
	<u>98,505</u>	<u>153,744</u>

**Aged Rights Advocacy Service Inc**  
**Notes to and forming part of the Financial Statements**  
**For the year ended 30 June 2017**

	2017	2016
	\$	\$
<b>6(a) Commitments</b>		
Funds received in excess of expenditure are recognised as a liability until such time as the balance is expended, forgiven or repaid.		
<b>Unexpended project funds</b>		
Aboriginal HACC Consumers Project	17,102	26,715
HACC Mentoring Camp 13/14	-	238
Mentoring Camp 15/16	21,543	34,172
SA Elder Abuse Phone Line	-	9,127
	<u>38,645</u>	<u>70,252</u>
<b>Grants received in advance</b>		
Advocacy for Retirement Villa	2,233	2,233
Living a positive Life	-	30,177
	<u>2,233</u>	<u>32,410</u>
<b>Total Commitments</b>	<u>40,878</u>	<u>102,662</u>
<b>7 Provisions - Current</b>		
Annual Leave	63,198	57,835
Long Service Leave	123,818	103,337
	<u>187,016</u>	<u>161,172</u>
<b>8 Provisions - Non-Current</b>		
Building Painting Provision	9,526	8,026
Long Service Leave - NC	6,792	3,498
	<u>16,318</u>	<u>11,524</u>
<b>9 Expenditure Commitments</b>		
<b>Operating Leases</b>		
not later than one year	8,379	16,837
later than one year and not later than five years	-	4,888
later than 5 years	-	-
<b>Lease premises</b>		
not later than one year	147,600	147,600
later than one year and not later than five years	295,200	442,800
later than 5 years	-	-
	<u>451,179</u>	<u>612,125</u>
<b>10 Significant Events After Balance Date</b>		
There were no significant events after balance date.		
<b>11 Contingent Liabilities</b>		
There are no contingent liabilities existing of a material nature as at 30 June 2017 and as such no provision has been raised in the accounts.		



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aged rights advocacy service inc.