



**Aged Rights Advocacy Service (SA) Inc.  
Annual Report  
2019-2020**

# About Aged Rights Advocacy Service (SA) Inc

Aged Rights Advocacy Service (SA) Inc (ARAS) is a not-for-profit, independent and community-based organisation that has been providing information, education and advocacy support for older people across South Australia since 1990.

Older people who use community or residential aged care services, people who live in retirement villages, and older people who are experiencing, or who are at risk of abuse from family or friends, can use an ARAS advocate, at no cost, to assist them to address their concerns. ARAS also has a specialist Aboriginal Advocate to provide culturally appropriate support and is participating in the Aged Care System Navigator Trial, which helps older people to navigate the aged care system and to access services.

## Funding

ARAS is funded by the Department of Health, National Aged Care Advocacy Program, Office for Ageing Well, SA Health and COTA Australia.

ARAS is the South Australian member of the Commonwealth funded Older Persons Advocacy Network (OPAN), which delivers the National Aged Care Advocacy Program.



## Purpose statement

To encourage and support older people and community to up hold the rights of older people through information, education, advocacy and personal empowerment

## Vision

A community in which all older people are valued and respected

## Values

Integrity, inclusiveness, justice, respect

*It is customary for some Indigenous communities not to mention the names or reproduce images associated with the recently deceased. Although care has been taken to obtain permissions for inclusion of images and written material in this report, some material may be sensitive for particular individuals and communities.*

*\*Permission has also been obtained to publish stories and testimonials shared in this annual report.*

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# A **message** from the Chairperson and Chief Executive

On behalf of the ARAS Board, it is our pleasure to present this year's annual report. There is no doubt it has been an extraordinary year for ARAS and for older South Australians.

## **Overview**

The year commenced with the ongoing Royal Commission into Aged Care Quality and Safety (ACRC) and ended with ongoing COVID-19 affecting all people, but especially older people, with both highly publicised and impactful events bringing ageism out into the sunlight.

During the year, ARAS provided **individual advocacy** and information support to **3,286 people**. This was an **18% increase** from last year. Additionally, ARAS provided **402** education sessions to **6,319** attendees across South Australia, on aged care rights, elder abuse prevention strategies and living a positive life. We directly assisted **66** people to navigate the aged care system and had **6,140** contacts from the public, with a **contact from the public received every twenty minutes** during our office hours. ARAS also had **49,776** website views and currently has **2,051** subscribers to our news. We encourage you to read more about our individual programs in this report.



## **Impact of COVID-19 on strategic objectives**

Despite the challenges of COVID-19, ARAS has shown that it is nimble and able to pivot when faced by changing circumstances in order to continue to support older people. Most of our strategic objectives were met. COVID-19 necessitated changes to working arrangements for staff, and adherence to the required State Directions limiting face to face visits and community gatherings for just over a quarter of the year.



Strategic decisions made last year, such as refreshing our information technology to increase portability, enabled staff to work from home supporting ongoing service delivery to older people via different modes including virtual platforms, telephone, email and mail.

We also asked for support from aged care providers to facilitate Zoom, Skype, GoToMeeting, FaceTime, and other virtual methods of communication. Education sessions were recorded and able to be accessed via Youtube and ARAS website. ARAS understands there is no substitute for direct face to face support but acknowledged the risk posed, including requests from Aboriginal communities 'not to visit', and did our civic duty to prevent community transmission. However, ARAS also acknowledges that as the risk of community transmission decreases the limits to individual freedoms will need to be modified or removed, noting these limitations on freedoms should always be proportionate to the risk.

ARAS also moved office during the COVID-19, achieving our objective of maximising our capacity to deliver direct support to older people without compromising on an efficient and accessible office space.

Some of our strategic objectives have been rolled into next year recognising the need to reallocate resources and respond to the fluidity of the situation and business continuity needs. This includes rescheduling the Aboriginal Intergenerational Mentoring Camp, fee for service face to face education sessions and celebrations for ARAS 30th birthday. The World Elder Abuse Awareness Day Conference (WEAAD) conference was cancelled and reinvented to a shorter virtual event that had the benefit of also attracting overseas attendees.

ARAS continues to meet the challenges of COVID-19 and its impacts on the human rights of older people. Some key areas of interest from this year are:

***Contact from the public  
received every  
twenty minutes***

## **Royal Commission into Aged Care Quality and Safety**

On 31 October 2019, the ACRC released the Interim Report: Neglect by the Royal Commission into Aged Care Quality and Safety (ACRC). The outlining of the case studies within the report clearly identifying unacceptable care and life experiences was shocking but sadly unsurprising.

Unfortunately, ARAS had intimate knowledge of at least one case study. Throughout the year, ARAS has continued to support and encourage former and current clients or their families to provide evidence to ACRC. Additionally, ARAS has provided direct feedback to the Commission as well as submissions on matters that are important to ARAS clients such as clinical governance and the sanctioning of service providers, highlighting the direct impact on residents and their families.

As the Commissioners said:

*'The Australian community generally accepts that older people have earned the chance to enjoy their later years, after many decades of contribution and hard work. Yet the language of public discourse is not respectful towards older people. Rather, it is about burden, encumbrance, obligation and*

*whether tax payers can afford to pay for the dependence of older people. As a nation, Australia has drifted into an ageist mindset that undervalues older people and limits their possibilities...*

*We have found that the aged care system fails to meet the needs of our older, often very vulnerable, citizens. It does not deliver uniformly safe and quality care for older people. It is unkind and uncaring towards them. In too many instances it simply neglects them.'*

COVID-19 has highlighted the importance of clarifying issues in aged care, such as the Commonwealth/ State responsibilities, with the significant outbreaks in residential aged care facilities in NSW and Victoria. ARAS welcomes the ACRC comments on the COVID-19 outbreak and its calls for submissions by early next year.

ARAS continues to work closely at a National and State level to ensure older people's voices are heard throughout this process.

***18% increase in advocacy cases and information support from last year***

## ***Older Persons Advocacy Network***

Nationally, ARAS has continued to work closely with its federated body, the Older Persons Advocacy Network (OPAN) finalising ongoing work such as the National Service Delivery Framework in November 2019 and submissions to the ACRC. Once COVID-19 occurred OPAN and its members were at the forefront of discussions and importantly directly supporting older people and their families who were experiencing outbreaks in Tasmania, New South Wales, Queensland and Victoria. OPAN was a party to a letter to the National Cabinet, which voiced concern that a number of older people living in residential aged care were being denied any visitation by family and friends and which was beyond the scope of the recommendations of medical experts and Directions of State and Territory governments.

OPAN also played a significant role in negotiating the National Aged Care Access Visitation Code for Residential Aged Care Homes (the Code) establishing a pathway should a provider not be complying with the Code (subject to an outbreak in that home or other public health Direction overriding the Code). A significant lesson learnt to date has been the need for exceptional communication

between the facility and families and friends during a COVID-19 outbreak. OPAN has developed communication kits supporting such communications which have been modified at the member/jurisdictional level to ensure the kit reflects the jurisdictional agreed responses. We encourage you to read OPAN's annual report at [www.opan.com.au](http://www.opan.com.au) to find out about all the work OPAN has done during the last year.

## ***COVID-19 Emergency Management (Residential Aged Care Facilities) Directions and outbreak responses***

At the same time that OPAN was working at the national level, ARAS was working closely with South Australian aged care stakeholders, lead by SA Health, meeting twice weekly, from March 2020. The meetings provided guidance on human rights issues regarding the Emergency Management (Residential Aged Care Facilities) Directions (Directions) and developed a response to a COVID-19 outbreak in Residential Aged Care Guidelines.

ARAS also contributed to roundtables and discussions with the Honourable Stephen Wade MLC Minister for Health and Wellbeing and Dr Nicola Spurrier, ensuring consideration of unintended consequences and clarity of the Directions, including emphasising the



impact of some residential aged care facilities denying the access to ‘one care and support visit’.

During a short period from late March 2020 to late April 2020, ARAS provided direct advocacy support to 141 older people or their families on the specific issue of aged care homes visitation until the Premier and Prime Minister voiced their concern for the mental health and wellbeing of older people and the Code was implemented.

Further work of the group continued, including gaining agreement that should there be a case of COVID-19 in a residential aged care facility in South Australia, the public health response would be that the older person would be transferred to hospital where they would have a single room, not have unwanted treatment and be able to have a visitor.

ARAS continues working with the group, and will form part of the response supporting older people, their families and friends during any COVID-19 outbreak and ensuring the voice of older people continues to be heard.

### ***Elder Abuse Action Australia***

ARAS continues working nationally with Elder Abuse Action Australia (EAAA), progressing many of the recommendations of the Australian Law Reform Commission Report into Elder Abuse – A Legal Response. This work includes participating in working groups and submissions on the Harmonisation of Enduring Power of Attorney Laws and the establishment of a National Register. The National Knowledge hub, ‘Compass’ continues to progress. At a state level, ARAS has engaged with the State Attorney-General in regards to changing the current Powers of Attorney and Agency Act 1984 (SA), to provide a holistic approach to addressing financial abuse of older people by others misusing a ‘Power of Attorney’.



### ***South Australian Retirement Villages Residents Association***

ARAS continues to engage with the South Australian Retirement Villages Residents Association (SARVRA), including reviewing our information and promotional material to ensure it is suitable for residents. ARAS appreciates SARVRA feedback and ongoing support for the Retirement Village Advocacy Program. We were concerned to see misinformation being circulated to retirement villages during COVID-19 and supported specific fact sheets developed by SA Health, Office for Ageing Well which distinguished the differences in responses required between retirement villages and residential aged care facilities.

### ***Partnerships***

ARAS continues to engage with other key stakeholders, including the Alliance for Prevention of Elder Abuse (APEA), Adult Safeguarding Unit (ASU), Office for Ageing Well and Aboriginal Networks. We know so much more can be achieved when we work with others who share our goals and values.

### ***Thank you***

ARAS is delighted that Joan Stone, former Chair of ARAS, was awarded an AM in this year's Queens' Birthday Honours list, for her significant contribution to championing the rights of older people.

ARAS takes this opportunity to thank our funding bodies, OPAN, the Commonwealth Department of Health, Office for Ageing Well, SA Department of Health and Wellbeing. We also thank COTA and their representatives for their commitment to the principle of providing advocacy support to empower older people and their ongoing support of ARAS.

The Board of ARAS has continued to give willingly to provide strong governance for ARAS and we thank them for their commitment to the cause. This year we farewelled Board members Sue Averay, Michael Fabbro and Lenore Bagnara and welcomed new Board members Desmond Ford and Moira Jenkins.

***We know so much more can be achieved  
when we work with others who  
share our goals and values***



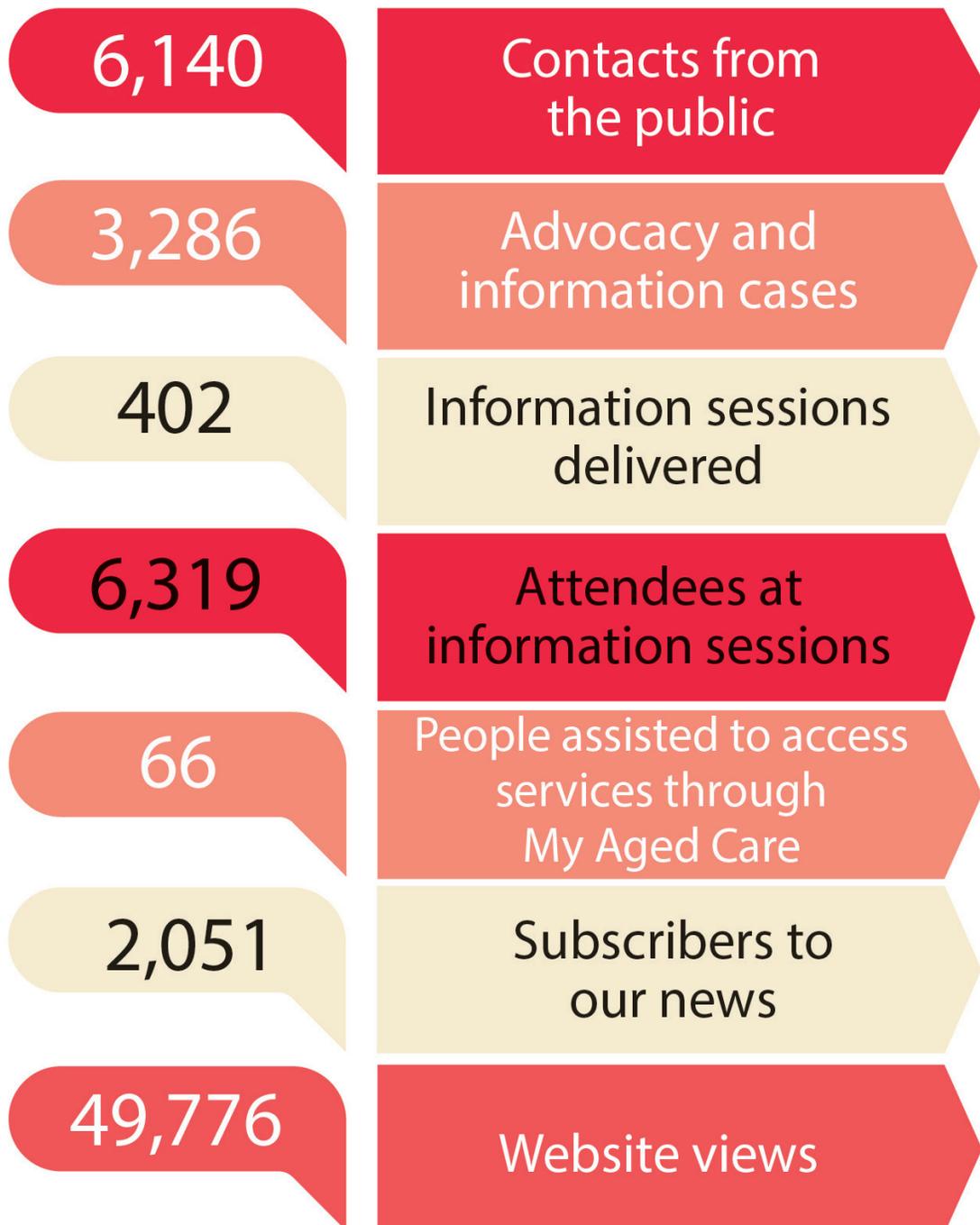
We also extend our thanks and appreciation to our very skilled staff for their ongoing work. This year has been particularly difficult - a pandemic, an office move and a demanding Royal Commission. We are proud of the way staff have not just responded but also truly stepped up.

The Board and staff will be working diligently to ensure ARAS continues to operate successfully into the future. All the signs indicate that our advocacy is needed, our services are appreciated and there are emerging opportunities for us to use our skills to extend our reach for the benefit of older people.

**Anne Burgess, Chairperson and  
Carolanne Barkla, Chief Executive**

***ARAS continues to work closely at a National and State level  
to ensure older people's voices are heard***

# Highlights from this year



# Aboriginal advocacy

The impact of COVID-19 has affected all Aboriginal Elders and older people, with a ripple effect to the wider Aboriginal Community and services. Loneliness, isolation and social and emotional wellbeing became more challenging for Aboriginal elders and older people in the community. ARAS found many Aboriginal specific services had changed their operations due to the new rules, yet managed to stay in contact via phone. Workers maintained regular contact by calling Elders and older people directly, to check on their overall mental health and wellbeing, and connect Aboriginal social and emotional wellbeing services or a community base.

Collectively, ARAS community network members highlighted special attention and connection needs to be provided for Stolen Generations Elders, as COVID-19 can possibly bring up deep-seated trauma, and social isolation rules can expose past feelings and experiences in an intense way. Elders need to know that Aboriginal workers are there to help them through this difficult time and be reassured that care and connection with Aboriginal Elders and older people remains important and will be addressed with an ongoing person-centred approach. Other important issues emphasised by community network members and which are of concern to Aboriginal Elders and older people are:

- Overcrowding of households and flow on pressure of potential risk of abuse

- Response times and delays for medical appointments and accessing services
- Medication security and identified abuse by family members – workers discussed strategies to assist Elders to access and better manage their medication requirements
- Continuation of services in the current environment
- Access to food services from Adelaide based Aboriginal Community Services for regular meal service delivery.

## Information exchange

Sharing information between service providers is highly valued as it means better understanding between the ARAS Aboriginal Advocacy service, the elder abuse support base, and agencies such as the State government's Adult Safeguarding Unit and the SA Police Community Service Engagement team, which runs the Home Assist program to work with Aboriginal Elders and older people experiencing abuse by family members.



**ADVOCACY AND  
INFORMATION  
SUPPORT PROVIDED  
TO 144 PEOPLE**

# Residential aged care advocacy

Residential aged care advocacy is funded by the Commonwealth Government Department of Health under the National Aged Care Advocacy Program (NACAP).

ARAS provides advocacy support and information regarding rights and entitlements to people living in Commonwealth funded residential aged care facilities.

The most common types of issues raised during the COVID-19 period were:

- access to services
- face to face visits for people in residential aged care facilities
- fee structures, security of tenure, finding a culturally appropriate facility and wanting to change residential aged care facilities.

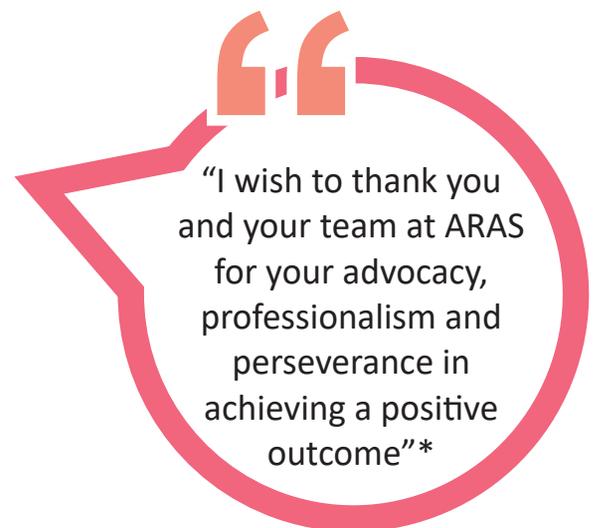


ADVOCACY AND  
INFORMATION SUPPORT  
PROVIDED TO 1,168 PEOPLE

During COVID-19, residents with dementia in particular found it difficult to comprehend why they were no longer able to receive visits from families and friends.

Families described their own feelings about having to abandon their loved ones, particularly those residents who were unable to use virtual technology to stay connected. ARAS actively advocated for these residents to receive visits, achieving some good outcomes.

141 people were provided support in regard to COVID-19 and access to residential aged care facilities by family and supporters.



“I wish to thank you and your team at ARAS for your advocacy, professionalism and perseverance in achieving a positive outcome”\*

# Story: Helping families stay connected during COVID-19\*

A daughter informed the ARAS Advocate that her mother was extremely distressed and upset that she could not see her daughter face to face, as she was accustomed to daily visits for care support and cognitive therapy such as word puzzles and card games. The daughter stated she herself was very distressed about the situation as her mother has mild dementia and does not fully understand what is going on and using virtual technology with her mother was not suitable.

The daughter informed the Advocate that the 'lockdown' had come from the residential aged care facility's CEO and visitors would not be permitted.

With permission from the daughter, the Advocate escalated the matter with the care home's management, discussing the care and support visits in relation to the government's Directions and other exemptions.

Thanks to the intervention by the Advocate, it was agreed it would be in the mother's interest for visits to continue, so the residential aged care facility organised visits for the daughter for one hour per day in the public dining café of the facility. Mother and daughter wanted to continue visits in the mother's private room, which was not allowed for many weeks but is now allowed.

The mother and daughter were extremely happy with the care and support received from the Advocate during several meetings and thanked the Advocate for supporting her to get a positive outcome.



# Community care advocacy

Community care advocacy supports older people, or a representative of an older person, who is eligible to access or receives Commonwealth funded Home Support Programme (CHSP) or Home Care Package (HCP) services.

Information and advocacy support was provided to clients to resolve a diverse range of COVID-19 related matters such as:

- advocating for a Home Care Service provider to waive charging additional COVID-19 related service fees
- providing information about the Australian Government Home Medicine Delivery Service and [Telecross](#), an initiative by the Australian Red Cross.



The most common concerns raised by people receiving aged care services, or their family members, were:

- access to services
- access to an Advocate
- fees and charges
- service not meeting their needs
- choice and decision-making.

“The ARAS Advocate supported me while transitioning from NDIS to MyAgedCare and helped me to understand, navigate and access the available care and support services that met my needs, through discussions with the Home Care Provider. Without the support of the Advocate, I probably would have given up”\*

ADVOCACY AND INFORMATION  
SUPPORT PROVIDED TO 1,037 PEOPLE

# Abuse prevention

Abuse prevention advocacy assists older people who are experiencing, or are at risk of, abuse from people in a position of trust, such as family, friends, carers or service providers. The abuse might be physical, psychological, financial, sexual, social or neglect.

During 2019-20, risk factors for older people experiencing some form of abuse included family conflict, lack of information and psychological dependence. Similar to last year, the abuse reported was mostly financial and psychological and sons and daughters were reported as the most common abusers.

Overall, we have experienced a slight decline in the number of advocacy cases and information enquiries over last year; however, we are concerned about this because potentially more adult children may have returned and will continue to return home to live with their elderly parents due to COVID-19, and its associated financial impact.

ARAS also received calls from concerned family and friends about neglect in the older person's own home. Statistically, 63% of elder abuse cases reported to ARAS are in the older person's own home.

Referrals, including but not limited to, SAPOL, SA Adult Safeguarding Unit, Aged Care Quality and Safety Commission and health and allied professionals, were the main strategies used to stop or prevent further abuse.



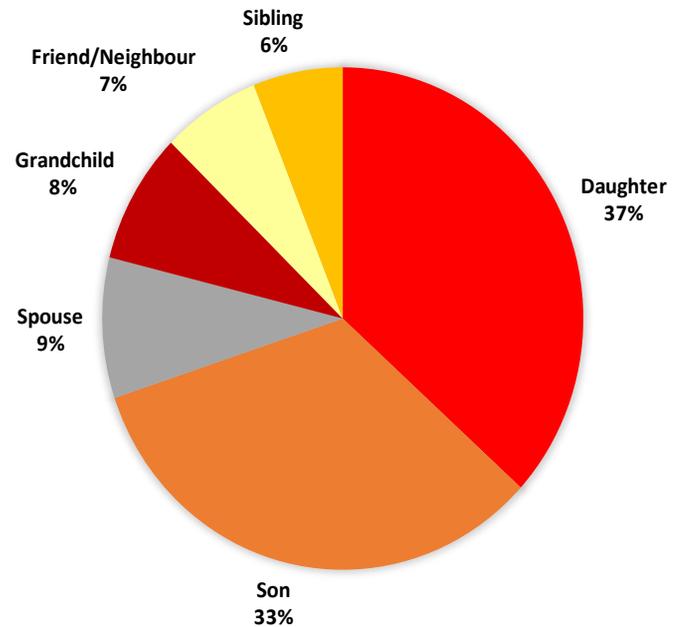
ADVOCACY AND  
INFORMATION SUPPORT  
PROVIDED TO 851 PEOPLE



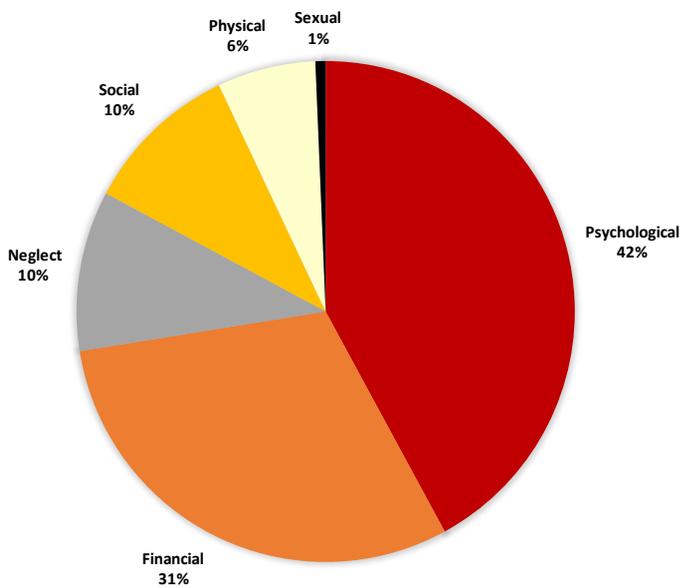
“Client advised that Advocate had been a tower of strength for her”\*

# Abuse prevention

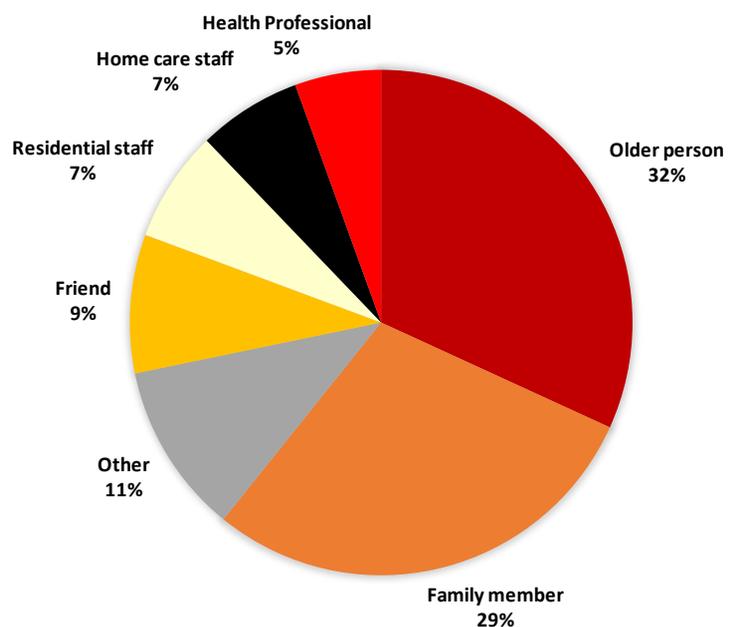
### Alleged abusers



### Types of abuse



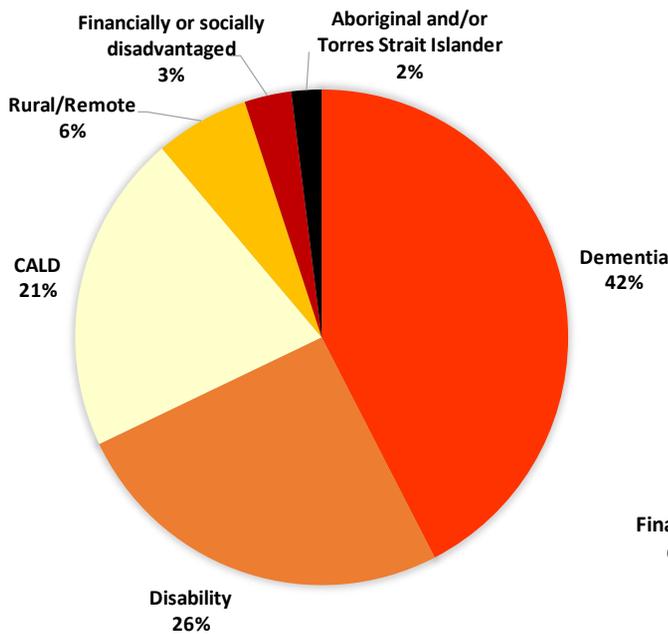
### Who we work with



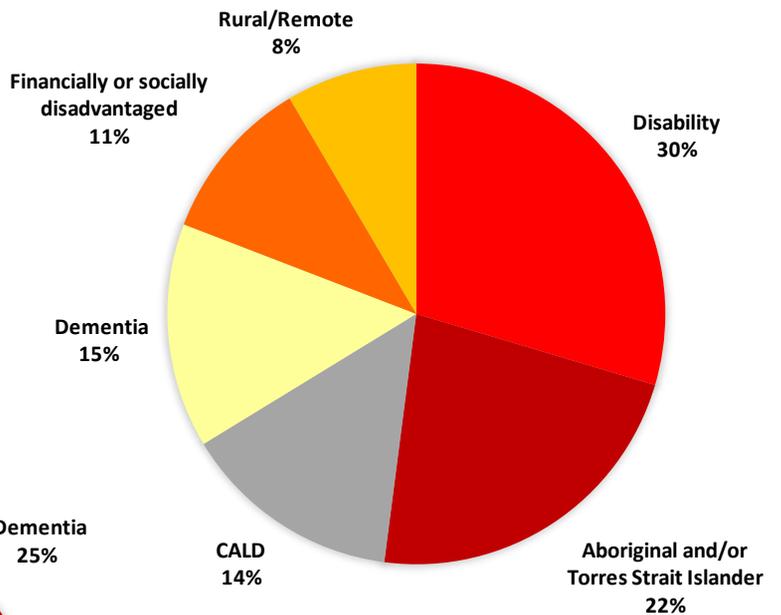
# Special Needs groups assisted this year

ARAS strives to provide a service that meets the specific needs and requirements of older people, including requests for advocacy and information support from special needs groups, which made up 40% of the total number of requests received.

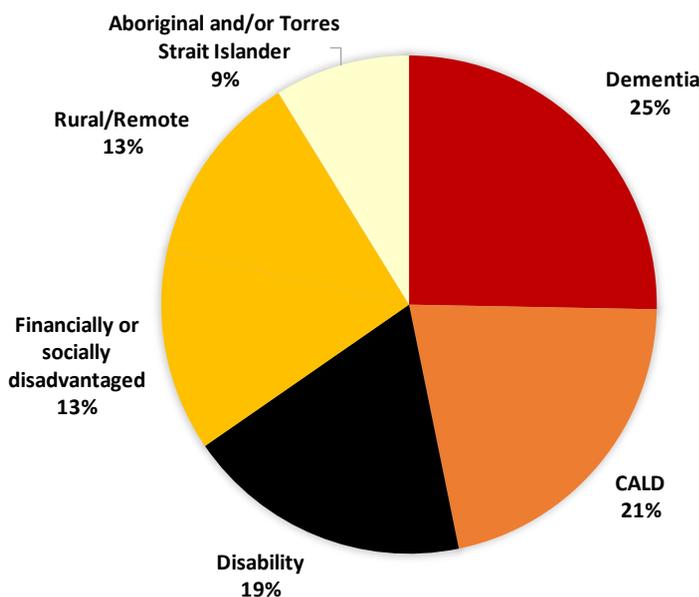
**Residential aged care**



**Community care**



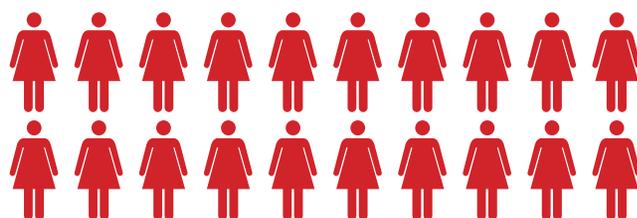
**Abuse prevention**



# Retirement village advocacy

Retirement village advocacy is supported by the Office for Ageing Well, SA Health, and provides advocacy support and assistance for residents of retirement villages to voice their concerns to village operators, and to assist residents to exercise their rights according to the Retirement Villages Act 2016 and the Retirement Villages Regulations 2017. During the COVID-19 period, ARAS adapted quickly to the different issues raised by residents, mainly that some operators felt they had a responsibility to manage the residents in the same way aged care service providers were initiating extreme lockdowns and restricted visitations.

It was evident the reasoning behind this was the fact that some village operators were also aged care service providers. This resulted in confusion on both sides because of misinterpretation of both Federal and State Government Directions. ARAS Advocates were able to clarify the Directions for everyone and reinstate visitation for the residents.



ADVOCACY AND  
INFORMATION SUPPORT  
PROVIDED TO 224 PEOPLE

*“SARVRA has great respect and confidence in the work ARAS undertakes for retirement village residents. The prompt engagement of ARAS staff with village residents when combined with the efforts of a dedicated case worker is a first good step in the resolution process.*

*Many residents from time to time undergo a long and stressful process at the village level in resolution of an issue that leaves them feeling powerless. The engagement of an ARAS Advocate in many cases has resulted in good outcomes and a sense of newfound power to the senior village residents.”\**

Bob Ainsworth, President of the South Australian Retirement Villages Residents Association Inc. (SARVRA)

## The most common issues raised were:

- Management disputes
- Complaints process
- Bullying/intimidation
- Communications between resident and operator
- Resident/Resident issues; Exit fees.

# Aged Care System Navigator Trial

The Aged Care System Navigator Trial helps older people in South Australia's country north and west regions to understand what aged care services are available and how to access those services through My Aged Care. In 2020-2021, the Trial will expand to the Northern Metropolitan region as well. During COVID-19 restrictions, Navigator staff focused on individual support, with welfare checks undertaken for previous clients of the program. All work was done via telephone, with Telehealth being made available to people wishing to access online face to face service. To better connect people with My Aged Care, OPAN initiated 'Advocates as Agents Trial' in March 2020. This gave Advocates system priority to address client queries and concerns with My Aged Care. The Navigator staff were also able to act as a My Aged Care representative for consenting people.



19 COMMUNITY INFORMATION SESSIONS DELIVERED TO 205 OLDER PEOPLE IN COUNTRY TOWNS

66 OLDER PEOPLE WERE SUPPORTED TO REGISTER FOR MY AGED CARE AND COMMENCED THEIR CHSP SERVICES AFTER ASSESSMENT BY REGIONAL ASSESSMENT SERVICES

*"We are so grateful for you visiting our town. This just doesn't happen here, we never get services from the city come up here. It's nice to know we are not forgotten and that there are places out there that can help us."\**

Visit to Hardwicke Bay Progress Association

# Our story: Accessing My Aged Care services made easier\*

Tom and Beryl (names changed) live in Country SA. Beryl already receives a Level 3 Home Care Package (HCP) due to degenerative back condition, and had an Aged Care Assessment Team (ACAT) assessment approved for Level 4. Tom is Beryl's carer and does not receive any care supports himself.

Beryl was referred to the Navigator service by her ACAT assessor as there were issues with her Home Care Provider such as management and fees, that were upsetting her.

After an initial phone interview, an ARAS Advocate visited Tom and Beryl at their home to discuss options and assist Beryl to navigate through the My Aged Care (MAC) system should she wish to change providers.

The Advocate showed Beryl and Tom the array of choices available, including the use of free service CareAbout that assists people to choose providers. Beryl and Tom were very interested in this service so after an online discussion was initiated, CareAbout organised for a new provider to visit Beryl to provide information and discuss options. Beryl has since changed to this provider and thus far is very impressed with their professional service, which has been an enormous emotional relief to Beryl.

During the home visit, we provided information to Tom so he too could

apply for assistance through MAC if needed, eg if there were any health issues that he was experiencing, even minor ones with his back or legs. CHSP level services were discussed and Tom decided he would apply to register and at least be assessed by a RAS assessor. A new MAC registration was initiated using the Advocates as Agents Portal, and Tom is now awaiting his assessment.

Prior to our assistance, Beryl and Tom were feeling upset and discontent with the current provider, and felt overwhelmed with the choice and process of transferring the package to a new provider. The value the trial added was to give this couple peace of mind, information and support while using the online MAC system. The practical steps of making online comparisons of the prices and services of multiple providers, and then assisting with the registration of Tom, was a positive experience for them both. Their survey feedback indicated that it lifted their spirit, inspired some hope and more importantly, a sense of confidence that services are available to assist them to live independently in their own home. They felt listened to and were grateful that somebody in the community cared about their situation and their wellbeing.

# Community education during COVID-19

ARAS delivers free information sessions in residential aged care facilities and the community to raise understanding and awareness of the rights of older people and elder abuse. We also work with the health and aged care staff to build their knowledge and understanding of how to protect and champion the rights of older people.

During the COVID-19 period, we changed the way we delivered our information sessions in residential aged care facilities and the community. We developed short informative videos on resident rights and abuse prevention. These were distributed to organisations and community groups. The videos have been well received and much appreciated by the community.

**This year, ARAS delivered 402 information sessions to 6,319 attendees.**

- 209 in residential aged care facilities on aged care rights
- 107 to older people, health and aged care staff on elder abuse prevention
- 59 to community groups on aged care rights
- 19 to community groups on accessing My Aged Care
- 8 in retirement villages on retirement village advocacy.

Our videos are available on our YouTube channel and website:



## **Community Care, Knowing your rights and prevention of elder abuse webinar**

During June 2020 and as part of the World Elder Abuse Awareness Day month, we presented the inaugural webinar on Community Care, Knowing Your Rights and Prevention of Elder Abuse.

111 people registered for the webinar, and of those, 91% said they were now better informed about their rights and 96% said they now knew how to raise their concerns moving forward.

Our webinars are available on our YouTube channel and website:



## **Understanding the new Charter of Aged Care Rights information sessions**

ARAS and OPAN hosted free and interactive information sessions in Port Pirie and Victor Harbor to inform consumers, carers, families and providers about the new [Charter of Aged Care Rights](#).

The sessions were attended by the local community who found them engaging and informative.

# World Elder Abuse Awareness Day online forum



ARAS has held the annual World Elder Abuse Awareness Day (WEAAD) Conference for the past 14 years, but this year hosted the inaugural WEAAD online forum, with **Together we are better** as the theme.

The forum was held on 12 June 2020 and was opened by the Honourable Stephen Wade MLC, Minister for Health and Wellbeing. Anne Burgess, the ARAS Chairperson, was the Master of Ceremony.

The theme, **Together we are better**, truly resonated with the need for collaboration and community awareness of the abuse of older people, particularly during COVID-19. The forum focussed on how government agencies, service providers, advocacy groups and the community can work together to deliver quality care and support services to older people, with compassion, and without compromising their rights.

337 people registered for the event, with the majority of attendees being service providers, government agency employees and community members. The event streamed to South Australia (metro and rural), interstate and overseas.

Our guest speakers were the Hon. Dr Kay Patterson AO, Age Discrimination Commissioner, Janet Anderson PSM, Aged Care Quality

and Safety Commissioner, Carolanne Barkla, Chief Executive of ARAS, Geoff Rowe, CEO of ADA Australia and Cassie Mason, Director, Office for Ageing Well, SA Health. The subjects covered included ageism, abuse of older people, innovative solutions for homelessness and protecting older people during a pandemic.



*"I have not been able to attend any previous WEAAD events as I live in a regional area so this was a great opportunity to attend from my desk and hear that level of speaker. I could not attend on Friday so appreciated the flexibility to be able to view it on demand from my desk. It exceeded my expectations."\**

# Special projects

## Understanding the Stolen Generations through their stories

This year, our Aboriginal advocacy staff worked on a very special project with South Australian Aboriginal Elders of the Stolen Generations. Together, we collaboratively created a respectful and sensitive booklet to promote and share with the aged and community service sector.

The booklet aims to share important vision and messages to create a better understanding of their unique needs and awareness of the trauma care and support required. Most importantly the booklet will improve communication in the services delivering care for older Aboriginal people from the Stolen Generations. The Aboriginal Elders involved in creating the booklet shared their life journey and experiences of being removed from family and community as a child. In the section titled 'Finding my worth, my connection and my eldership', they tell their personal story and some of their challenges and successes in a positive way.

ARAS held a morning tea with Elders and special guests to present the completed booklet and show our appreciation for their courage in telling their stories.



*"A beautiful resource and one that honours the voice of SA Stolen Generations survivors. Congratulations on firstly holding a brilliant Stolen Generations Summit (there should be more of them around the country), well done. And congratulations for following it up with this resource for aged care workers to help deepen their understanding of the experiences and lives of Stolen Generations. I'm sure a lot of hard work went into this resource."\**

The booklet is available for download from our website [www.sa.agedrights.asn.au](http://www.sa.agedrights.asn.au) and accepted into the National edeposit.

ARAS acknowledges funding by the Department of the Premier and Cabinet Aboriginal Affairs for this project.

# LIVING A POSITIVE LIFE | STAY CONNECTED, STAY ACTIVE, STAY HEALTHY, STAY IN CONTROL

## Safeguards for Ageing Well Program

We are now in our second year of delivering the ARAS statewide Safeguards for Ageing Well Program, with support from SA Health, Office for Ageing Well.

We continue to raise awareness and increase community understanding of living a positive life and ageing well, providing information on the safeguarding of older people's rights, elder abuse prevention strategies, and delivering culturally appropriate services to older Aboriginal people and communities in South Australia. COVID-19 and its accompanying health Directions was the catalyst for us to include a way to deliver the program using technology whilst maintaining our connection with older people and professional relationships with the services sector. We created resources such as videos to be shared with older people and service providers and expanded the program to include a Community Network which regularly holds virtual and physical meetings for Aboriginal older people and involves a wide and diverse range of service providers who are building informed, well-connected and safe communities that support people to age well and build strength and resilience.



Safeguards for Ageing Well Program  
stay connected | stay active | stay healthy | stay in control



## Aboriginal Elder Abuse Awareness Campaign – *Respect Connect*

ARAS supported SA Health, Office for Ageing Well to develop their new Aboriginal Elder abuse awareness campaign, *Respect Connect*. ARAS facilitated respectful consultation and engagement with the Aboriginal community in both metropolitan Adelaide and rural and remote areas. In particular, ARAS is supporting Aboriginal Elders who have taken up the role of community ambassadors, to share their culture, knowledge, language and respect into elder abuse prevention strategies.

## Aboriginal Elders and Youth Mentoring Camp

Sadly, we were unable to hold our regular mentoring camp this year, however we are hoping to hold this very important event in mid-2021.

# Board of Directors

The ARAS Board is responsible for good governance and making sure the organisation operates as effectively and efficiently as possible. The Board's dedicated members have diverse backgrounds and skills and bring a wealth of knowledge and experience to ARAS work. In 2019-2020 ARAS Board members were:



Anne Burgess,  
Chairperson



Michelle Bentley,  
Deputy Chairperson



Michael Dwyer,  
Treasurer



Ian Yates



Helena Kyriazopoulos



Desmond Ford



Lenore Bagnara



Michael Fabbro



Wendy Lacey



Moira Jenkins



Sue Averay

# Student placement

## Imasha Salwatura

Imasha joined ARAS on an HR internship; her project was to review our WH&S policies and procedures and identify both gaps and duplication. She then undertook a review of the structure of the policy manual to ensure all policies were located in the relevant areas. Imasha and Kris also spent time reviewing our Volunteer framework, and, as Volunteers themselves, provided feedback on the process from an end user point of view. Imasha completed her required hours and finished her project.

## Kris Alexiadis

Kris was given the task of completing a gap analysis on our documents, including policies and procedures for our accreditation process with the Australian Service Excellence Standards (ASES). He spent time reviewing each section of the workbook and identifying the location of documentation to provide evidence of compliance with the standards. He then performed the gap analysis and liaised with each department to ensure the required documentation was either sourced or developed. Kris completed his required hours (and more) and contributed greatly to our preparation for ASES accreditation. It was a pleasure to work with Kris as he demonstrated dedication to his project and a good understanding of the process.



“The short time I have spent at ARAS has been a great experience and has given me the chance to apply the skills I learned from my degree”\*

# Key stakeholders

## ***National submissions/feedback made to:***

- ARAS /OPAN Joint Submission on Aged Care Matters including Sanctions and the impact on Older People
- ARAS Submission to the Federal Attorney - General's Department Consultation on Harmonisation of Powers of Attorney and a National Register
- Contributed to the development of EAAA Submission to the Federal Attorney General Department Consultation on Harmonisation of Powers of Attorney and a National Register
- Contributed to OPAN's Submission to the Joint Parliamentary Joint Committee on Human Rights - Quality of Care Amendments Statement Restrictive Practices
- Face to face Consultation with Stewart Brown and UTS (Mike Woods and Grant Thornton) and ARAS about Residential Aged Care Allocation of Places
- National Plan into Elder Abuse Stakeholders Engagement Consultation Workshop
- Provided feedback on the draft Industry Code for Visiting Aged Care Homes during COVID-19
- Reviewed and provided feedback on OPAN Submission to Royal Commission into Aged Care Quality and Safety,
  - Aged Care Program Redesign
  - Rights and advocacy
  - Rural and remote
  - Special needs.
- Royal Commission into Aged Care Quality and Safety - Verbal evidence
- Submission on the Consultation on Residential Aged Care Allocation of Places via e – survey.

## ***State submissions/feedback made to:***

- Provided feedback on SA Health Residential Aged Care COVID-19 case Factsheets, Provider checklist and Guidelines
- Submission on Consultation on Public Trustee (Public Trustee and Guardian) Amendment Bill (Bill).

## ***National meetings and events***

- Aged Care Quality and Safety Commission Advisory Council
- Australian Bankers Association launch: Tackling elder abuse media campaign
- COTA Australia about Harmonisation of Powers of Attorney and a National Register
- EAAA consultation/workshop meeting at National Elder Abuse Conference, Brisbane
- Meeting with the Hon Dr Kay Patterson AO
- Palliative Care Australia – Friends of Parliament Event
- Palliative Care Australia – National Roundtable on Advance Care Planning in Aged Care, Melbourne.

# Key stakeholders

## ***State meetings and events***

- Department of Health, Commonwealth State Branch Adelaide meeting re various matters including COVID-19 outbreak in residential aged care
- Forgotten Australians Real Care Second Time Around Project
- Ministerial Launch of Adult Safeguarding Unit by the Honourable Stephen Wade MLC Minister for Health and Wellbeing
- Ministerial Roundtable held by the Honourable Stephen Wade MLC Minister for Health and Wellbeing and Dr Nicola Spurrier about Residential Aged Care Visitation Restrictions
- National Indigenous Australian Agency (NIAA) re Elder Abuse Prevention (State office)
- Office for Ageing Well – Strategic Discussions
- Regular meetings with Regional Manager, Complaints Aged Care Quality and Safety Commission
- SA Health and aged care peak bodies State reps/ CEs of ACIA, ACSA & LASA, MAC & COTA (SA) twice weekly meetings re Emergency Management Directions impacting aged care and older people
- SA Health Workshop for the proposed Repatriation Hospital Neurobehavioral Unit
- State Attorney General the Honourable Vickie Chapman and the Honourable Anna Bligh AC re financial elder abuse and Harmonisation of Powers of Attorney and a National Register
- Uniting Communities Specialist Elder Abuse Unit
- World Elder Abuse Awareness Day online forum.

## ***Federal and State Ministers***

- Senator Rex Patrick
- State Attorney General The Honourable Vickie Chapman
- Honourable Stephen Wade MLC Minister for Health and Wellbeing
- Chris Picton MP
- Nat Cook MP
- Correspondence via email to State Ministers, Shadow Ministers, MPs and Senators about ARAS.

## ***ARAS is a member of***

### ***National groups/committees:***

- Aged Care Quality and Safety Commission Advisory Council
- Australian Human Rights Commission Elder Abuse Training for Allied Health Professionals Steering Committee
- Elder Abuse Action Australia (EAAA)
- End of Life Direction for Aged Care (ELDAC) National Reference Group
- Older Person Advocacy Network (OPAN).

### ***State groups/committees:***

- Adult Safeguarding Advisory Group
- Alliance for the Prevention of Elder Abuse (APEA)
- Improving responses to older women affected by domestic and family violence in Adelaide SA: An Action Plan
- Research Centre for Palliative Care, Death, and Dying (RePaDD) Advisory Group
- SA Health CCTV Pilot Steering Committee
- SA Health Elder Abuse Prevention Phone Line and Referral Service Advisory Committee
- SAHMRI, Wardliparingga Aboriginal Research, Expert Advisory Group.

# Key stakeholders

## ***National key stakeholders***

- Age Discrimination Commissioner
- Aged Care Quality and Safety Commission
- Attorney Generals Department (Federal)
- Australian Association of Gerontology Aboriginal and Torres Strait Islanders (AAGATSI) Advisory Group
- Department of Health (Federal) Canberra and Adelaide offices.

## ***State key stakeholders***

- Legal Services Commission of South Australia
- Office for Ageing Well, SA Health
- Public Trustee
- The Office of the Public Advocate, South Australia.

## ***Peak bodies***

- Aged and Community Services Australia (ACSA)
- Aged Care Industry Association (ACIA)
- Australian Medical Association SA (AMA)
- Australian Nursing and Midwifery Federation (SA) (ANMF)
- COTA (Australia and SA)
- Dementia Australia
- Leading Age Services Australia (LASA)
- National Seniors
- South Australian Council of Social Service (SACOSS)
- South Australian Retirement Villages Residents Association (SARVRA).

## ***National network***

- Australian Association of Gerontology Elder Abuse Special Interest Group
- Australian Association of Gerontology Aboriginal and Torres Strait Islanders (AAGATSI) Advisory Group.

## ***State network***

- CHSP Network Meeting, Northern Collaborative Projects, Community Health & Wellbeing
- CHSP/RAS Collaborative meeting (Western Linkages)
- Eastern Collaborative Projects Regional Forum
- East-North East Multicultural Forum, Department of Human Services, Centrelink
- Improving responses to older women affected by domestic and family violence - Implementation Committee
- Interagency Phone Line and Adult Safeguarding Unit Implementation Workgroup Safeguarding Strategy Implementation Advisory Group
- Marion Centrelink Multicultural Community Workers Forum
- NCP Executive Meeting
- Network for CALD Ageing Services
- Southern Hoarding and Squalor Meeting, City of Onkaparinga
- Turkindi, Indigenous Information Network of South Australia
- Weaving the Net Adelaide
- West-North Network Information Forum.

## ***Media engagements:***

- ABC News
- ABC North West
- ABC Ultimo Centre
- Radio Adelaide
- The Advertiser
- The Aged Care Guide
- Today Tonight.



# ARAS Treasurer's report

## **Financial Statements for 12 months ending 30 June, 2020**

The Treasurer is pleased to present the Audited Financial Statements and Independent Auditor's report for the year ended 30th June, 2020

Once again we received an unqualified audit opinion, with no issues identified with the accounting practices and financial management of ARAS. A Contingent Liability was noted in the Financial Statements in relation to the 'Make Good' obligation upon Hutt Street lease expiry of premises on 30th June 2020. However, this is substantially less than first provided for.

ARAS reported an operating surplus of \$101,762 for the year, against a break-even budget target. This variance was mainly due to the effect of COVID-19 in delaying program rollout and associated expenditure, such as the WEAAD seminars and the Indigenous mentoring camps, to next financial year, as well as the unbudgeted revenue provided by the Government's Cash Flow Boost.

The Aged Care System Navigator Trial Subcontract has been extended beyond this financial year.

Due to the effects of COVID-19, unexpended funds from the OPAN Equal Remuneration Order (ERO) are able to be carried over until next financial year.

As at 30 June 2020, ARAS had net equity of \$544,042, which positions ARAS well for the future.

**Michael Dwyer**  
Treasurer

# Statement of Profit or Loss and Other Comprehensive Income

Aged Rights Advocacy Service (S.A.) Incorporated  
For the year ended 30 June 2020

	2020	2019
<b>Revenue</b>		
Grant Income	2,211,178	2,086,979
Other Income	131,600	86,810
Total Income	2,342,778	2,173,789
<b>Expenditure</b>		
Admin & Financial Expenses	55,582	41,047
Employment Expenses	30,572	57,544
Depreciation/Amortisation	100,179	83,943
Office Expenditure	132,676	168,137
Property Costs	293,812	255,903
Salaries & Wages	1,604,648	1,547,751
Travel	23,549	68,842
Total Expenditure	2,241,016	2,223,166
Profit/(Loss)	101,762	(49,377)
Other Comprehensive Income	-	-
Total Comprehensive Income for the year	101,762	(49,377)

# Statement of Financial Position

## Aged Rights Advocacy Service (S.A.) Incorporated As at 30 June 2020

	NOTES	30 JUN 2020	30 JUN 2019
<b>Assets</b>			
<b>Current Assets</b>			
Cash and Cash Equivalents	2	407,976	182,556
Trade & Other Receivables	3	71,485	147,317
Investments	4	300,451	296,197
Prepayments	5	14,031	20,832
GST		11,235	1,057
<b>Total Current Assets</b>		<b>805,178</b>	<b>647,960</b>
<b>Non-Current Assets</b>			
Security Deposit		23,686	-
Property, Plant and Equipment	6	93,505	164,203
<b>Total Non-Current Assets</b>		<b>117,191</b>	<b>164,203</b>
<b>Total Assets</b>		<b>922,369</b>	<b>812,163</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
Trade & Other Payables	7	150,406	92,147
Revenue Received in Advance and Grants Carried Forward	8	69,301	110,047
Provisions	9	150,872	132,632
Other Payables		-	8,000
<b>Total Current Liabilities</b>		<b>370,579</b>	<b>342,826</b>
<b>Non-Current Liabilities</b>			
Provisions	9	7,748	27,057
<b>Total Non-Current Liabilities</b>		<b>7,748</b>	<b>27,057</b>
<b>Total Liabilities</b>		<b>378,327</b>	<b>369,883</b>
<b>Net Assets</b>		<b>544,042</b>	<b>442,280</b>
<b>Equity</b>			
Retained Earnings		544,042	442,280
<b>Total Equity</b>		<b>544,042</b>	<b>442,280</b>

# Statement of Cash Flows

## Aged Rights Advocacy Service (S.A.) Incorporated For the year ended 30 June 2020

	NOTES	2020	2019
<b>Cash flow statement</b>			
<b>Cash flows from operating activities</b>			
Grants received		2,387,035	2,325,797
Receipts from other sources		209,288	(64,753)
Payments to suppliers and employees		(2,343,873)	(2,421,956)
<b>Total Cash flows from operating activities</b>		<b>252,450</b>	<b>(160,912)</b>
<b>Cash flows from investing activities</b>			
Proceeds on sale of property, plant and equipment		-	-
Payments for property, plant and equipment		(29,769)	(63,991)
Additional investment		2,739	3,285
<b>Total Cash flows from investing activities</b>		<b>(27,030)</b>	<b>(60,706)</b>
Net increase/(decrease) in cash held		225,420	(221,618)
Add opening cash brought forward		182,556	404,174
Closing cash carried forward	2	407,976	182,556



# Statement of Changes in Equity

## Aged Rights Advocacy Service (S.A.) Incorporated For the year ended 30 June 2020

	2020	2019
<b>Equity</b>		
Opening Balance	442,280	491,657
<b>Comprehensive Income</b>		
Profit/(loss) for the Period	101,762	(49,377)
<b>Total Comprehensive Income</b>	<b>101,762</b>	<b>(49,377)</b>
<b>Total Equity</b>	<b>544,042</b>	<b>442,280</b>

# Notes to the Financial Statements

## Aged Rights Advocacy Service (S.A.) Incorporated For the year ended 30 June 2020

### 1. Summary of Significant Accounting Policies

The board has prepared the financial statements on the basis that the association is a non-reporting entity because there are no users dependent on general purpose financial statements. These financial statements are therefore special purpose financial statements that have been prepared in order to meet the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*. The association is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards.

The financial statements have been prepared in accordance with the mandatory Australian Accounting Standards applicable to entities reporting under the *Australian Charities and Not-for-profits Commission Act 2012* and the significant accounting policies disclosed below, which the board has determined are appropriate to meet their needs. Such accounting policies are consistent with those of previous periods unless stated otherwise.

The financial statements, except for the cash flow information, have been prepared on an accrual basis and are based on historical costs unless otherwise stated in the notes. Material accounting policies adopted in the preparation of these financial statements are presented below and have been consistently applied unless stated otherwise. The amounts presented in the financial statements have been rounded to the nearest dollar.

#### (a) Revenue

The entity recognised revenue as follows:

##### *Revenue from contracts with customers*

Revenue is recognised at an amount that reflects the consideration to which the Association is expected to be entitled in exchange for transferring goods or services to a customer. For each contract with a customer, the Association identifies the contract with a customer; identifies the performance obligations in the contract; determines the transaction price which takes into account the time value of money; allocates the transaction price to the separate performance obligations on the basis of the relative stand-alone selling price of each distinct good or service to be delivered; and recognises revenue when or as each performance obligation is satisfied in a manner that depicts the transfer to the customer of the goods or services promised.

##### *Grants*

Grant revenue is recognised in profit or loss when the entity satisfies the performance obligations stated within the funding agreements.

If conditions are attached to the grant which must be satisfied before the incorporated association is eligible to retain the contribution, the grant will be recognised in the statement of financial position as a liability until those conditions are satisfied.

If a contract is not enforceable and there are no sufficiently specific performance obligations, grant funding is recognised on receipt, or right to receive.

##### *Interest*

Interest revenue is accrued on a time basis, by reference to the principal outstanding and at the effective interest rate applicable, which is the rate that exactly discounts estimated future cash receipts through the expected life of the financial asset to that asset's net carrying amount.

##### *Other revenue*

Other revenue is recognised when it is received or when the right to receive payment is established.

All revenue is stated net of the amount of goods and services tax.

#### (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.

**(c) Employee Provisions**

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 third year of completed service.

**(d) Trade receivables and Other Debtors**

Trade receivables and other debtors include amounts due from donors and any outstanding grant receipts. Receivables expected to be collected within 12 months of the end of the reporting period are classified as current assets. All other receivables are classified as non-current assets.

**(e) Goods and Services Tax (GST)**

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to, the ATO are presented as operating cash flows included in receipts from customers or payments to suppliers.

**(f) Income Tax**

No provision for income tax has been raised as the entity is exempt from income tax under Div 50 of the Income Tax Assessment Act 1997.

**(g) Leases**

*Lease liabilities*

A lease liability is recognised at the commencement date of a lease. The lease liability is initially recognised at the present value of the lease payments to be made over the term of the lease, discounted using the interest rate implicit in the lease or, if that rate cannot be readily determined, the entity's incremental borrowing rate. Lease payments comprise of fixed payments less any lease incentives receivable, variable lease payments that depend on an index or a rate, amounts expected to be paid under residual value guarantees, exercise price of a purchase option when the exercise of the option is reasonably certain to occur, and any anticipated termination penalties. The variable lease payments that do not depend on an index or a rate are expensed in the period in which they are incurred.

Lease liabilities are measured at amortised cost using the effective interest method. The carrying amounts are remeasured if there is a change in the following: future lease payments arising from a change in an index or a rate used; residual guarantee; lease term; certainty of a purchase option and termination penalties. When a lease liability is remeasured, an adjustment is made to the corresponding right-of-use asset, or to profit or loss if the carrying amount of the right-of-use asset is fully written down.

*Right-of-use assets*

A right-of-use asset is recognised at the commencement date of a lease. The right-of-use asset is measured at cost, which comprises the initial amount of the lease liability, adjusted for, as applicable, any lease payments made at or before the commencement date net of any lease incentives received, any initial direct costs incurred, and, except where included in the cost of inventories, an estimate of costs expected to be incurred for dismantling and removing the underlying asset, and restoring the site or asset.

Right-of-use assets are depreciated on a straight-line basis over the unexpired period of the lease or the estimated useful life of the asset, whichever is the shorter. Where the entity expects to obtain ownership of the leased asset at the end of the lease term, the depreciation is over its estimated useful life. Right-of-use assets are subject to impairment or adjusted for any remeasurement of lease liabilities.

The entity has elected not to recognise a right-of-use asset and corresponding lease liability for short-term leases with terms of 12 months or less and leases of low-value assets. Lease payments on these assets are expensed to profit or loss as incurred.

## **(h) Financial Instruments**

### **Impairment**

At the end of each reporting period, the entity assesses whether there is objective evidence that a financial asset has been impaired. A financial asset (or a group of financial assets) is deemed to be impaired if, and only if, there is objective evidence of impairment as a result of one or more events (a "loss event") having occurred, which has an impact on the estimated future cash flows of the financial asset(s).

In the case of financial assets carried at amortised cost, loss events may include indications that the debtors or a group of debtors are experiencing significant financial difficulty, default or delinquency in interest or principal payments indications that they will enter bankruptcy or other financial reorganisation and changes in arrears or economic conditions that correlate with defaults.

For financial assets carried at amortised cost (including loans and receivables), a separate allowance account is used to reduce the carrying amount of financial assets impaired by credit losses. After having taken all possible measures of recovery, if management establishes that the carrying amount cannot be recovered by any means, at that point the written-off amounts are charged to the allowance account or the carrying amount of impaired financial assets is reduced directly if no impairment amount was previously recognised in the allowance account.

When the terms of financial assets that would otherwise have been past due or impaired have been renegotiated, the entity recognises the impairment for such financial assets by taking into account the original terms as if the terms have not been renegotiated so that the loss events that have occurred are duly considered.

### **Derecognition**

Financial assets are derecognised where the contractual rights to receipt of cash flows expire or the asset is transferred to another party whereby the entity no longer has any significant continuing involvement in the risks and benefits associated with the asset. Financial liabilities are derecognised where the related obligations are discharged, cancelled or have expired. The difference between the carrying amount of the financial liability, which is extinguished or transferred to another party, and the fair value of consideration paid, including the transfer of non-cash assets or liabilities assumed, is recognised in profit or loss.

### **Impairment of Assets**

At the end of each reporting period, the entity reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair amount less costs of disposal and value in use, is compared to the asset's carrying amount. Any excess of the asset's carrying amount over its recoverable amount is recognised immediately in profit or loss.

Where the future economic benefits of the asset are not primarily dependent upon the asset's ability to generate net cash inflows and when the entity would, if deprived of the asset, replace its remaining future economic benefits, value in use is determined as the depreciated replacement cost of an asset.

Where it is not possible to estimate the recoverable amount of a class of asset, the entity estimates the recoverable amount of the cash-generating unit to which the asset belongs.

Where an impairment loss on a revalued asset is identified, this is debited against the revaluation surplus in respect of the same class of asset to the extent that the impairment loss does not exceed the amount in the revaluation surplus for that same class of asset.

### **(i) Provisions**

Provisions are recognised when the entity has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions recognised represent the best estimate of the amounts required to settle the obligation at the end of the reporting period.

### **(j) Cash and Cash Equivalents**

Cash and cash equivalents includes cash on hand, deposits held at-call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts.

### **(k) Trade Creditors and Other Payables**

Trade creditors and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the entity during the reporting period which remain unpaid.

**(l) Critical Accounting Estimates and Judgements**

The responsible persons evaluate estimates and judgements incorporated into the financial statements based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the entity.

Judgement has been exercised in considering the impacts that the Coronavirus (COVID-19) pandemic has had, or may have, on the Association based on known information. This consideration extends to the nature of the products and services offered, customers, supply chain, staffing and geographic regions in which the Association operates. Other than as addressed in specific notes, there does not currently appear to be either any significant impact upon the financial statements or any significant uncertainties with respect to events or conditions which may impact the Association unfavourably as at the reporting date or subsequently as a result of the Coronavirus (COVID-19) pandemic.

**(m) Accounting Standards Issued but Not Yet Adopted**

Australian Accounting Standards and Interpretations that have recently been issued or amended but are not yet mandatory, have not been early adopted by the Association for the annual reporting period ended 30 June 2020. The Association's assessment of the impact of these new or amended Accounting Standards and Interpretations, most relevant to the Association, are set out below.

Conceptual Framework for Financial Reporting (Conceptual Framework): The revised Conceptual Framework is applicable to annual reporting periods beginning on or after 1 July 2021 and early adoption is permitted. The Conceptual Framework contains new definition and recognition criteria as well as new guidance on measurement that affects several Accounting Standards. Where the Association has relied on the existing framework in determining its accounting policies for transactions, events or conditions that are not otherwise dealt with under the Australian Accounting Standards, the Association may need to review such policies under the revised framework. At this time, the application of the Conceptual Framework is not expected to have a material impact on the Association's financial statements.

AASB 2020-2 Amendments to Australian Accounting Standards - Removal of Special Purpose Financial Statements for Certain For-Profit Private Sector Entities and AASB 1060 General Purpose Financial Statements - Simplified Disclosures for For-Profit and Not-for-Profit Tier 2 Entities: These standards are applicable to annual reporting periods beginning on or after 1 July 2021. AASB 2020-2 will prohibit certain for-profit entities from preparing special purpose financial statements and AASB 1060 provides a new Tier 2 reporting framework with simplified disclosures that are based on the requirements of IFRS for SMEs. If the Association adopts the standards prior to the mandatory application date it will be able to take advantage of certain special transitional disclosure relief relating to comparative information in the first year of adoption.

The entity has not assessed the impact of these standards.

**(n) New and Amended Accounting Policies Adopted**

The association has adopted AASB 15: 'Revenue from Contracts with Customers' and AASB 1058: 'Income of Not for Profit Entities' with a date of initial application of 1 July 2019. There is no material impact from the application of these accounting standards.

The association has adopted AASB 16: 'Leases' with a date of initial application of 1 July 2019 using modified retrospective approach 1. The entity has not recognised any right of use assets or corresponding lease liabilities as their new lease was commenced on 1 July 2020. The entity has also elected to not recognise low value leases as defined by the standard.

	2020	2019
<b>2. Cash and Cash Equivalents</b>		
Bank Operating account	406,156	182,344
Petty Cash Imprest	1,819	213
<b>Total Cash and Cash Equivalents</b>	<b>407,976</b>	<b>182,556</b>
	2020	2019
<b>3. Trade and Other Receivables</b>		
<b>Trade Receivables</b>		

Accounts Receivable	19,596	124,344
<b>Total Trade Receivables</b>	<b>19,596</b>	<b>124,344</b>
Other Receivables	51,889	22,973
<b>Total Trade and Other Receivables</b>	<b>71,485</b>	<b>147,317</b>
	<b>2020</b>	<b>2019</b>

**4. Investments**

Term Deposit	300,451	296,197
<b>Total Investments</b>	<b>300,451</b>	<b>296,197</b>
	<b>2020</b>	<b>2019</b>

**5. Prepayments**

Prepayments	14,031	20,832
<b>Total Prepayments</b>	<b>14,031</b>	<b>20,832</b>
	<b>2020</b>	<b>2019</b>

**6. Property, Plant & Equipment**

<b>Furniture &amp; Equipment (at cost)</b>		
Furniture & Equipment	136,267	130,700
Less: Provision for depreciation	(128,238)	(127,156)
<b>Total Furniture &amp; Equipment (at cost)</b>	<b>8,029</b>	<b>3,543</b>
<b>Motor Vehicle (at cost)</b>		
Motor Vehicle	144,000	144,000
Less: Provision for depreciation	(97,145)	(49,071)
<b>Total Motor Vehicle (at cost)</b>	<b>46,855</b>	<b>94,929</b>
<b>Fitout/Refurbishment</b>		
Office Fitouts	5,015	226,961
Less: Provision for depreciation	-	(193,437)
<b>Total Fitout/Refurbishment</b>	<b>5,015</b>	<b>33,523</b>
<b>Computer Equipment</b>		
Computer Equipment	58,799	40,234
Less: Provision for depreciation	(25,193)	(8,026)
<b>Total Computer Equipment</b>	<b>33,607</b>	<b>32,207</b>
<b>Net Written Down Value</b>	<b>93,505</b>	<b>164,203</b>
	<b>2020</b>	<b>2019</b>

**7. Trade and Other Payables**

Trade Payables	56,299	22,045
Accrued Expenses	70,454	43,307
Other Payables	23,653	26,795
<b>Total Trade and Other Payables</b>	<b>150,406</b>	<b>92,147</b>

	2020	2019
<b>8. Revenue For Unsatisfied Performance Obligations and Grants Carried Forward</b>		
Revenue for unsatisfied performance obligations represents performance obligations not yet satisfied	-	-
Grants carried forward represents amounts re-payable to funding providers which have been agreed are can be carried forward	-	-
<b>Revenue for unsatisfied performance obligations</b>		
Revenue Received in Advance	3,414	3,014
Mentoring Camp 19/20	30,667	-
<b>Grants carried forward</b>		
OPAN Funding	35,220	107,033
<b>Total Grants carried forward</b>	<b>35,220</b>	<b>107,033</b>
<b>Total Revenue For Unsatisfied Performance Obligations and Grants Carried Forward</b>	<b>69,301</b>	<b>110,047</b>
	2020	2019

**9. Provisions**

<b>Current</b>		
Provision for Annual Leave	100,713	78,976
Provision for Long Service Leave	50,159	53,656
<b>Total Current</b>	<b>150,872</b>	<b>132,632</b>
<b>Non-Current</b>		
Building Painting & Make Good Provision	-	22,526
Provision for Long Service Leave	7,748	4,531
<b>Total Non-Current</b>	<b>7,748</b>	<b>27,057</b>
<b>Total Provisions</b>	<b>158,620</b>	<b>159,689</b>
	2020	2019

**10. Expenditure Commitments**

<b>Operating Leases</b>		
not later than one year	2,268	-
later than one year and not later than five years	567	-
later than 5 years	-	-
<b>Total Operating Leases</b>	<b>2,835</b>	<b>-</b>
<b>Lease Premises</b>		
not later than one year	-	147,600
later than one year and not later than five years	-	-
later than 5 years	-	-
<b>Total Lease Premises</b>	<b>-</b>	<b>147,600</b>
<b>Capital Commitments</b>		
not later than one year	9,963	-
later than one year and not later than five years	-	-
later than 5 years	-	-
<b>Total Capital Commitments</b>	<b>9,963</b>	<b>-</b>
<b>Total Expenditure Commitments</b>	<b>12,798</b>	<b>147,600</b>

	2020	2019
<b>11. Cash Flow Statement</b>		
Operating Surplus/(Deficit)	101,762	(49,377)
Depreciation & amortisation	100,179	83,943
Interest Received	(6,993)	(11,831)
(Gain)/Loss on Disposal of Assets	288	3,938
Gain/(loss) to provisions	(1,069)	(72,114)
Change in assets and liabilities	-	-
(Increase)/decrease in trade and other receivables	41,969	(136,875)
Increase/(decrease) in trade and other payables	9,513	36,389
(Increase)/decrease in prepayments	6,801	(14,985)
<b>Net Cash Flows provided by/(used in) Operating Activities</b>	<b>252,450</b>	<b>(160,912)</b>

## 12. Significant Events After Balance Date

There were no significant events after balance date.

## 13. Contingent Liabilities

There are no contingent liabilities existing of a material nature as at 30 June 2020 and as such no provision has been raised in the accounts (2019: \$0).

## 14. Entity Details

The registered office and principal place of business for the organisation is:

Aged Rights Advocacy Service (S.A.) Incorporated

175 Fullarton Rd

Dulwich SA 5065

# Responsible Persons' Declaration

## Aged Rights Advocacy Service (S.A.) Incorporated For the year ended 30 June 2020

Per section 60.15 of the Australian Charities and Not-for-profits Commission Regulation 2013

The responsible persons declare that it is the responsible persons' opinion of the association declare that, in the board's opinion:

1. There are reasonable grounds to believe that the registered entity is able to pay all of its debts, as and when they become due and payable; and
2. The financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

A handwritten signature in blue ink, appearing to read "John A. Gray", is written over a horizontal line.

Dated this 26 day of October 2020 .

# Board Report

## Aged Rights Advocacy Service (S.A.) Incorporated For the year ended 30 June 2020

In accordance with section 35(5) of the Associations Incorporation Act 1985, the Board of the Aged Rights Advocacy Service (S.A.) Inc. hereby states that during the financial year ended 30 June 2020:

a)

1. no officer of the Aged Rights Advocacy Service (S.A.) Inc:
2. no firm of which an officer is a member; and
3. 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)

Other than for the remuneration of employees involved in the management of the Association, no officer of the Aged Rights Advocacy Service (S.A.) Inc. has received directly or indirectly from the Association any payment or other benefit of a pecuniary value. Members of the Board act in a 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.

Date: 26 October 2020



Chairperson



Treasurer

**DECLARATION OF INDEPENDENCE**  
**BY G K EDWARDS**  
**TO THE RESPONSIBLE ENTITIES OF AGED RIGHTS ADVOCACY SERVICE INC.**

As lead auditor of Aged Rights Advocacy Service Inc. for the year ended 30 June 2020, I declare that, to the best of my knowledge and belief, there have been:

1. No contraventions of the auditor independence requirements of section 60-40 of the *Australian Charities and Not-for-profit Commission Act 2012* in relation to the audit; and
2. No contraventions of any applicable code of professional conduct in relation to the audit.



G K Edwards  
Director

**BDO Audit (SA) Pty Ltd**

Adelaide, 27 October 2020

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

### Report on the Audit of the Financial Report

#### Opinion

We have audited the financial report of Aged Rights Advocacy Service Inc. (the registered entity), which comprises the statement of financial position as at 30 June 2020, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial report, including a summary of significant accounting policies, and the responsible entities' declaration.

In our opinion the accompanying financial report of Aged Rights Advocacy Service Inc., is in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (i) Giving a true and fair view of the registered entity's financial position as at 30 June 2020 and of its financial performance for the year then ended; and
- (ii) Complying with Australian Accounting Standards to the extent described in Note 1 and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

#### 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 registered entity in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's *APES 110 Code of Ethics for Professional Accountants (including Independence Standards)* (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 for the purpose of fulfilling the registered entity's financial reporting responsibilities under the ACNC Act. 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

Those charged with governance 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.

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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.

#### **Responsibilities of responsible entities for the Financial Report**

The responsible entities of the registered entity are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the ACNC Act. The responsible entities' responsibility also includes such internal control as the responsible entities determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the responsible entities are responsible for assessing the registered 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 the responsible entities either intend to liquidate the registered entity or to cease operations, or have no realistic alternative but to do so.

#### **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.



**BDO Audit (SA) Pty Ltd**



G K Edwards  
Director

Adelaide, 27 October 2020



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