



AGED  
RIGHTS  
ADVOCACY  
SERVICE

**ANNUAL REPORT**

**2010 - 2011**

**aras**

aged rights advocacy service inc.



**For the rights of Older People**



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**AGED RIGHTS ADVOCACY SERVICE INC.  
Board of Management  
2010-2011**

**Officers of the Service:**

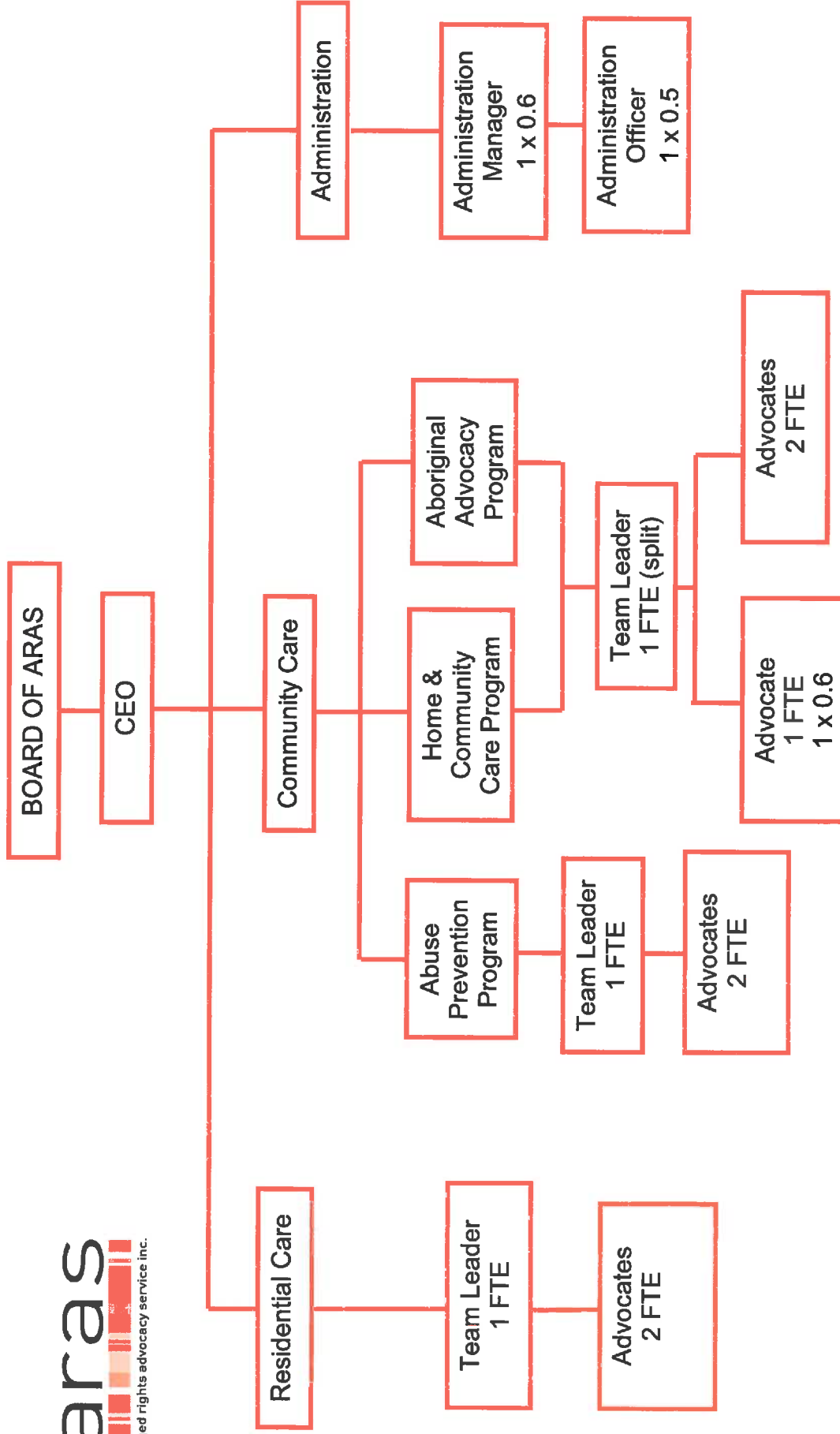
Chairperson:	Mrs Joan Stone
Treasurer:	Ms Janice Yates
Deputy Chairperson:	Assoc. Professor Linda Starr
Public Officer:	Ms Marilyn Crabtree (ARAS CEO)

**Ordinary Members:**

Mr Ian Yates  
Mr Michael Fabbro  
Ms Janine Haynes  
Ms Barbara Doble

## Staff 2010 – 2011

<b>CEO:</b>	Marilyn Crabtree
<b>Administration Manager:</b>	Diane Bunworth
<b>Administration Assistant:</b>	Paris Ladegourdie
<b>Team Leaders:</b>	Jane Northey (Residential Care) Doris Gioffre (Abuse Prevention) Louise Herft (HACC & Aboriginal Program)
<b>Advocates:</b>	
<b>HACC</b>	Maxine Cape Deborah Bluntish
<b>Residential Care</b>	David Clinton Brenton Pope
<b>Abuse Prevention</b>	Rob Nankivell Robyn Smith
<b>Aboriginal Advocacy</b>	Brian Butler (to January 2011) Sheena Coleman (July 2010 to September 2010) Sandy Miller (November 2010 to January 2011) Colin Graham (commenced May 2011)



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

**ARAS is located at**

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**Postal address**

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Hutt St, 5000

Disability access is available.

**Contact details**

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1800 700 600 (for country callers)  
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Website: [www.agedrights.asn.au](http://www.agedrights.asn.au)

Once again I take great pleasure in writing my report to summarise the highlights of another year for ARAS.

ARAS is quite unique in that it works with individuals and has contact with a large number of older people each year. They tell their stories and seek assistance to speak up about issues affecting their quality of care and quality of life. This provides 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. It also provides older people with a portal to individualised support and assistance, which is appreciated.

However I would advocate that it is time to look at expanding the groups of older people that ARAS can assist to have a say in decisions affecting their lives and the recent Productivity Commission Report does in fact allow for that to happen.

The ageing population is growing and there is to be a streamlined aged care system, with a gateway to make this increasingly complex system more accessible to older people. It makes sense that advocacy support should be available to the older person regardless of where they are in that system.

Another area of particular interest to me is the Retirement Village sector, where residents would benefit from access to independent advocacy to deal with the issues that arise.

The 2010-2011 year finished with a special event to observe World Elder Abuse Awareness Day 2011. 'There's no excuse for abuse – the Legal Link' was the theme for the sixth World Elder Abuse Awareness Day (WEAAD) event, organised by ARAS in June 2011.

We had a record attendance of 275 and the program was judged a great success by participants. The keynote speaker, Paul Greenwood, Deputy District Attorney of San Diego provided information about his work in prosecuting alleged abusers and held everyone's attention with his passionate presentation. It did pose the question of whether or not South Australian legislation assists in safeguarding the rights of older people.

The WEAAD has become a flagship event for ARAS and we will continue to build on the support for this event.

It is very important that ARAS continue to take a lead role in advancing the Australian agenda for abuse of older people, as it has in South Australia. This may be achieved through promoting the need for a National Conference, and a National Summit in the next financial year.

We must recognise that abuse by someone you should be able to trust can affect thousands of older South Australians each year and over 150,000 older people across Australia. This issue needs to be comprehensively addressed.

Closer to home a South Australian State Summit would provide an opportunity to review the outcomes of the 'Our Actions to prevent abuse of older South Australians 2007' (and ongoing) plan.

ARAS frequently develops innovative products and I was pleased to see two items completed and distributed - the 'Protocols for responding to abuse of older people living in the community' and an innovative booklet 'Your Life, Your Care, Your Rights'.

The Protocols aim to assist service providers to respond where they identify abuse of an older person by someone they should be able to trust.

The Your Life booklet aims to assist consumers to speak up for their rights in community services, in line with the Community Care Charter. Both have been very well received to date. The ARAS website was also updated this year and looks very easy to work around.

This year the National Aged Care Advocacy Program held a conference in June 2011 – the first since 2003. The data for the NACAP showed the program nationally responded to 5260 enquiries, was involved with 3638 advocacy cases and delivered 1618 education sessions to over 35,000 participants.

This event provided all of the Residential Care Team an opportunity to share information with advocates from all over Australia and was positively viewed. Interacting with other similar services needs to happen on a more regular basis to increase the benefit.

I would like to take this opportunity to thank the funding bodies, the Australian Government, Disability, Ageing and Carers 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.

I would like to thank the Council of Aboriginal Elders of SA for their continued support of our collaborative Aboriginal Advocacy Program which grows stronger each year.

The program continues to be well regarded and, because of that, ARAS applied for funding from the Proceeds of Crime Act for an eighteen month project to identify how to assist communities in three regions to prevent abuse of the Elders.

The Board continue to move ahead with the Three Year Strategic Plan 2010- 2013. This provides direction to the organisation and I thank the members of the Board and staff for their input.

I would like to 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 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 World Elder Abuse Awareness Day Conference June 2011**  
**There's no excuse for abuse – the legal links at the Adelaide Convention Centre**  
**Below – Associate Professor Linda Starr presenting at the conference**



**Below - Umoona Aged Care, care workers with Brian Butler and Colin Graham**



ARAS has a clear mandate to work across four programs which 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.

Staff provided 1370 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 1190 people. We provided 429 education sessions to over 10,000 participants and attended 122 network meetings with over 3000 participants, where we take the opportunity to promote current issues and the rights of older people to service providers.

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 2010-2011.

Our role is to raise awareness of the rights and responsibilities of older people and it is useful to look back on our promotional activities to evaluate their impact. I would like to report on the successful outcomes of one particular project we undertook. ARAS was chosen to implement the Department of Families and Communities initiative entitled '***Our Actions to prevent the abuse of older South Australians 2007***' (and ongoing), with the majority of activities being undertaken in 2009-2010.

The *Our Actions* project aimed to raise awareness about safeguarding the rights of older people, guided by the strategies in the Our Actions plan. The *Our Actions* project allowed ARAS to employ an additional advocate in its Abuse Prevention Program.

This increase in resources (from 3 advocates to 4) allowed ARAS to achieve an amazing array of activities and a report was prepared to summarise the resulting outcomes. The main points are that ARAS had:

- 1) **the biggest number of reports of abuse (718)**, of an older person living in the community, in a 12 month period that the Abuse Prevention Program (APP) of ARAS had ever experienced since it began in 1997; and,
- 2) **the biggest demand for information and education sessions (183 with 4879 participants)** that the Abuse Prevention Program at ARAS had ever experienced.

There was also a flow on effect to the following year January 2010 to December 2010 with an increase in the number of reports and demand for education sessions to APP continuing. This clearly indicates the importance of awareness raising activities, and the provision of education sessions to service providers, to the identification of abusive situations.

Another project that is having a positive impact is the collaborative project with the University of Adelaide. We have had excellent feedback about the usefulness of the Guidelines for Resident Groups Kit which is now being distributed, mostly in SA.

Four training sessions were held for residential care staff who are responsible for organising the resident groups and we have heard that one aged care organisation is rolling it out across all facilities.

The Kit will provide direction to facilities who are seeking to improve their consultation with residents and their representatives.

A presentation about the Kit was made at the NACAP conference as ARAS will be promoting the Kit nationally in the next financial year.

The successful collaboration with the Council of Aboriginal Elders of SA (CAESA) for the Aboriginal Advocacy Program is now in its ninth year and awareness of abuse had increased.

We were fortunate to receive additional funding from the Proceeds of Crime Act for a collaborative project with CAESA to explore developing a community response to abuse of the Elders in three communities.

This exciting project is beginning to gain momentum, with other community groups of older Aboriginal people requesting that they be part of the project too as they see it has value and reports of abusive situations are increasing. We will apply for funding to build on the outcomes generated as the project finishes in May 2012.

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, particularly in the area of financial abuse.

Over 50% of our contacts for information and advocacy support are at the request of carers, family representatives and relinquished carers.

We meet the individual needs of carers including assisting them to address concerns with aged care support services to enable their continued use. Our involvement with Carers SA Aboriginal group has continued this year.

We had some disruption when ARAS moved premises in September 2010, which is never an easy task, and we now have the benefit of under-croft parking and training rooms on site.

However being in the middle of the Clipsal race track is not the best!

Our credibility rests on the professionalism of our staff 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 have continued to volunteer their time and efforts to support ARAS over another eventful year.

We are fortunate to have such ongoing commitment and interest in the rights of older people.

**Marilyn Crabtree**  
**CEO ARAS**



## REPORT ON ACTIVITIES

Advocacy

Abuse Prevention Program

Residential Care Program

Home & Community Care (HACC) Program

Aboriginal Advocacy Program

Education Sessions

Policy

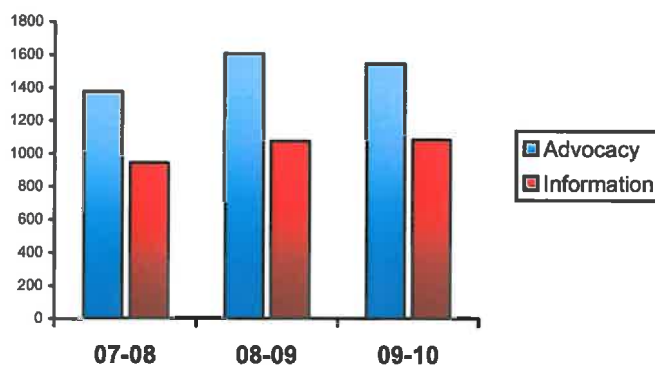
## ADVOCACY

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.

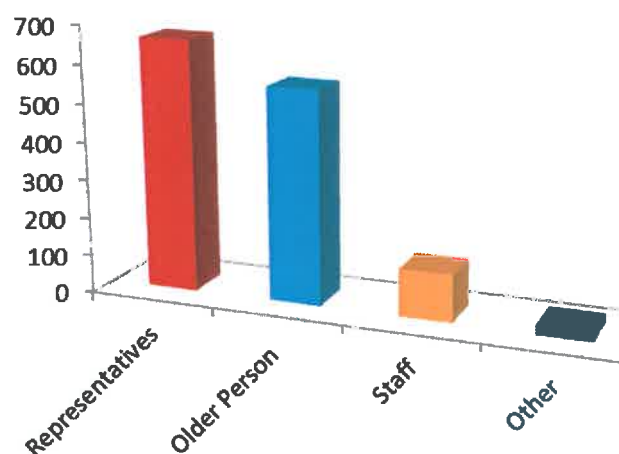
1370 individuals requested advocacy assistance in 10/11, see graph below.



Number of advocacy clients in each program: Abuse Prevention 478, HACC 160, Aboriginal Advocacy 99, 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 66% of people with whom we worked were representatives.

663 (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 1188 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 16% of individuals requesting advocacy assistance with a concern were from the non-metro area. The Aboriginal Advocacy Project had 99 clients, 31% of whom were from rural and remote areas.

We are pleased to note that 9% 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.

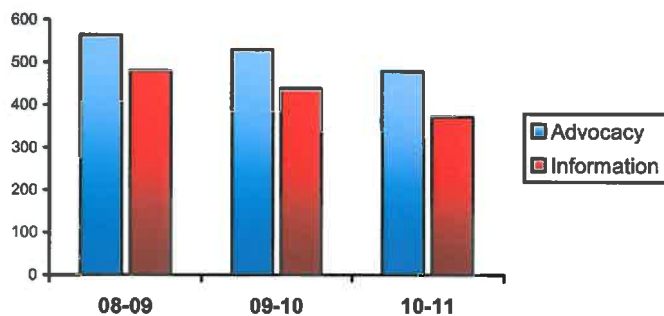
A number of ARAS brochures are available in languages other than English.



**Maxine Cape, Advocate,  
presenting at an information  
session.**

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 478 advocacy support clients this year and 372 information clients. This did not maintain the increase of the previous year, which had benefited from the activities of the Our Actions project. 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 maintained the increase in the number of reports of psychological abuse and physical abuse from last year. Psychological abuse frequently accompanies other forms of abuse.

	<u>2009-2010</u>	<u>2010-2011</u>
<b>Physical</b>	<b>84</b>	<b>87</b>
<b>Financial</b>	<b>270</b>	<b>274</b>
<b>Social</b>	<b>55</b>	<b>56</b>
<b>Psychological</b>	<b>418</b>	<b>426</b>
<b>Neglect</b>	<b>95</b>	<b>98</b>
<b>Sexual</b>	<b>4</b>	<b>4</b>

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 an almost 50/50 split in males and females as alleged abusers. Older persons at risk of being abused were 54% female and 46% male, a change from previous years which have shown a 75/25% split of female and male clients.

20% 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 3000 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 report on the outcomes achieved from the 'Our Actions to prevent the abuse of older South Australians' project, funded by 'Improving with Age', is provided at page 25.



**A 'Train the Trainer' session held at ARAS by Doris Gioffre, Team Leader, Abuse Prevention Program.**

### **Abuse Prevention – Case Example**

Mrs M was empowered to make her own decisions with the support and assistance that was given by an ARAS advocate.

Mrs M was referred to ARAS about alleged abuse by her husband. The ARAS advocate had two main contacts with Mrs M, a few weeks apart.

#### **Case Example – the first contact**

Mrs M contacted ARAS and advised the Abuse Prevention Program (APP) advocate that she lives in an ILU in an Adelaide suburb with her second husband. According to Mrs M, her husband was an alcoholic and had mental health problems when she married him.

Her husband may now have Dementia. He has short-term memory loss and is deaf. His behaviour has changed, in that he is now aggressive towards her. He physically handles her, leaving bruises. Mrs M is frightened that he may become more violent towards her.

Mrs M stated that she has had enough of caring for her husband and being abused by him. She has left him three times before but each time, her husband's son begged her to return because his father wasn't coping without her.

However, Mrs M can't cope anymore and consequently, her health is deteriorating. She has lost a lot of weight.

She has decided that she wants to leave her husband but she's worried that she'll weaken and return to him again. She has tried day respite for her husband but he didn't enjoy the outings. He also refuses to go into a nursing home for respite. Mrs M had asked her GP today to assess her husband for Dementia but the GP won't agree to do this unless her husband agrees to the assessment.

The APP advocate suggested to Mrs M that she:

- should not have to leave her home due to her husband's behaviour but if that becomes her only option, ARAS can provide information about accommodation options and services that can support her to move;
- can seek free legal advice from the Legal Services Commission (LSC) about her legal rights if she were to separate from her husband;
- ask the Aged Care Assessment Team (ACAT) to assess her husband for eligibility for aged care support;
- speak to his GP about referring him for a psycho-geriatric assessment as treatment may be available;
- speak to the Office of Public Advocate (OPA) about an application to the Guardianship Board on behalf of her husband;
- can call the Police if her husband causes her to feel unsafe or harms her. If Mrs M wishes to make a report to the police, ARAS can also support Mrs M at an appointment at the police station.

The advocate provided contact details for the ACAT - Adelaide office, the OPA and LSC.

Mrs M can contact the APP advocate, as needed and the advocate can meet with her for further support and to discuss her options.

### The second contact

Mrs M stated that she wanted to thank the APP advocate for the previous assistance provided because she has finally left her husband and has now moved into an ILU by herself.

When she told her husband that she was leaving him, his abuse towards her became worse. Mrs M contacted the local Police in case there were any problems with her husband or with her husband's son while she was moving out. Mrs M was told that her husband's son has contacted the ILU organisation to find out where she lives but no details were divulged. Mrs M now has a silent phone number.

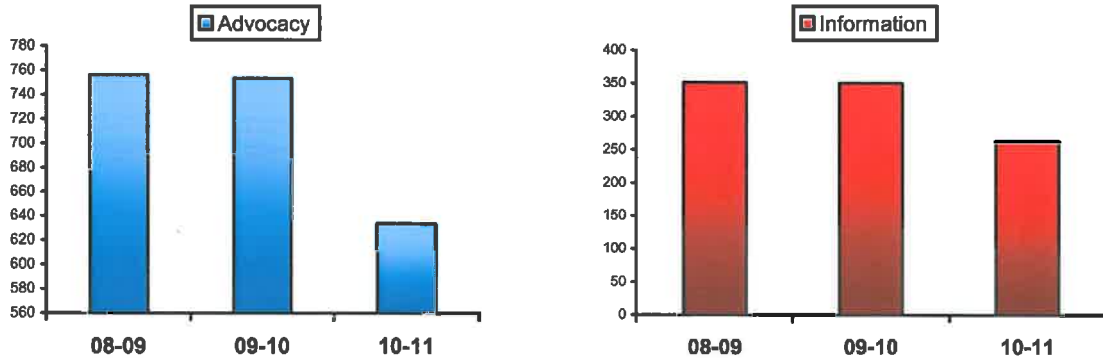
The APP advocate suggested to her to:

- apply to the Australian Electoral Commission to be a silent elector because anyone can find her address on the electoral roll;
- obtain free legal advice from Legal Services Commission about her legal rights regarding separation from her husband;
- consider speaking to her GP about a referral to a Counsellor for separation / relationship issues;
- contact the APP advocate, if further assistance is needed.

With the information provided by the APP advocate about her rights and options, Mrs M was empowered to make some very difficult decisions that ultimately helped her to regain control of her life. ARAS APP continues to be available to Mrs M if further issues arise related to the abuse by her husband.

## RESIDENTIAL CARE PROGRAM

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 decreased, as did the number of individuals seeking information about their rights and entitlements. This is most likely the result of reducing advocacy staff resources in the residential care area by .6 of a position.

66 referrals were made to the Complaints Investigation 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 enquirers are at 8% of all cases.

Issues raised:

	<u>2009-2010</u>	<u>2010-2011</u>
Administration/Fair Trading	217	221
Level of Care	333	297
Consumer Rights	427	405
Other QA elements	290	381
Environment	55	72

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. The Kit will also be available electronically. We are aware that one aged care organisation is rolling it out across all of their facilities, highlighting how useful this kit will prove to be as a tool of empowerment.

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

Mrs A, a high care resident, asked ARAS to visit her to discuss some concerns she had about her care. Mrs A was limited with mobility and dexterity due to advanced Parkinson's and used a special communication device to help her talk to staff and others.

When the advocate visited Mrs A they found her to be a softly spoken person who spoke quite slowly. She used a headset with a microphone and speaker to assist in communication. The advocate found conversation with Mrs A to be quite easy if the environment was quiet and if clarification was sought when her words were not clear.

When speaking to the advocate Mrs A said that one main problem she had was that staff at the facility didn't know how to use the speaker set properly, so it was often turned off. Also, because they seem in a hurry and didn't take time to face her and listen carefully, she was often not heard or was misunderstood. Mrs A informed the advocate that this miscommunication had sometimes lead to problems with medication. On occasions she had asked for pain relief and had not received any.

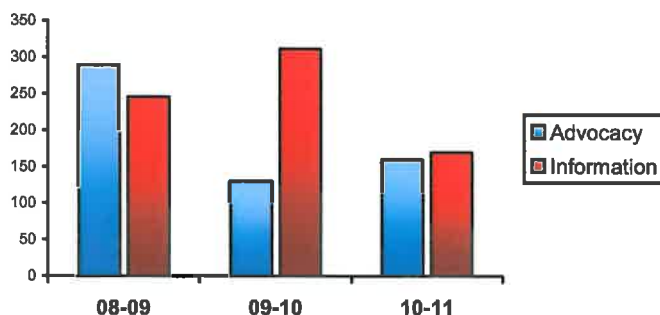
At the request of Mrs A the advocate arranged a meeting with her, the advocate, the site manager and care co-ordinator. The issue of communication with staff was raised and although the care co-ordinator insisted that all staff were able to understand Mrs A, Mrs A spoke for herself and disagreed with them and cited the medication example. The care co-ordinator retrieved the medication chart and found that what Mrs A was saying was factual.

This then started a discussion with all in attendance at the meeting as to how the problem of communication with Mrs A could be resolved. The site manager suggested they would talk to all staff regarding the use of the speaker set and remind them to take their time to communicate with Mrs A. Mrs A agreed to let the site manager know of the progress of resolving this problem as it was important to her and others present at the meeting that it be resolved quickly. Mrs A and the advocate suggested a visual communication aid could also be useful. The care co-ordinator said this would be followed up.

After the meeting Mrs A stated to the advocate that she was happy with the outcomes and would let the advocate know if she needed any further assistance.

# HOME AND COMMUNITY CARE PROGRAM (HACC)

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 in the graph above which it has previously.



The number of individuals seeking advocacy support increased. However the number of clients seeking information about their rights and entitlements decreased. 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.

Main issues raised:

	<u>2009-2010</u>	<u>2010-2011</u>
Assessment	8	7
Service Hours insufficient	14	14
Service reduced/fear of withdrawal	11	8
Staff performance	14	10
Complaints handling	16	13
Lack of consultation	10	6
Other service related matter	15	23
Access to services	39	47

The number of CaLD clients is at 18%. 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 were 13% of all advocacy cases.

The HACC team developed a new booklet 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 proved very popular to date, as consumers like to be armed with the right questions when they are receiving community services.

## HACC – Case example

Mr S is wheelchair-bound and lives with his wife who is also his carer. Mr S receives HACC services to help him with his personal care needs 3 times per week.

Recently, his service hours were reduced from 3 showers per week to one, but he is not sure why. He has spoken to the coordinator of the service but is still unclear as to what is going on. He asked ARAS to clarify the situation for him and get his level of service back.

The ARAS advocate contacted the coordinator of the service, who said Mr S had been unhappy about the time that they were able to come to his house in the mornings. He had told them that he did not wish to sit around waiting for them till 10.00 am three times a week. As they had no available staff to come at his desired time of 8.30 am on two of the mornings, they decided to provide him with a service only once a week.

The advocate asked if the coordinator had consulted with Mr S and his wife about this change of service and was told no. They assumed the couple would understand the situation as it had been “initiated by them”.

The advocate requested that the coordinator contact Mr S and negotiate a time for the service that did not disadvantage him and his carer. The advocate asked the coordinator to use a brokerage agency to provide the service at the time requested by Mr S, if their own agency had no available staff.

Mr S subsequently rang to tell the advocate that the showering service had been reinstated at the time that was suitable to him and his wife. He said that he had compromised by agreeing to have the HACC agency’s staff between 8.45 am and 9:00 am rather than staff that he did not know from a brokerage agency.

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 400 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 advocate attended 39 groups and special events with almost 2000 participants to present information about consumer rights and promote ARAS.

A number of the 99 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>2009-2010</u>	<u>2010-2011</u>
Assessment	10	8
Services unavailable	10	8
Staff performance	10	5
Complaints handling	17	4
Other service related matter	16	14
Access to services	33	31
Access to advocate	11	23

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 began in December 2010. The three communities represent metro, rural and remote to enable the development of a comprehensive flexible approach, responsive to abuse of older Aboriginal people in various localities. The project is progressing successfully at this time and we believe this is why we have an increase in the number of abuse cases being reported to us.

It is vital to take advantage of the progress made through the current work 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).

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.



**Louise Herft at Umoona Aged  
Care Services  
Tjilpi Tjuta Kanyini**

Having seen the benefits and gains made through this work with the collaboration of Aboriginal people, ARAS has 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 promotional material developed for Aboriginal Elders regarding abuse was distributed, talking through the material 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

Mrs E is a frail Aboriginal elder who lives with her equally frail husband. The couple received HACC services for several years to keep them independent in their own home. They had a couple of Aboriginal care workers who helped them with shopping, cleaning, meal preparation and garden maintenance. Mr & Mrs E were happy with the services they were receiving and with their workers who had been with them for the last three years, but their health was failing and their needs were increasing.

Recently they were referred to another organisation that provided a higher level of care through Community Aged Care Packages (CACP). Mr & Mrs E were reluctant to change organisations but they agreed to it as they were assured by both organisations that nothing would change

and they could retain the same two care workers.

When the CACP coordinator came to see them to sign the paperwork for the new services, Mr & Mrs E were dismayed to hear that they would have to pay a fee, their garden maintenance was going to be cut and their Aboriginal care workers would not be continuing to work for them. They contacted ARAS and the advocate obtained their permission to talk to the CACP coordinator.

ARAS successfully advocated for the couple to have the same services at an increased level and for continuity of care with the same care workers, on the grounds that the couple's needs were increasing and that they had been verbally promised that their services would not change. The advocate also requested that the coordinator discuss waiving the fee with the couple.

## **'OUR ACTIONS for the prevention of abuse of older South Australians 2007' (and ongoing)**

ARAS was funded by 'Improving with Age' for a twelve month p/t project officer to implement the 'Our Actions to prevent the abuse of older South Australians' plan in 2008-2009. A report was written indicating outcomes from the work undertaken, (some details of which were mentioned in the CEO report) as follows.

The Aged Rights Advocacy Service (ARAS) was chosen to implement the Department of Families and Communities initiative entitled '**Our Actions to prevent the abuse of older South Australians 2007**', with the majority of activities being undertaken in 2009-2010. The *Our Actions* project was to raise awareness about safeguarding the rights of older people guided by the strategies in the Our Actions plan. The plan outlined the State Governments commitment to improving the safety and well-being of older South Australians.

The *Our Actions* project allowed ARAS to employ an additional advocate in its Abuse Prevention Program. This increase in resources (from 3 advocates to 4) allowed ARAS to achieve an amazing array of activities which are listed at the end of this paper. The purpose of this paper is to explore what outcomes were achieved as a result of the *Our Actions* project.

It is evident from the data collected by ARAS that the *Our Actions* project was responsible for:

- 1) **the biggest number of reports of abuse (718)**, of an older person living in the community, in a 12 month period that the Abuse Prevention Program (APP) of ARAS had ever experienced since it began in 1997, and,
- 2) **creating the biggest demand for information and education sessions** (183 with 4879 participants) that the APP at ARAS had ever experienced.

There was a flow on effect to the following year January 2010 to December 2010 with an increase in the number of reports and demand for education sessions continuing.

### **Number of reports of older people at risk of, or being abused:**

January 09 to December 09 – 718 individuals

January 10 to December 10 – 572 individuals

### **Number of Information and Education sessions delivered:**

January 09 to December 09 - 183 sessions – 4879 participants.

January 10 to December 10 – 138 sessions - 3347 participants.

When these stats are compared with the average over the previous 3 financial years (2005 – 2008), data for January 2009 to December 2009 shows

- 1) 53% increase in the number of individual clients.
- 2) 69% increase in the number of information and education sessions provided with a resulting 82% increase in the number of participants.

When these stats are compared with the average over the previous 5 financial years (2003- 2008), data for January 2009 to December 2009 shows a:

- 1) 44% increase in the number of individual clients
- 2) 75% increase in the number of information and education sessions with a resulting increase of 76% in the number of participants.

There is evidence of a flow on effect to the following year when some aspects of the *Our Actions* project were being finalised.

- 1) January 10 – December 10 data indicates:

Comparison with the average over the 3 financial years – 05-08

- a) Clients – increase of 22% Education – increase of 28% Participants – increase of 25%

Comparison with the average over the 5 financial years – 03-08

- b) Clients – increase of 15% Education – increase of 28% Participants – increase of 25%

In 2010 – 2011 the figures have remained marginally above the 3 year average although have trended downwards – due to loss of the additional position funded under the *Our Actions* project.

- 1) Number of clients – 478
- 2) Education sessions 128; Participants in sessions 2880

It is difficult to attribute the increases to any one particular action undertaken through the project. On monthly data figures it appears there are certain spikes as follows:

- The month of July following the ARAS conference for WEAAD shows an increase in client numbers in both 09-10 and 10-11.
- The number of clients (80) in March 09 following the public awareness raising activity – the launch of the Pocket Guide then radio and advertising over the 3 months April to June. These months were also higher than average in terms of numbers of clients at 61, 65, 66.
- Abuse Prevention Train the Trainer sessions were underway from April 09 to September 09 which may also have contributed to the spike in client numbers due to increased identification of abuse situations following the training.

### **Project awareness raising activities**

Some of the highlights of the project, all of which were newly developed as a result of the funding for the project, were as follows:

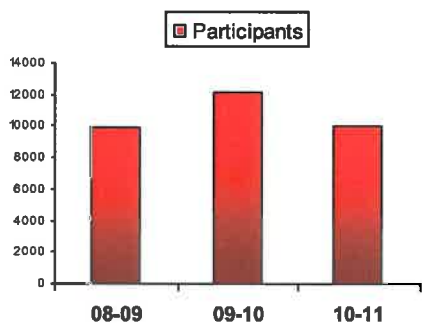
- A slogan was developed, 'There's no excuse for abuse'. It was tested on various audiences of older people and used throughout the campaign to the present. The slogan was used on the radio message and on the written material/products. It was also adopted for WEAAD events nationally and is still used for the WEAAD in SA and in ARAS education sessions.

- Brochures were developed:
  - APEA 5 brochure kit with up-to-date information about legal safeguards for advance directives – 100,000 were distributed and we have found funding to do one reprint as the kit was very popular. Another reprint is underway.
  - Pocket Guide, a small, discreet brochure to raise awareness of what abuse is and what can be done about it – also available in Italian and Greek. It is handed out by aged care service providers to their consumers and is in great demand. This originated as a product to increase the awareness of consumers re limitations of confidentiality and privacy.
- Council of Aboriginal Elders of SA collaborated with ARAS on a poster, brochure and radio advertisement for the prevention of abuse of the Elders. These and other work with CAESA SA has meant that abuse is now being more openly discussed by older Aboriginal people whereas previously it was not mentioned. ARAS is building on this work around abuse of the Elders with Proceeds of Crime Act funding. Results are very positive in terms of older Aboriginal people starting to raise issues of abuse.
- Education for aged care staff:
  - Abuse Prevention Train the Trainer Kit was developed and 20 training sessions held. It is aimed at HACC service providers to use to educate their staff about how to identify abuse. Sessions are planned for 2011.
  - Regional collaboration workshops were undertaken in 7 regions with the support of Country Health SA.
- Protocols for Responding to Abuse of Older People living in the Community were developed and launched in June 2011 at the WEAAD 2011. These are now being distributed and ARAS will note if it generates increases in demand for ARAS services.
- Radio announcements were developed and used in metro and country areas.
- Advertisements, articles and advertorials were placed in the community press, metro and regional.

The Regaining Your Control booklet was reprinted with funding from the *Our Actions* project. This booklet is to assist older people assert control over their lives and future decisions and is frequently requested – recently received funding to reprint this highly regarded booklet. There was some interest from an interstate government department re using this booklet for their older consumers.

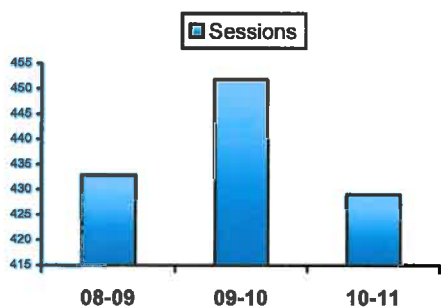
World Elder Abuse Awareness Day is an annual ARAS conference focused on abuse prevention and targeting aged care service providers and other relevant stakeholders.

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 429 sessions with 10,005 participants. Participants will often take the opportunity to talk to the advocates about issues of concern following a session. Meeting face-to-face is very important, particularly to older people.

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 37 CaLD specific groups with CaLD participants in 180 sessions (42%), again targeting more of the smaller communities.



We maintained the increase of sessions in the non-metro, rural and remote areas to 26% 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.

The Aboriginal Advocacy Program recorded 40 groups and 1367 participants, plus presentations at 39 network meetings with 1776 participants. 22 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 the home was under sanction.

The Residential Care program held 172 group sessions with 3587 participants including 1544 residents. The number of sessions with residents decreased due to the increase in demand for the abuse education sessions for staff. There were 81 requests for Level II education sessions for staff where the focus is on 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 89 (increased number of sessions on previous year) sessions with 2305 participants. The HACC advocate targeted promotions to relevant community clubs and smaller CaLD communities with positive results.

The Abuse Prevention Program had 128 sessions with 2880 participants. This is slightly down on last year due to the completion of the Our Action project and subsequent loss of resources.

## **‘There’s no excuse for abuse – the Legal Links’ WEAAD 2011**

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, factors which were highlighted by the presentations at the SA WEAAD 2011 event.

The sixth World Elder Abuse Awareness Day (WEAAD) was declared in June 2011 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 – the Legal Links” aiming to raise awareness of the role of legislation in abuse situations.

We were fortunate to secure Paul Greenwood, Deputy District Attorney of San Diego., CA District Attorney’s office, as our keynote speaker.



**WEAAD 2011 Keynote speaker  
Paul Greenwood with ARAS CEO  
Marilyn Crabtree.**

Paul has worked in that office since 1993 and has been involved in the prosecution of over 400 felony cases (both physical and financial) of elder and dependent adult abuse. He has also prosecuted nine murder cases and obtained first degree murder convictions in seven of them – over the past eight years. San Diego’s elder Abuse Prosecution Unit was awarded the California State Association of Counties’ Challenge Award for Innovation and Creativity. The elder abuse program he has developed is a model for the nation. Paul is qualified to practice in both California and in the UK, and is one of America’s top experts concerning elder abuse.

We decided to have two concurrent streams, one with some focus on community and one for residential. Unfortunately the ash cloud prevented 3 of our interstate speakers from getting to Adelaide but we were able to cover their sessions and the day was voted a huge success by the participants.

Some of the speakers allowed their presentations to be made available on the ARAS website. The recent fact sheet from the World Health Organization, ‘Abuse of the elderly – facts’, states that the few population-based studies that have been conducted suggest that between 4-6% of elderly people have experienced some form of abuse in the home. It also states that ‘Countries around the world are at varying stages in their national and local response to the care and protection of the elderly’. ARAS advocates that in Australia there is a need for a strategic deliberation about how abuse responses should evolve at a national level, a meaningful shared vision, so that a comprehensive national public policy can be developed to pull together the various state and territory initiatives and determine a direction for the future.

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 2010-2011**

- Abuse Prevention Protocols – completed, printed and launched at WEAAD by the State Government Minister for Ageing
- Paper developed re need for APEA:SA to APEA members for inclusion in their strategic planning - met
- CIS Review – submission
- Your Life Your Care Your Rights booklet developed for consumers re questions they can ask their service providers based on Community Care Common Standards
- ACS Residential Care Committee re misuse of psychotropic medication
- ACSSANT panel re Residents Right to Smoke
- National HACC conference – Aboriginal Advocacy Program presentation generated interest from WA and NT
- Conference to observe World Elder Abuse Awareness Day – ‘There’s no excuse for abuse – the legal links’, held June 15<sup>th</sup> 2011
- Consumer Directed Care Reference Group
- ARAS advocates participate in research study into decision making for at risk people
- Accreditation Standards Consultation
- Access 2 Home Care consultation and evaluation meetings
- Aged Care Front End consultations
- Safeguarding Vulnerable Adults in SA project – Office of the Public Advocate
- Western Linkages – taxis for short trips change to policy
- CarersSA Aboriginal Partnership Group – consulted re Aboriginal Carers National Strategy
- Yarning the Blues – Aboriginal Depression workshop
- Submission from NACAP to Productivity Commission
- Submissions from ARAS to Productivity Commission
- Community Care Common Standards Consultation
- Accreditation Review consultation
- Residential Care Level II talks – 81 sessions – feedback shows these sessions have a positive impact on practice, bringing it more in line with policy

Staff attends relevant network meetings (113) with service providers (2727) which provide numerous opportunities for policy input and consumer rights information provision.

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

# FINANCIAL REPORTS

Audited Statements

## 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 2011:

- (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



Janice Yates  
Treasurer

Adelaide, this / / day of // 2011

Adelaide, this // day of // 2011

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## 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



Janice Yates  
Treasurer

Adelaide, this // day of // 2011

Adelaide, this // day of // 2011



Chartered Accountants  
& Business Advisers

## **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 2011, 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 is appropriate to meet 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 2011 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 2011.

**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 11th day of November 2011

# **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 Finance and Administration 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 2011 are:

Joan Stone (Chairperson)  
Janice Yates (Treasurer)  
Michael Fabbro  
Janine Haynes

Associate Professor Linda Starr  
Barbara Doble  
Ian Yates AM

**Aged Rights Advocacy Service Inc**  
**Income Statement**  
**For the year ended 30 June 2011**

	Note	2011 \$	2010 \$
Grant Income received	6(a)	1,217,231	1,059,061
Less:			
unexpended project funds		- 92,925	-20,217
grants received in advance		- 26,290	-
		<u>1,098,016</u>	<u>1,038,844</u>
Other Income		<u>106,420</u>	<u>114,546</u>
		1,204,436	1,153,390
Operating and Administration costs		<u>1,181,680</u>	<u>1,188,898</u>
		22,756	- 35,508
Accumulated funds brought forward		347,470	382,978
Accumulated funds carried forward		<u><u>370,226</u></u>	<u><u>347,470</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 2011**

	Note	2011 \$	2010 \$
<b>CURRENT ASSETS</b>			
Cash & Cash Equivalents	2	438,592	377,894
Trade & Other Receivables	3	18,955	18,756
Prepayments	4	1,380	2,046
<b>Total Current Assets</b>		<u>458,927</u>	<u>398,696</u>
<b>NON-CURRENT ASSETS</b>			
Property, Plant & Equipment	5	200,856	117,439
<b>Total Non-Current Assets</b>		<u>200,856</u>	<u>117,439</u>
<b>TOTAL ASSETS</b>		<u>659,783</u>	<u>516,135</u>
<b>CURRENT LIABILITIES</b>			
Trade & Other Payables	6	180,530	74,344
Provisions	7	89,375	67,910
<b>Total Current Liabilities</b>		<u>269,905</u>	<u>142,254</u>
<b>NON-CURRENT LIABILITIES</b>			
Provisions	8	19,652	26,411
<b>Total Non-Current Liabilities</b>		<u>19,652</u>	<u>26,411</u>
<b>TOTAL LIABILITIES</b>		<u>289,557</u>	<u>168,665</u>
<b>NET ASSETS</b>		<u>370,226</u>	<u>347,470</u>
Represented by:			
<b>RETAINED SURPLUS</b>		<u>370,226</u>	<u>347,470</u>

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

**Aged Rights Advocacy Service Inc**  
**Notes to and Forming Part of the Financial Statements**  
**For the year ended 30 June 2011**

**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 \$31,075 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.

**Aged Rights Advocacy Service Inc**  
**Notes to and forming part of the Financial Statements**  
**For the year ended 30 June 2011**

	2011	2010
	\$	\$
<b>2 Cash &amp; Cash Equivalents</b>		
Bank Operating account	214,576	68,281
Term Deposits	223,716	309,312
Petty Cash imprest	300	300
	<u>438,592</u>	<u>377,893</u>
<b>3 Trade &amp; Other receivables</b>		
Trade Receivables	16,796	16,747
Accrued Income	2,159	2,009
	<u>18,955</u>	<u>18,756</u>
<b>4 Prepayments</b>		
Insurance	1,380	1,446
Other Prepayments	-	600
	<u>1,380</u>	<u>2,046</u>
<b>5 Property, Plant &amp; Equipment</b>		
Furniture & Equipment (at cost)	114,676	96,124
Accumulated Depreciation	-92,550	-87,371
	<u>22,126</u>	<u>8,753</u>
Computer equipment (at cost)	59,784	59,784
Accumulated Depreciation	-59,784	-59,784
	<u>-</u>	<u>-</u>
Motor vehicle (at cost)	76,527	76,528
Less: Provision for depreciation	-39,816	-24,954
	<u>36,711</u>	<u>51,574</u>
Fitout/Refurbishment - 16 Hutt Street	153,051	57,112
Less: Provision for depreciation	-11,032	-
	<u>142,019</u>	<u>57,112</u>
<b>Net Written Down Value</b>	<u>200,856</u>	<u>117,439</u>

**Aged Rights Advocacy Service Inc**  
**Notes to and forming part of the Financial Statements**  
**For the year ended 30 June 2011**

	2011	2010
	\$	\$
<b>6 Trade &amp; Other Payables</b>		
Trade Payables	37,636	26,477
Accrued Expenses	23,679	27,651
Project funds commitments (see Note 6(a))	119,215	20,216
	<u>180,530</u>	<u>74,344</u>
<b>6(a) Commitments</b>		
Funds received in excess of expenditure are recognised as a liability until such time as the balance is expended, forgiven or repaid.		
<b>Unexpended project funds</b>		
HACC Minor Capital 2011	7,110	2,870
NACAP grant	9,445	-
Train the Trainer	-	1,683
Relocation Grant	15,481	-
Crime Act Grant	6,653	-
Aboriginal HACC Consumers	14,124	8,937
Aboriginal HACC Consumers 2	40,112	6,726
	<u>92,925</u>	<u>20,216</u>
<b>Grants received in advance</b>		
Crime Act Grant	26,290	-
	<u>119,215</u>	<u>20,216</u>
<b>7 Provisions - Current</b>		
Annual Leave	40,679	39,298
Long Service Leave	48,696	28,612
	<u>89,375</u>	<u>67,910</u>
<b>8 Provisions - Non-Current</b>		
Long Service Leave	19,652	26,411
	<u>19,652</u>	<u>26,411</u>

**Aged Rights Advocacy Service Inc**  
**Notes to and forming part of the Financial Statements**  
**For the year ended 30 June 2011**

	2011	2010
	\$	\$
<b>9 Expenditure Commitments</b>		
<b>Operating Leases</b>		
not later than one year	47,708	20,941
later than one year and not later than two years	36,915	1,584
later than two years and not later than five years	20,381	2,376
later than 5 years	-	-
<b>Lease premises</b>		
not later than one year	94,847	77,019
later than one year and not later than two years	98,404	79,907
later than two years and not later than five years	317,912	258,154
later than 5 years	482,363	498,968
	<u>1,098,530</u>	<u>938,949</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 2011 and as such no provision has been raised in the accounts.

**REPORT BY THE AUDITORS ON SUPPLEMENTARY FINANCIAL DATA**

The attached detailed income and expenditure statement for the year ended 30 June 2011 does not form part of the financial statements of Aged Rights Advocacy Service Inc to which our audit report dated 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 and we do not accept responsibility to any other persons for its contents.

AKF

PKF



Adelaide

Date 15 NOVEMBER 2011

**Aged Rights Advocacy Service Inc**  
**Detailed Income and Expenditure Statement**  
**For the year ended 30 June 2011**

<b>Income</b>	<b>2011</b>	<b>2010</b>
Aboriginal HACC Consumers project	108,312	96,851
less unexpended funds	-14,124	-8,937
Aboriginal HACC Consumers Extension project	94,351	43,250
less unexpended funds	-40,112	-6,726
Bank Interest	17,824	26,892
Charges Administration	2,023	2,843
Elder Protection project	48,559	48,559
Elder Abuse Conference income	54,605	41,300
HACC Aged Rights Advocacy	471,900	452,700
Improving with Age-IWA0013	-	73,743
Minor Capital Equipment (HACC) 2010	2,870	2,870
less unexpended funds	-	-2,870
Minor Capital Equipment (HACC) 2011	7,110	-
less unexpended funds	-7,110	-
National Aged Care Advocacy project	355,639	339,405
less unexpended funds	-9,445	
Other income	10,130	15,494
Parking income	10,246	15,416
Proceeds of Crime Act grant	80,000	
less unexpended funds	-32,943	
Relocation Grant	48,490	-
less unexpended funds	-15,481	-
Train the Trainer project	-	1,683
less unexpended funds	-	-1,683
Vehicle income	11,592	12,600
<b>Total Income</b>	<b>1,204,436</b>	<b>1,153,390</b>

**Aged Rights Advocacy Service Inc**  
**Detailed Income and Expenditure Statement**  
**For the year ended 30 June 2011**

<b>Expenditure</b>	<b>2011</b>	<b>2010</b>
Aboriginal HACC Consumers project	94,189	87,914
Aboriginal HACC Consumers Extension project	54,240	36,524
Audit and Accounting fee	18,237	21,687
Cleaning	10,443	6,654
Computer Rental	19,088	14,057
Depreciation	20,043	17,994
Elder Abuse Conferences	32,937	21,890
Fuel, Light and Power	9,807	6,266
Improving with Age-IWA0013	-	73,742
Insurance	11,847	11,022
Interpretation Services	2,300	2,534
Legal and bank charges	1,113	870
Other expenses	33,048	24,226
Photocopying	19,590	19,941
Postage	8,230	10,141
Proceeds of Crime Act grant	47,057	-
Project overheads recovery	-51,818	-24,861
Publicity and promotions	3,764	6,693
Relocation Grant	33,009	-
Rent	85,364	50,271
Resource materials/Subscriptions	2,762	4,580
Salaries and on costs	643,695	679,653
Seminar/Conference attendance	952	4,788
Stationery and office supplies	6,635	8,083
Strategic Development	-	8,315
Telephone	8,046	9,103
Training	6,168	5,483
Travel	14,655	23,822
Vehicle expenses	46,280	57,506
<b>Total Expenditure</b>	<b>1,181,680</b>	<b>1,188,898</b>
<b>Surplus (Deficit)</b>	<b>22,756</b>	<b>-35,508</b>