



AGED
RIGHTS
ADVOCACY
SERVICE

ANNUAL REPORT
2011 - 2012

aras

aged rights advocacy service inc.

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Officers of the Service:

Chairperson: Mrs Joan Stone

Treasurer: Ms Janice Yates

Deputy

Chairperson: Assoc. Professor Linda Starr

Public Officer: Ms Marilyn Crabtree (ARAS CEO)

Ordinary Members:

Mr Ian Yates

Mr Michael Fabbro

Ms Janine Haynes

Ms Barbara Doble

CEO: Marilyn Crabtree

Administration Manager: Diane Bunworth (to May 2012)
Allisa Murphy (from April 2012)

Administration Assistant: Paris Ladegourdie

Team Leaders: Jane Northey (Residential Care Program)
Doris Gioffre (Abuse Prevention Program)
Louise Herft (Aboriginal Advocacy Program)
Deborah Bluntish (Home & Community
Care Program)

Advocates:

HACC Maxine Cape

Residential Care David Clinton
Brenton Pope

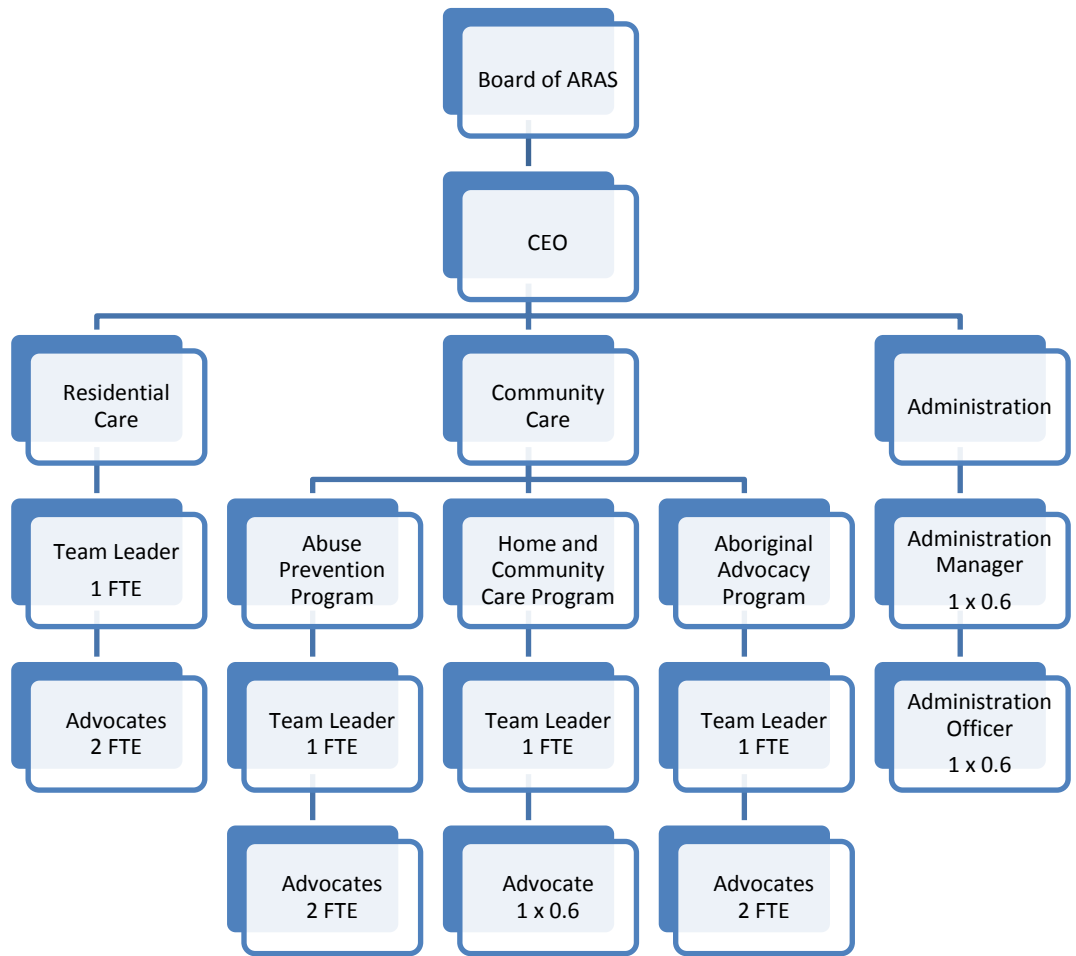
Abuse Prevention Rob Nankivell
Robyn Smith

Aboriginal Advocacy Colin Graham
Tina Summers (from August 2011)

Special Project: "Preventing Abuse of Aboriginal Elders"
(2010 – 2012)

Project Officer: Louise Herft

ORGANISATION CHART



The Aged Rights Advocacy Service Incorporated (ARAS) has a mandate to assist people using aged care services in residential care, subsidised by the Australian Government, and in the community funded by the Home & Community Care Program (HACC), and 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 rights of consumers to aged care industry, government and 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 Program (HACC), Department of Health & Ageing (DH&A) and the Department for Families and Communities.

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“Bless you and thank you again for all your care and help with Mum. You were the only light in a great storm which gave me hope. I tell everyone in need of your service and wisdom”.

This year there has been some recognition of the National Aged Care Advocacy Program (NACAP) in national policy documents. The Australian Human Rights Commission recent report, 'Respect and Choice, a human rights approach for ageing and health 2012', highlights the important role that NACAP can play as a social accountability mechanism. It recognises that through the advocacy and education activities there is the potential for our stakeholders to be involved in participatory monitoring of the aged care reforms.

Although the Program has been given high praise for many years, it has great potential to add even more value to the aged care system, which is currently not being captured. For example, the Productivity Commission Report allows for an expansion of the groups of older people that ARAS and other NACAP agencies could assist to have a say in decisions that affect their lives.

In this increasingly complex system, it makes sense to have advocacy support available to older people regardless of where they are in the system. I will comment again that residents in the Retirement Village sector would benefit from access to independent advocacy to deal with the issues that arise.

As noted on many occasions, ARAS is unique in the support it provides to older people. ARAS staff work with individuals and have contact with a large number of older people each year, who tell their stories and seek assistance to speak up about issues affecting their quality of care and quality of life. This has provided ARAS with a body of knowledge and a great deal of expertise in the area of safeguarding the rights of older people, and this has been built upon year by year.

The demand for advocacy support from ARAS has continued unabated and highlights that older people will choose advocacy support because they see it has great value as a tool in having their rights and entitlements met. It provides a portal to individualised support and assistance which is appreciated by older people and their families.

There has also been increased demand for education sessions from service providers, which sometimes cannot be met due to our resources. ARAS staff have worked diligently to ensure the education sessions are up-to-date, challenge the thinking of participants, and have an impact on how the service system works.

Our biggest education event of the 2011-2012 year, the ARAS conference to observe World Elder Abuse Awareness Day 2011, was very well received. 'There's no excuse for abuse – Addressing the Future' was the theme for the seventh World Elder Abuse Awareness Day (WEAAD) event, in June 2012.

In opening the event the Minister for Ageing, the Hon John Hill announced that in South Australia there will be an opportunity to review the outcomes of the 'Our Actions to prevent abuse of older South Australians 2007' (and ongoing) plan. It is important that South Australia has a dynamic and relevant plan to respond to elder abuse. 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. This issue needs to be comprehensively addressed.

Enhancing participation in decision making is a key function of the ARAS advocates. This was reflected in the collaboration with the University of Adelaide to develop the Guidelines for Effective Resident Groups Kit, which is being well received. 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.

I would like to thank the Council of Aboriginal Elders of SA for their continued support of our collaborative Aboriginal Advocacy Program and their participation in the POCA project which was such a success with the elders who participated in all aspects of the project.

The eighteen month project to identify how to assist communities in three regions to prevent abuse of the Elders has now been completed. It culminated in a Respect for the Elders Mentoring Camp and a radio campaign. It was disappointing to be unsuccessful in our application for funding to expand this work to other regions as requested by the Aboriginal elders and supported by CAESA, but we will continue to seek resources for this important work.

The ARAS HACC advocates have created a new education workshop for service providers, which aims to increase their understanding of the role of advocacy support with older people. This will be rolled out further in the coming year.

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

The Three Year Strategic Plan 2010- 2013 is firmly in place and provides direction to the organisation and I thank the members of the Board and staff for their input.

Once again 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.

In conclusion it gives me great pleasure on behalf of the Board of ARAS to present the ARAS Annual Report.

Joan Stone

Chairperson



ARAS has continued its focus on raising awareness of the rights and responsibilities of older people during the 2011-2012 financial year.

ARAS' mandate is clear. Our four programs interlock to provide a broad base to ensure the rights of older people:

- Residential Care Advocacy
- HACC Advocacy
- Aboriginal Advocacy
- Abuse Prevention Program

A summary is provided of the key activities for each of the programs in this Annual Report.

Our levels of advocacy support have remained similar to the previous year. Staff provided 1404 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 1370 people. We provided 420 education sessions to almost 9,000 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 15,500 people in 2011-2012, which is similar to last year and quite an achievement.

Our annual conference to observe World Elder Abuse Awareness Day 2012 was very well attended and the program was again judged a great success by participants. The keynote speaker, Bridget Penhale, an expert from the UK, provided an insight into her involvement in developing many aspects of the responses to abuse in Europe and the UK.

Next year ARAS will host the second national WEAAD conference, which will be a 2 day event. The first national WEAAD event was held in Brisbane in 2012. The second national conference will aim to showcase elder abuse responses and research across Australia, and to begin the quest for a national approach to elder abuse.

The challenge is to create a National Approach in Australia for preventing and responding to elder abuse. 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.

At both conferences the delegates were asked if they support the development of a national approach to abuse prevention, which is an aim of the Australian Network for the Prevention of Elder Abuse (ANPEA). All delegates gave their enthusiastic approval and voted that ANPEA write to the Minister for Ageing seeking support for this proposal. The ANPEA is also starting a more focused membership drive to encourage people who are interested to network and share information with each other in the first instance.

The WEAAD conference is a key tool in raising awareness of abuse prevention and has a great deal of support from aged care service providers here in South Australia.

In order to increase the awareness of the general public and groups of older people in particular, ARAS will be seeking the support of aged care service providers to undertake abuse prevention awareness raising activities in the week before the 2013 WEAAD conference.

ARAS was fortunate to receive a Certificate of Merit from the Australian Crime and Violence Prevention Awards for the Our Actions project which was very appreciated by our staff.

The successful collaboration with the Council of Aboriginal Elders of SA (CAESA) for the Aboriginal Advocacy Program is now in its tenth year. This year we expanded the collaboration to include funding from the Proceeds of Crime Act to explore developing a community response to abuse of the Elders in three communities. This was accomplishing some good outcomes for older Aboriginal people and was quite unique in Australia. It was disappointing that funding was not available so that it could continue and expand to other areas.

We were pleased however to receive a grant from the Department for Communities and Social Inclusion to run the radio campaign that the elders had requested.

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 progressing the prevention of abuse of older people.

Almost 50% of our contacts for information and advocacy support are at the request of carers, family representatives and relinquished carers, who have an important role to play in ensuring the rights of older people unable to protect their own interests. We 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. Our involvement with Carers SA Aboriginal group has continued this year.

I am pleased to work with the staff of ARAS. I have great respect for their professionalism, and their passion to promote and protect the rights of older people. I would like to thank the staff of ARAS for their commitment to doing something worthwhile and important for the lives of older people.

Finally, 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



Advocacy

Abuse Prevention Program

Residential Care Program

Home & Community Care (HACC)
Program

Aboriginal Advocacy Program

Education Sessions

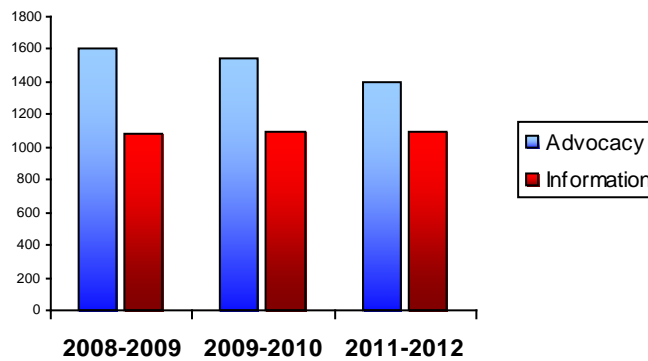
Policy

ARAS offers individual personalised 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. This year has also seen an increase in the number of instances where we have worked with groups of older people to address common issues.

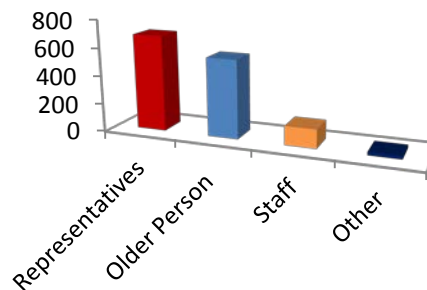
The Aboriginal Advocacy Program now has two advocacy positions allowing us to increase our access for older Aboriginal people. This program is in collaboration with the Council of Aboriginal Elders SA.

1404 individuals requested advocacy assistance in 2011-2012, see graph below.

Number of advocacy clients in each program: Abuse Prevention 524, HACC 152, Aboriginal Advocacy 95, Residential Care 633.



The graph below illustrates data about the people 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 62% of people with whom we worked were representatives.



686 (48%) of individual enquirers across all programs were representatives of older people, usually where the older person can no longer make informed decisions. 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.

People raise more than one concern in most instances. All enquiries aim to continue through to a satisfactory resolution as agreed with the consumer.

A further 1089 individuals were seeking information about Advocacy and Rights. The type of information varied across the ARAS programs, with legal information being a key topic for the Abuse Prevention Program.

Service providers are a key referral source 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 17% of individuals requesting advocacy assistance with a concern were from the non-metro area. The Aboriginal Advocacy Project had 95 clients, 30% of whom were from rural and remote areas.

We are pleased to note that 7% 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. 18% of advocacy clients were CaLD.

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

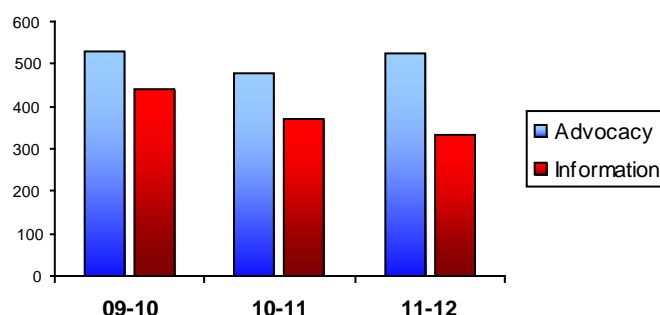


Deborah Bluntish
presenting at a regional
information session.

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

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 524 advocacy support clients this year and 332 information clients, an increase on 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. This year has seen a drop in the number of social abuse reports otherwise similar to last year. Psychological abuse frequently accompanies other forms of abuse.

	<u>2010-2011</u>	<u>2011-2012</u>
Physical	87	82
Financial	274	290
Social	56	32
Psychological	426	387
Neglect	98	103
Sexual	4	2

The most common relationship of the alleged abuser were adult children (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 there is a 54/46 split in males and females as alleged abusers. Older persons at risk of being abused were 70% female and 30% male, a change from last year's 54/46% split of female and male clients.

17% 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 almost 2700 participants, indicating that abuse prevention education is still in demand. Advocates promote the information sessions to the many community clubs that cater for older people and this has proved a very useful strategy for reaching our client group.

At the end of this financial year the team offered service providers the opportunity to attend a training session for the Abuse Prevention Train the Trainer kits and the up-take has been very encouraging. It is important to continue to offer the core information as service providers change year to year.



A "Train the Trainer" session held at ARAS by Doris Gioffre

"I wish to express my thanks to your organisation. This outcome could not have been achieved without the involvement of ARAS and I am truly grateful for all your assistance"

Abuse Prevention Program – Case Example

ARAS received a phone call from 90 year old Mrs V, a resident of a private nursing home. Mrs V sounded distressed and said that she couldn't believe what her son had done, that is, taken a lot of money out of her bank account behind her back. Over the preceding two months he had made multiple purchases via ATM and had withdrawn two term investments – all up, he had taken approximately \$25,000.

She managed to get to the bank to close the account but unfortunately it was all too late as there was hardly anything left.

Mrs V was very upset and it was difficult to get any further information from her over the phone. The advocate offered to visit so that concerns could be more clearly discussed. Mrs V also granted permission for the advocate to speak to the registered nurse manager who knew all about Mrs V's concerns and who had recommended that Mrs V ring ARAS.

During the visit Mrs V revealed that she didn't remember signing anything that would give her son the power to withdraw her money.

On discussion with the nurse manager it was revealed that Mrs V had been pressed into signing over an Enduring Power of Attorney (EPA) and an Enduring Power of Guardianship (EPG) to her son a few months back. This was during a period of time when she did not have mental capacity, caused by psychiatric drug toxicity. It was alleged that the son and the solicitor were informed of Mrs V's lack of capacity at the time. Once the drug toxicity had been addressed, Mrs V had been assessed as having mental capacity. However, it was after this that the son had started accessing her account.

DISCUSSIONS AND OUTCOMES OF OPTIONS:

The advocate discussed the following options with Mrs V:

- Mrs V can request the son to pay back her money that he had taken out of her account including the term investments. The advocate would arrange an appointment with a legal service (if Mrs V consented) so that a letter can be written on her behalf and sent to the son requesting that the money is paid back to her. Due to Mrs V's frail condition, the advocate offered to support her at this appointment. However, Mrs V stated that her son probably would not have the means to pay her back.
- Making a new Will was another option offered to reflect what the son had already taken. Mrs V thought that this was a better idea and would proceed with this.

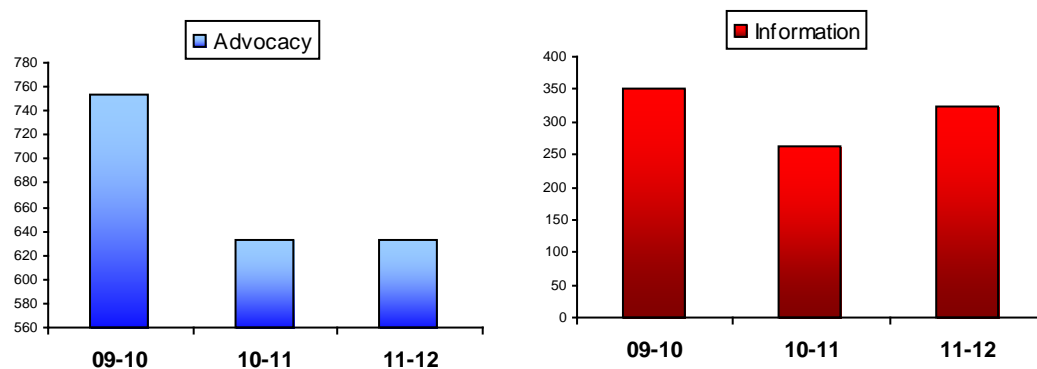
- The advocate also recommended to revoke the EPA & EPG and to appoint others she knew she could trust. Mrs V stated that there was no one else that she felt she could trust. The advocate offered Mrs V information and contact details re trustee companies. The advocate discussed safeguards with Mrs V to include in the EPA and EPG to protect her future.

Mrs V stated that she was so appreciative of the assistance and support offered by the advocate. Mrs V also stated that she would not have known what to do if it wasn't for an organisation like ARAS.



“We appreciated the practical advice you shared and your very thorough, well-rounded presentation. You engaged the participants in the group right from the start as you were talking and I could see that they enjoyed and benefited from your talk.”

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 (CACP)



The number of advocacy clients remained the same, with an increase in the number of individuals seeking information about their rights and entitlements. The reduction of a .6 position had to be maintained this year due to resources.

60 referrals were made to the Aged Care Complaints Scheme (now called the 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.

Community Care enquiries are at 11% of all cases which is an increase on the previous year.

Issues raised:

	<u>2010-2011</u>	<u>2011-2012</u>
Administration/Fair Trading	221	266
Level of Care	297	328
Consumer Rights	405	477
Other QA elements	381	308
Environment	72	65

The Residential Care Team continued the collaborative project with the University of Adelaide to develop 'Guidelines for Effective Resident Committees'.

A Kit is now available and training sessions have been offered nationally through the members of the National Aged Care Advocacy Program (NACAP).

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", continues to be in high demand. The Level One education sessions are not in high demand although there are many new staff in aged care that 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, a Croatian lady in her late fifties contacted Aged Rights Advocacy Service 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.



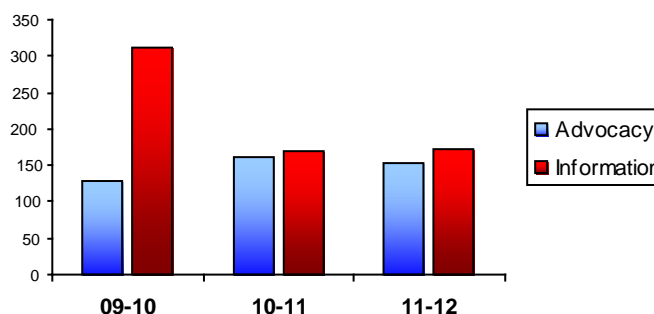
Effective Residents' Group Training given by Brenton Pope for Aged Care Facility Staff



David Clinton presenting at a Residents' Group



The HACC advocates provide advocacy services to older people or their carers who are consumers or potential consumers of HACC funded services and does not include data from the Aboriginal Advocacy Program which is reported separately.



The number of individuals seeking advocacy support was maintained, however, the number of clients seeking information about their rights and entitlements increased. There were some extremely complex cases, particularly where the clients are requiring a higher level of care services in order to remain in their own homes.

	<u>2010-2011</u>	<u>2011-2012</u>
Assessment	7	3
Service Hours insufficient	14	9
Service reduced/fear of withdrawal	8	2
Staff performance	10	6
Complaints handling	13	14
Lack of consultation	6	9
Other service related matter	23	12
Access to services	47	48

The number of CaLD clients has increased to 27%. The HACC team undertook many activities to raise awareness in the CaLD area, including with some of the smaller communities. Efforts will continue in developing relationships with new emerging communities.

Rural and remote cases increased to 19% of all advocacy cases.

The HACC team developed a new booklet in 2010-2011 for consumers entitled “Your Life Your Care Your Rights”. The Booklet revolves around the Common Community Care Standards and provides questions that consumers can ask the service provider to ensure their rights are met.

It has continued to be in demand, as consumers like to be armed with the right questions when they are receiving community services.

This year has seen the development of a workshop “Advocacy in Action – Upholding Service User Rights”, which aims to explore the consumers right to advocacy support as per the Community Care Common Standards. This workshop is proving popular with service providers.

HACC – Case example

June sought assistance from an ARAS advocate following an information session about the rights of HACC service users at a day centre where morning tea and lunch are provided for participants.

June is the daughter, in-home carer, and formal guardian for her mother Mrs B who attends the day centre twice a week. Mrs B has dementia, and has what June described as slight swallowing difficulties.

June informed the advocate that the manager of the day centre had told kitchen staff to provide a pureed diet for Mrs B. This meant that Mrs B was not served the same foods as the other day centre participants. While others enjoyed roast meats, stir-fries or cakes and slices, Mrs B was served pureed meat, vegetables and fruit, and jelly or custard.

June told the advocate that Mrs B had complained to her about the staff giving her “baby food”, and that it made her feel “silly, left-out and childish”.

At home June modifies food textures to suit Mrs B’s swallowing capacity. She has sought advice from Mrs B’s doctor about appropriate, safe foods and preparation methods. June cuts up meat finely and moistens it with gravy, and cooks vegetables and fruits until they are very soft.

June had suggested to members of staff that they could employ similar methods at the day centre, but this had not been accepted. June had been told that the centre was acting according to policy and that Mrs B was at risk of choking if her food was not pureed.

June expressed to the advocate that she was worried that the issue would lead to Mrs B refusing to attend the centre, as she often talked about the “baby food” that she was served. Mrs B had asked June why the day centre couldn’t prepare her food the way June did at home.

June told the advocate that if Mrs B stopped attending the centre, she would have no contact with people outside her home. She feared that this may accelerate the symptoms of dementia. Mrs B and June live in a small rural community where the options for social contact for Mrs B are extremely limited.

The ARAS advocate discussed Mrs B's rights as a user of a HACC service, and June's rights as Mrs B's carer. The advocate suggested some ways that the day centre could abide by Mrs B's wishes, uphold her rights, and ensure adequate nutrition, while at the same time maintaining her safety.

June was very keen to advocate for Mrs B, and decided that she would implement the advocate's suggestions to seek the assistance of a speech pathologist and a dietician.

Outcome:

- A speech pathologist assessed Mrs B's swallowing and recommended a soft (not pureed) diet.
- A dietician recommended foods and preparation methods to suit Mrs B's needs.
- Reports were provided to the day centre management, and members of the kitchen staff were provided with training in creative food preparation techniques for people requiring modified diets.
- The day centre now follows the recommendations of the speech pathologist and dietician and the techniques have been implemented in the adjoining residential care facility.
- Day centre staff always share mealtimes with participants to provide general supervision.
- Mrs B has told June that the food at the day centre is "much nicer" now.
- June has noticed that Mrs B now interacts with other people at the centre at morning tea and lunchtime.



Deborah Bluntish displaying ARAS information at an Expo in Ceduna

The Aboriginal Advocacy Program assists older Aboriginal people to access information about consumer rights and entitlements, and access mainstream services and aged care services that meet their needs. The advocate also aims to influence and improve service responses. This program is in collaboration with the Council of Aboriginal Elders (CAESA).

Almost 630 clients were provided with information about their rights and entitlements and assisted to have their voice heard. Face-to-face contact is fundamental in this program and the advocates attended 121 groups and special events with over 3000 participants to present information about consumer rights and promote ARAS.

A number of the 95 advocacy cases were assisted by the ARAS Abuse Prevention Program or Residential Care Program due to the nature of the issue. These cases were extremely complex with many dynamics.

Issues raised:

	<u>2010-2011</u>	<u>2011-2012</u>
Assessment	8	8
Services unavailable	8	4
Staff performance	5	8
Complaints handling	4	5
Other service related matter	14	10
Access to services	31	26
Access to advocate	23	27

Emerging issues were lack of consultation (21) and services not being culturally appropriate (18).

Abuse of the Elders is a very sensitive issue and ARAS is currently 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. Abuse issues are not included in data above.

ARAS, in collaboration with CAESA, successfully applied for Proceeds of Crime Act (2002) funding for a project to increase the capacity of three Aboriginal Communities to implement preventative and responsive strategies to abuse of the Elders, in order that the right of older Aboriginal people to be safe is upheld. This 18 month project finalised in May 2012. A summary is provided.

It is vital to take advantage of the progress made across three areas of ARAS work:

- current ARAS Aboriginal Advocacy Program,
- the Proceeds of Crime Act (POCA) ARAS project, and,
- the collaborative 'preventing abuse' awareness raising work undertaken with the Council of Aboriginal Elders of SA (CAESA).

Having seen the benefits and gains made through this work with the collaboration of Aboriginal people, ARAS requested funding for a project officer position to continue this work as it is rare to have the level of support from the Aboriginal communities that the current work has achieved.

The request for funding was not successful at this time. The credibility and reputation of the ARAS Aboriginal Advocacy Program has created an opportunity to put this sensitive issue on the agenda as strong relationships have been developed with the Aboriginal communities. Many forms of abuse are a crime and the aim of this proposal is to prevent or stop the abuse from continuing.

The promotional material developed for Aboriginal Elders regarding abuse was distributed to communities and discussed 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

Mr B, an Aboriginal elder who has dementia, lives with his son, Mike and his daughter, Michelle.

The advocate from ARAS' Aboriginal Advocacy Program was contacted by Mr B's grandson, Tyson, the son of Mike. Tyson alleged that his grandfather's care was being neglected by his father and aunt, although they were claiming a carer's pension for looking after him.

Tyson claimed that he was concerned that his grandfather had lost a lot of weight over the last six months, had not seen a doctor and appeared to have deteriorating health. He also claimed that the service providers, who had been previously going into the home to assist Mr B, had stopped coming to see him.

Tyson gave the advocate permission to contact the two service organisations and Mr B's general practitioner, all of whom confirmed that they had not seen Mr B for some time. The service organisations told the advocate that their staff had gone to Mr B's home, only to be prevented from seeing him by his children.

No service provider had seen Mr B for over 6 months.

The advocate devised a plan with the service organisations and the GP to 'get in the door' of Mr B's house and to address the allegations of neglect and financial abuse. The GP would initiate contact with Mike and Michelle with a request for a review of Mr B's health, and she would involve one of the service organisations to take him to the medical appointment and to reinstate case management services. The second service organisation would then be contacted by the GP to reinstate the personal care, house-cleaning and social activities services that Mr B had been denied over the past 6 months.

This proved to be effective and the service providers gained entry to the home and were able to reinstate services to Mr B.

The advocate also informed Mr B's grandson, Tyson, about the role of the Guardianship Board if Mr B was not cared for properly, and how ARAS and the service organisations could assist with applying for guardianship if necessary.

Within a month of these changes to Mr B's care, the service organisations reported to the advocate that Mr B's health had improved, he had gained some weight and was participating in social activities with other Aboriginal elders in the community.

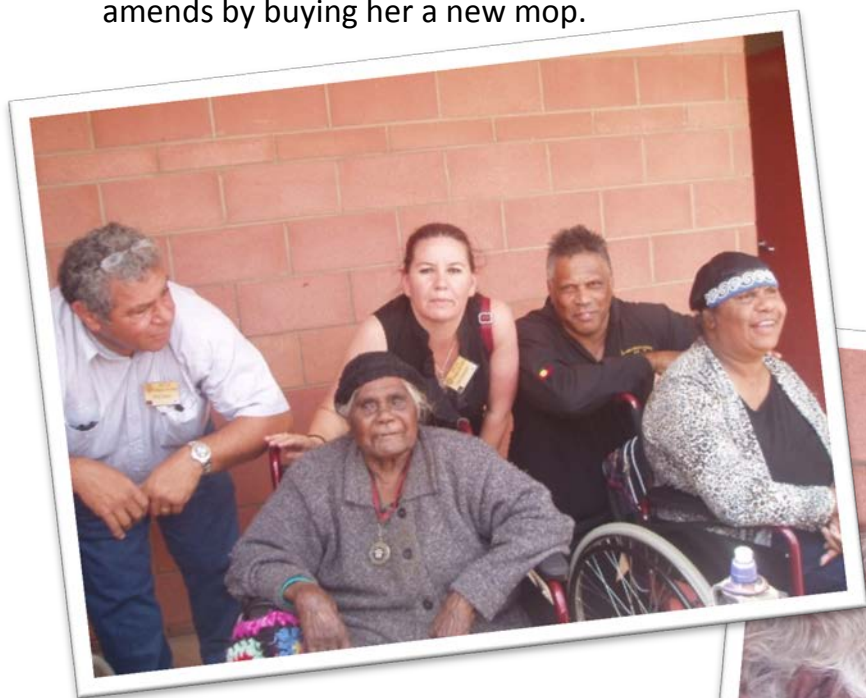
Aboriginal HACC Case Study

Mrs X, an Aboriginal elder receiving home support services to help her to continue to live independently, contacted the advocate to discuss her issue with the HACC agency that provided the services.

Mrs X claimed that the worker who cleaned her house had placed her mop and bucket on the outdoor barbecue, something she had expressly told the worker not to do. Mrs X told the advocate that, later in the day, the mop had been blown down by the wind and broken, and when she had contacted the HACC agency to ask for it to be replaced, she had been told that they would not replace it.

Mrs X said she was angry about this and felt it was unfair that she had to pay for another mop when it was the worker's fault that it had been broken. She asked the advocate to speak on her behalf to the agency's Coordinator.

The advocate explained Mrs X's grievance to the Coordinator who was happy to make amends by buying her a new mop.



Introduction

Since 2001, the Aged Rights Advocacy Service (ARAS) and the Council of Aboriginal Elders SA (CAESA) have been working together to raise awareness of the rights of older Aboriginal people including elder abuse prevention strategies.

ARAS provides individual advocacy, and has taken a leading role in raising awareness of the abuse of older people in South Australia. In 2009 ARAS implemented the State Government plan *'Our Actions to prevent the abuse of older South Australians (2007 and ongoing)*. CAESA is a state-wide, peak, systemic advocacy and information service providing links between aged care services and Aboriginal community through 15 Regional Forums.

In 2003, ARAS was funded by HACC to employ an Aboriginal advocate, and now the team has 2 Aboriginal advocates. The composition of the team is important - male and female advocates, Aboriginal and non-Aboriginal advocates.

Elder abuse is a sensitive issue for Aboriginal people. Initially no one talked about it, or made eye contact, but gradually, elder abuse cases were raised with both ARAS and CAESA. The credibility and reputation of the ARAS Aboriginal Advocacy Program, its history of collaboration with CAESA and the strong relationships ARAS has developed with Aboriginal communities, created an opportunity to put this sensitive issue on the agenda.

In order to progress the focus on elder abuse ARAS and CAESA applied for Proceeds of Crime Act 2002 (POCA) funding to develop elder abuse prevention strategies in Aboriginal communities. An 18-month community-development project was funded and began in December 2010, and finalised in June 2012.

The Project

The project aimed to:

- Increase awareness of the rights of Aboriginal elders to be safe in their homes and communities.
- Identify strategies and support mechanisms to assist Aboriginal elders to prevent, minimise and stop abuse.

And, to support Aboriginal elders:

- To access culturally-appropriate support services and information about safeguarding their rights.
- To identify and link with a network of key people and service providers in their communities, if they were experiencing forms of abuse.

A Community development model was used so that the community and elders themselves would control the progress of the project and identify key people/service providers/support services themselves. Three Aboriginal communities representing metro, rural and remote were selected and the concept of the project had to be 'sold' to 3 key organisations in those communities, as their involvement in the project would naturally impact on their workload. Those chosen were:

- Kura Yerlo Inc.in the metro region of Western Adelaide
- Pika Wiya Health Service in the rural community of Port Augusta
- Umoona Aged Care Corporation in the remote town of Coober Pedy

ARAS and CAESA already had a strong working relationship with these 3 organisations, and they were familiar with the work, and role in SA's aged care sector, of both organisations.



The project had to meet the transport costs of bringing the elders in the communities together for meetings, the cost of the venues and providing the elders with lunch.

With the support of the 3 key service providers, ARAS was able to engage with the elders and get their interest and support for the project. Many of the elders were already known to ARAS through the relationship building and work since 2001 and they, in turn, were familiar with the collaborative work of ARAS and CAESA, or were Regional Representatives of CAESA.

It was decided, with these service providers, that meetings should be held in their communities no more than once a month, to lessen the impact on the service providers and the elders' other activities.

Key successes and difficulties

Being mindful of the fact that many of the elders participating in the project were frail or had serious health issues, there was no 'push' for more meetings or activities than they advised they could participate in. In the remote community, we were reliant on Umoona Aged Care workers to ensure that the elders (who spoke mostly Yankunytjatjara language) understood what was being said and could say what they wanted. Finding professional interpreters was not an option because of family ties and conflict of interest.

Many elders were very involved in their local communities and played a key role in the politics of their regions, and there was no wish to impose yet another responsibility on them.

It generally took 2 meetings, held in consecutive months, for the elders to start talking about elder abuse issues and the impact of housing, health, unemployment and crime in their communities on their lives. The arrangements with each region were very flexible as the elders had other pressing obligations e.g. 'Sorry Business' or other unexpected events in the community. The advice and direction of the elders was strictly followed and they were consulted about participating in the project and all aspects of the meetings.

The elders asked us to invite specific regional service providers to the meetings, so that they could meet them face-to-face and tell them what their problems were in the areas of housing, access to health services and to services for their grandchildren, many of whom were being cared for by them.

Aboriginal-specific service providers and mainstream service providers were invited to the meetings to present their information to the elders and to answer their questions ie the police, Aboriginal Legal Services, Centrelink services, counsellors, Housing SA representatives and even a local Federal MP, amongst others. Many of these service providers were so impressed by the commitment of the elders to the project that they asked to be invited again to the meetings. They also commented that they did not have similar access to groups of elders.

22 meetings were held in the 3 communities. The meetings were organised with the 3 key organisations playing the role of 'host' and this worked very well with only 2 incidents of guest speakers, over the entire time, not turning up, or the meeting being 'hijacked'. Elders began to 'get a grip' on how legal interventions and support mechanisms worked which had previously been a mystery to them. Meetings were 'safe' places where sensitive and confidential information could be shared and where elders and service providers respected each other's views and encouraged speaking up.

As a result of the 'Nunga Grapevine' where participating elders 'spread the word' in their communities, ARAS had many elder abuse issues raised by Aboriginal people in other communities, even from interstate callers.

It appears that the elders take a more holistic view of elder abuse than is the case in non-Aboriginal communities. Very early in the project, it became clear that elders in all 3 regions do not blame the perpetrators of abuse, rather the widespread disadvantage experienced by many younger Aboriginal people.

They talked about the lack of opportunities in education, employment and housing faced by their children and grandchildren, the serious health issues the younger generations have, and the drug and alcohol abuse that is widespread in their communities.

Loss of respect was identified as a key factor. Elders from all 3 communities stated that this widespread disadvantage had brought about a breakdown in the traditional Aboriginal way of life which in turn led to their young people losing respect for their culture and their elders. Elders believe that abusing the elders is an abuse of the culture, because the elders are the keepers of the culture.

Elders were very clear from the start as to which service organisations they wanted to invite to the table. Elders liked having face-to-face meetings with service providers in their regions and being able to tell them about their issues in the 'safe environment' of the group. Many elders commented that they had heard previously about the organisations but had no idea how they could help or what services they could link in to. This even applied to Aboriginal-specific services in their communities, sometimes run by their own relatives.



Elders requested the continued help of ARAS and CAESA to address their issues with elder abuse and service provision, after the completion of the project.

Raising Awareness Activities

A Mentoring Camp

The idea for a Mentoring camp came from elders in the remote community of Coober Pedy and was quickly endorsed by elders in the rural and metropolitan communities.

This was held in May 2012 as a wonderful collaboration between ARAS, CAESA, Whitelion, ACH's Aboriginal Wyatt Holidays, and Umoona Aged Care Corporation. A DVD will be available soon.

Printed material

Elders in all 3 regions decided that the printed information (culturally-appropriate abuse prevention brochures and posters) which had already been produced by ARAS, in collaboration with CAESA as part of the implementation of the South Australian State Government plan '*Our Actions for the prevention of older South Australians 2007 and ongoing*', was sufficient and appropriate to use. They did not wish to create new resources and stated that it would be a 'waste of money as the young people would not read them and would respond better to radio or television advertising'.

Radio Campaign

After much discussion about the merits of having a radio campaign, the elders concluded that this was probably the best way to 'reach the young people'.

Elders felt strongly that younger people in their communities should hear about how the elders feel about the issue of abuse and that this could be done through the local community radio. A radio campaign is being created that will run on Umeewarra Radio in Port Augusta and which will continue till the end of the year with short interviews of key service providers and community members.

However, they showed reluctance to be personally interviewed on radio or to be publicly identified in the context of abuse prevention. They felt that this would unnecessarily expose them to the very real threat of 'payback' from the community.

The elders stated that they were happy for ARAS and CAESA to be interviewed on radio and thought that it would be effective to also interview some young Aboriginal people in their community who could be identified as good role models and who would 'speak out' against abuse of the elders.

They felt that the radio announcement for Aboriginal communities which was also produced for 'Our Actions' could be incorporated in a new media (radio) campaign. They gave the Project Officer permission to pursue this with the media. The Project Officer approached Umeewarra Radio Station, an Aboriginal-specific radio station in rural South Australia, and a media campaign is being planned for June 2012 and beyond.

The Future

Elders raised the issue of who would 'drive' the agenda for elder abuse prevention in their local regions, once the project ended. They stated that service providers in their regions also needed help with training in elder abuse prevention strategies.

As mentioned the Nunga grapevine works well and requests have been received from other communities in SA and even interstate to replicate the project in their regions.

There has been national interest with a national radio interview, national newspaper article, future local radio campaign, interest in project from interstate communities.

Comments from elders and service providers participating in the project:

Service Provider: "Consistency is the key to the strength of the group"

Elder: "The consistency and continuity of the meetings bring us closer together – the affiliation becomes stronger and is vitally important – I'm impressed by the togetherness of the group"

Elder: "This is the best group in South Australia, perhaps in Australia".

Elder: “It’s good to get together and learn all about other organisations that can help us. I know who to call now.”

Elder “Getting personal business cards from service providers at our meetings is very helpful. We never got that before.”

Elder “We also get a lot of enlightenment from the other people here in the group.”

Elders in their evaluation of the project emphasised the need for continued support services (from in-home services to better housing options) as a necessity for the prevention of elder abuse in their communities.

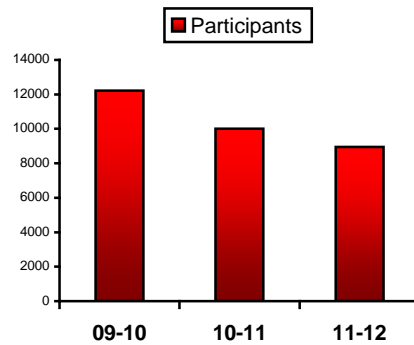
Elders requested that ARAS play a leading role in driving the agenda for the prevention of elder abuse in their communities and strongly urged that ARAS replicate the project in every Aboriginal community in the state



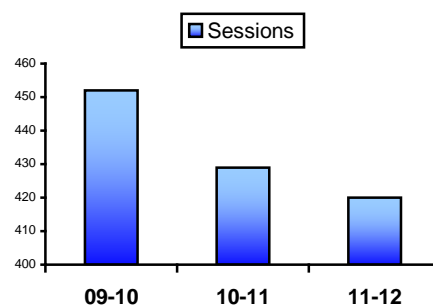
ARAS had similar numbers of education activities this year, although there was a decrease in participants, indicating the groups were smaller. These sessions targeted consumers and potential consumers, community groups for older people, the general public, students and staff of aged care services and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

Educational activity for the year was 420 sessions with 8941 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 122 sessions (29%), again targeting more of the smaller communities.



We increased the number of sessions in the non-metro, rural and remote areas to 35% of all sessions, which is a wide coverage of the state. 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.



The Aboriginal Advocacy Program recorded 52 groups and 968 participants, plus presentations at 69 network meetings with 2070 participants. 27 of the sessions were in rural and remote areas. The 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.

The Residential Care program held 154 group sessions with 3116 participants including 82 sessions with 1836 residents. There were 64 requests for education sessions for staff. The Level II session Taking Action in the event of Abuse. These sessions remain very popular with aged care facilities. The advocates also meet individually with management staff to discuss ARAS and what we can offer.

The HACC program recorded 84 sessions with 2193 participants. The HACC advocate targeted promotions to relevant community clubs and smaller CaLD communities with positive results.

The Abuse Prevention Program had 120 sessions with 2664 participants, similar to last year.



Thank you so much for visiting us last week.

You gave heaps of information in a light hearted way and made it very interesting.



World Elder Abuse Awareness Day is to support the United Nations International Plan of Action adopted in Madrid in 2002 which recognised the importance of addressing and preventing abuse and neglect of older people and also to celebrate their resilience and contribution to our society today.

On December 19 2011 the United Nations General Assembly officially recognised Elder Abuse as a global social issue which affects the health and human rights of millions of older people around the world.

Elder abuse is a relatively new field with much to be learned. It exists in every community around Australia. There are considerable and formidable challenges in the future with the increasing ageing population and their growing wealth – “there’s gold in the old”. As the older adult population increases, it is anticipated that instances of abuse of older people will increase. Currently it is under- recognised, under-reported and under-prosecuted.

The seventh World Elder Abuse Awareness Day (WEAAD) was declared in June 2012 as an acknowledgement that abuse of older people in their own homes by family or friends is a significant issue. ARAS organised its annual conference “There’s no excuse for abuse – addressing the future” aiming to start the process of thinking about what needs to be done to ensure the rights of older people are protected.

The conference was judged a success by the participants. They also endorsed that the ANPEA contact the Minister for Ageing and ask when there will be a national approach to the prevention of elder abuse.



The calibre of the speakers, the knowledge they shared and their presentation of elder abuse and the focus on older consumers were excellent”

Assoc Prof Jo Wainer and Marilyn Crabtree



Bernie McCarthy,
Deborah Bluntish and
Louise Herft

Marilyn Crabtree; Joan Stone; Brian Butler; Assoc Prof Susan Kurrle and Key Note Speaker Bridget Penhale



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 2011-2012

- “Your Life Your Care Your Rights” booklet based on Community Care Common Standards distributed and well received by consumers
- ACSSANT working group re Smoking in Residential Care
- Conference to observe World Elder Abuse Awareness Day – ‘There’s no excuse for abuse – addressing the future’, held June 14th 2012.
- Planning for second national WEAAD in 2013 to promote national approach to elder abuse prevention
- Participate in Safeguarding Vulnerable Adults in SA project – Office of the Public Advocate
- 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
- Presentation to aged care organisation planning day
- Re energise the ANPEA, with a membership drive nationally
- Promoting need for the State Government *Our Actions* plan to be reviewed
- Promoting use of Effective Resident Group Kit as tool for facilities to improve consultation with residents and their representatives

- Developed report showing the impact of the *Our Actions* funding to ARAS
- Participated in first meeting of the International Federation of Ageing re progressing Convention on the Rights of Older People
- Interest in how we use advocacy in abuse cases from Japan and BC Canada.

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

AUDITED REPORTS



Chartered Accountants
& Business Advisors

**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF AGED RIGHTS ADVOCACY SERVICES INC.**

Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report of Aged Rights Advocacy Services Inc., which comprises the balance sheet as at 30 June 2012, the income statement for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, board report and the statement by the board.

Board's Responsibility for the Financial Report

The Board of the Association is responsible for the preparation of the financial report and has determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the Associations Incorporation Act 1985 and the needs of the members.

The Board's responsibility also includes such internal controls as the Board determine is necessary to enable the preparation 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 controls 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, 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.

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Chartered Accountants
& Business Advisers

Auditor's Opinion

In our opinion, the financial report presents fairly, in all material respects, the financial position of Aged Rights Advocacy Services Inc as of 30 June 2012 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements.

We have obtained all the necessary information required in connection with our audit in respect of the financial year ended 30 June 2012.

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 for the purpose of fulfilling the Board's financial reporting responsibilities under the Associations Incorporation Act 1985. As a result, the financial report may not be suitable for another purpose.

PKF
Chartered Accountants

GK Edwards
Partner

Signed in Adelaide this 7th day of September 2012

Aged Rights Advocacy Service Inc

Report of the Board of Management

Objectives

The objectives of the Aged Rights Advocacy Service Inc. are:

To implement in South Australia a service to represent and promote the interests of the following elderly people (or their representatives) in South Australia:

- (a) residents, potential residents of Commonwealth-subsidised non-Government nursing homes and hostels, their carers and representatives.
- (b) frail older people living in the community who receive or are eligible for HACC funded services and their carers.
- (c) older people who are at risk of or experiencing abuse.

To provide information and advice to the above groups of elderly people (or their representatives) about the rights and responsibilities attached to homes and hostels and HACC funded community services.

To support the above groups of elderly people or their representatives through an advocacy process.

To promote community awareness of the rights of elderly people.

To do all such other things as may be incidental to the attainment of such objects.

Connected Organisations

The Council on the Ageing (South Australia) Inc (COTA SA) is the auspicing body of the Aged Rights Advocacy Service (ARAS). The Board of ARAS comprises of nominees of COTA SA. The financial management of ARAS is provided by COTA SA on a fee-for-service basis, and ARAS operates from premises leased by COTA SA for which ARAS pay rent on a cost recovery basis. The information, advisory and advocacy work of ARAS is managed separately from COTA SA on a day to day basis.

For the whole of the period covered by this report the Treasurer, Janice Yates, was Corporate Services Manager of COTA SA and Board Member, Ian Yates was Chief Executive of COTA SA.

Members

The names of the members of the Board of the Aged Rights Advocacy Service at 30 June 2012 are:

Joan Stone (Chairperson)	Associate Professor Linda Starr
Janice Yates (Treasurer)	Barbara Doble
Michael Fabbro	Ian Yates AM
Janine Haynes	

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 2012:

- (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,

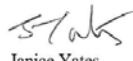
has received or become entitled to receive a benefit as a result of a contract between the officer, firm or body corporate and the Association.

- (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 7th day of Sept. 2012


Janice Yates
Treasurer

Adelaide, this 7th day of Sept 2012

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 7th day of Sept 2012


Janice Yates
Treasurer

Adelaide, this 7th day of Sept 2012

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

	Note	2012 \$	2011 \$
Grant Income received	6(a)	1,303,250	1,217,231
Less:			
unexpended project funds		- 26,547	- 92,925
grants received in advance		- 1,636	- 26,290
		<u>1,275,067</u>	<u>1,098,016</u>
Other Income		141,556	106,420
		<u>1,416,623</u>	<u>1,204,436</u>
Operating and Administration costs		1,377,993	1,181,680
		<u>38,630</u>	<u>22,756</u>
Accumulated funds brought forward		370,226	347,470
Accumulated funds carried forward		<u><u>408,856</u></u>	<u><u>370,226</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 2012

	Note	2012 \$	2011 \$
CURRENT ASSETS			
Cash & Cash Equivalents	2	384,252	438,592
Trade & Other Receivables	3	34,587	18,955
Prepayments	4	4,810	1,380
Total Current Assets		<u>423,649</u>	<u>458,927</u>
NON-CURRENT ASSETS			
Property, Plant & Equipment	5	<u>199,312</u>	<u>200,856</u>
Total Non-Current Assets		<u>199,312</u>	<u>200,856</u>
TOTAL ASSETS		<u>622,961</u>	<u>659,783</u>
CURRENT LIABILITIES			
Trade & Other Payables	6	80,715	180,530
Provisions	7	<u>103,311</u>	<u>89,375</u>
Total Current Liabilities		<u>184,026</u>	<u>269,905</u>
NON-CURRENT LIABILITIES			
Provisions	8	<u>30,079</u>	<u>19,652</u>
Total Non-Current Liabilities		<u>30,079</u>	<u>19,652</u>
TOTAL LIABILITIES		<u>214,105</u>	<u>289,557</u>
NET ASSETS		<u>408,856</u>	<u>370,226</u>
Represented by:			
RETAINED SURPLUS		<u>408,856</u>	<u>370,226</u>

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

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Aged Rights Advocacy Service Inc
Notes to and Forming Part of the Financial Statements
For the year ended 30 June 2012

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 \$37,001 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.

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Aged Rights Advocacy Service Inc
Notes to and forming part of the Financial Statements
For the year ended 30 June 2012

	2012	2011
	\$	\$
2 Cash & Cash Equivalents		
Bank Operating account	149,409	214,576
Term Deposits	234,543	223,716
Petty Cash imprest	300	300
	<u>384,252</u>	<u>438,592</u>
3 Trade & Other receivables		
Trade Receivables	30,875	16,796
Less Provision for Doubtful Debts	-500	-
Accrued Income	4,212	2,159
	<u>34,587</u>	<u>18,955</u>
4 Prepayments		
Insurance	1,362	1,380
Other Prepayments	3,448	-
	<u>4,810</u>	<u>1,380</u>
5 Property, Plant & Equipment		
Furniture & Equipment (at cost)	122,843	114,676
Accumulated Depreciation	<u>-100,365</u>	<u>-92,550</u>
	22,478	22,126
Computer equipment (at cost)	-	59,784
Accumulated Depreciation	<u>-</u>	<u>-59,784</u>
	-	-
Motor vehicle (at cost)	84,004	76,527
Less: Provision for depreciation	<u>-33,884</u>	<u>-39,816</u>
	50,120	36,711
Fitout/Refurbishment - 16 Hutt Street	153,051	153,051
Less: Provision for depreciation	<u>-26,337</u>	<u>-11,032</u>
	126,714	142,019
Net Written Down Value	<u>199,312</u>	<u>200,856</u>

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Aged Rights Advocacy Service Inc
Notes to and forming part of the Financial Statements
For the year ended 30 June 2012

	2012	2011
	\$	\$
6 Trade & Other Payables		
Trade Payables	18,925	37,636
Accrued Expenses	33,606	23,679
Project funds commitments (see Note 6(a))	28,184	119,215
	<u>80,715</u>	<u>180,530</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	7,110
NACAP grant	9,445	9,445
Train the Trainer	-	-
Aboriginal Mentoring & Camp Program	10,623	-
Relocation Grant	-	15,481
Crime Act Grant	16	6,653
Aboriginal HACC Consumers	6,351	14,124
Aboriginal HACC Consumers 2	-	40,112
	<u>26,548</u>	<u>92,925</u>
Grants received in advance		
Community Development	1,636	26,290
	<u>28,184</u>	<u>119,215</u>
7 Provisions - Current		
Annual Leave	57,650	40,679
Long Service Leave	45,661	48,696
	<u>103,311</u>	<u>89,375</u>
8 Provisions - Non-Current		
Building Painting Provision	2,984	-
Long Service Leave	27,095	19,652
	<u>30,079</u>	<u>19,652</u>

Aged Rights Advocacy Service Inc
Notes to and forming part of the Financial Statements
For the year ended 30 June 2012

	2012	2011
	\$	\$
9 Expenditure Commitments		
Operating Leases		
not later than one year	36,915	47,708
later than one year and not later than two years	18,874	36,915
later than two years and not later than five years	5,525	20,381
later than 5 years	-	-
Lease premises		
not later than one year	98,404	94,847
later than one year and not later than two years	102,094	98,404
later than two years and not later than five years	329,833	317,912
later than 5 years	368,348	482,363
	<u>959,993</u>	<u>1,098,530</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 2012 and as such no provision has been raised in the accounts.



Chartered Accountants
& Business Advisers

REPORT BY THE AUDITORS ON SUPPLEMENTARY FINANCIAL DATA

The attached detailed income and expenditure statement for the year ended 30 June 2012 does not form part of the financial statements of Aged Rights Advocacy Services Inc. to which our audit report dated 7th September 2012 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.

PKF

PKF
Chartered Accountants

GK Edwards
Partner

Signed in Adelaide this 7th day of September 2012

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

Income	2012	2011
Aboriginal HACC Consumers project	244,787	202,663
less unexpended funds	-6,351	-54,236
Aboriginal Mentoring & Camp Program	30,000	-
less unexpended funds	-10,622	-
Bank Interest	19,188	17,824
Charges Administration	-	2,023
Community Development	1,636	-
less funds received in advance	-1,636	-
Elder Protection project	48,559	48,559
Elder Abuse Conference income	58,600	54,605
HACC Aged Rights Advocacy	492,368	471,900
Minor Capital Equipment (HACC) 2010	-	2,870
less unexpended funds	-	-
Minor Capital Equipment (HACC) 2011	7,110	7,110
less unexpended funds	-113	-7,110
National Aged Care Advocacy project	372,256	355,639
less unexpended funds	-9,445	-9,445
Other income	32,495	10,130
Parking income	16,369	10,246
Proceeds of Crime Act grant	91,053	80,000
less unexpended funds	-16	-32,943
Relocation Grant	15,481	48,490
less unexpended funds	-	-15,481
Vehicle income	14,904	11,592
Total Income	1,416,623	1,204,436

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

Expenditure	2012	2011
Aboriginal HACC Consumers project	238,436	148,429
Aboriginal Mentoring & Camp Program	19,377	-
Audit and Accounting fees	23,693	18,237
Building Painting Provision	2,984	-
Cleaning	9,942	10,443
Computer Rental	19,314	19,088
Depreciation	37,001	20,043
Doubtful Debts	1,442	-
Elder Abuse Conferences	34,043	32,937
Fuel, Light and Power	11,424	9,807
Insurance	10,509	11,847
Interpretation Services	3,407	2,300
Legal and bank charges	690	1,113
Minor Capital Equipment (HACC) 2011	6,997	
Other expenses	26,184	33,048
Photocopying/Printing	31,147	19,590
Postage	6,825	8,230
Proceeds of Crime Act grant	91,038	47,057
Project overheads recovery	-52,562	-51,818
Publicity and promotions	11,522	3,764
Relocation Grant	7,840	33,009
Rent	79,907	85,364
Resource materials/Subscriptions	5,160	2,762
Salaries and on costs	658,218	643,695
Seminar/Conference attendance	5,004	952
Stationery and office supplies	5,995	6,635
Telephone	7,483	8,046
Training	3,785	6,168
Travel	21,826	14,655
Vehicle expenses	49,362	46,280
Total Expenditure	1,377,993	1,181,680
Surplus (Deficit)	38,630	22,756

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