

aras



Aged Rights Advocacy Service

34 years of supporting the rights
of older people



Annual Report 2023/2024



Front cover artwork explanation

Intergenerational activity: connecting generations

Funded by the Office for Ageing Well, this intergenerational event brought together older residents from Helping Hand Residential Aged Care Home in Golden Grove and preschool children from Kozy Kids.

Prior to the activity, the children were asked to draw older people, sharing their preconceived notions. These are the drawings at the top of the cover page.

39 residents and 20 preschool children then engaged in the intergenerational activity. They posed thoughtful questions about life experiences, hobbies, and preferences. Activities included games and storytelling, creating a warm, interactive environment that encouraged meaningful conversations.

After the activity the children were asked to draw the older people they had met at the event, resulting in the bright, vibrant images at the bottom of the cover page.

This initiative not only enriched the lives of those involved but also strengthened community ties, promoting inclusivity and understanding across generations.

Read more in Safeguards for ageing well and living a positive life, page **30**.

Acknowledgement

Aged Rights Advocacy Service acknowledges the traditional custodians of our country and pays respect to Elders past and present. We recognise and respect their cultural heritage, beliefs and relationship with their country.



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It is customary for some First Nations 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 been obtained to publish stories and testimonials shared in this annual report. Names have been changed to maintain confidentiality and protect privacy.



Top: ARAS advocates hosting a Community Care information session at a local council. **Bottom left:** Chief Executive ARAS, Carolanne Barkla with Hon. Zoe Bettison MP, Minister for Tourism and Multicultural Affairs discussing opportunities to promote SA tourism through the 2024 Australian Elder Abuse Conference. **Bottom right:** ARAS advocates ready to engage with visitors at the annual Feast Festival.



About ARAS

ARAS has been supporting older people in South Australia to uphold their aged care and human rights since 1990.

Our Vision

A community in which all older people are valued and respected

Our Values

Integrity, inclusiveness, justice, respect

Our purpose statement

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

Our work

Individual advocacy: We assist older people (and their legal representatives) to exercise their rights and responsibilities through a free, equitable and confidential advocacy process, including support and representation for individuals and groups.

Information: We provide accurate and timely information to older people (and their legal representatives), enabling informed choice and decision-making and self-advocacy.

Promotion: We raise awareness on the rights of older people to the aged care sector, government and the broader community.

Education and community development:

We protect and improve the rights of older people in the aged care sector, government and the broader community.

Systemic advocacy: We influence policies and structures within aged care so older people are enabled to exercise their rights.

Management: We manage the human and financial resources of the organisation efficiently and effectively.

Access and equity: We provide an equitable and high standard of service to all people who contact ARAS.

ARAS funding and services

National Aged Care Advocacy Program (NACAP) and Home Care Check-In

- Australian Government funded program through the Older Persons Advocacy Network (OPAN).
- Supporting individuals receiving or seeking to receive aged care services in South Australia.
- Providing in home safety checks for older persons deemed to be vulnerable due to social isolation, and at risk of harm or neglect.



Care finder program

- Australian Government funded program through the Primary Health Network.
- Assisting older Australians who require extra help 'navigating' the aged care system, ensuring that aged care services are accessible to all.
- Delivery regions: City of Salisbury and City of Playford.

Retirement village program

- Office for Ageing Well, Retirement Village Unit funded program.
- Supporting individuals with their retirement village concerns.

“ I would like to thank the Advocate who supported me last year while I navigated several challenging situations with my aged care provider. I encountered breaches of privacy and service lapses, which caused considerable distress, especially during my hospitalisations.

The Advocate was incredibly professional, kind, and knowledgeable, helping me understand the Aged Care Service Provider Charter and legislation. With their support, I felt empowered to manage my situation effectively. I am very grateful for their assistance, as it has made a significant difference in my experience with the aged care system.

Thank you to ARAS for providing such dedicated Advocates in a challenging landscape for those managing chronic health issues.

Message from the Chairperson



Anne Burgess AM, Chairperson

ARAS envisages a community in which older people's rights are valued and respected. We walk alongside older people to encourage, support and help protect those rights.

In this 2023/2024 Annual Report it is encouraging to recognise that we are again reaching more older people, providing more individual advocacy and information and extending our education to a broader range of policy makers, service providers, families and members of the community.

As the South Australian arm of the Older Persons Advocacy Network (OPAN), we have used the knowledge and experience we gain through our interactions with older people and their families, service providers and policy makers to influence aged care reform and this year in particular have made significant contributions to the development of the proposed new Aged Care Act. We have been fierce advocates for the legislation to fundamentally focus on maintaining and protecting the rights of older people in aged care, ensuring access to high quality care is guided by their wishes and preferences.

ARAS has grown exponentially over the last four years. We now have more staff in more sites across the State and thankfully our flexible approach has helped us to recruit and retain staff in a challenging labour market. The Royal Commission into Aged Care Quality and Safety recommended that advocacy services be available for 5% of the aged care eligible population. This year, thanks to the dedicated staff across the OPAN network, we reached 3.5%. At ARAS, we are working hard to keep waiting times low, and in reviewing and updating our strategic plan this year, we have explored ways to be even more effective.

This coming year is the final year of our main funding program, the Commonwealth National Aged Care Advocacy Program (NACAP), managed via OPAN. In preparation for ongoing funding decisions the Department of Health and Aged Care has conducted a comprehensive, independent evaluation of NACAP. We are delighted with the overwhelming positive results, supporting the increased reach and outcomes for older people and the strength, consistency and impact of the networked approach. We are preparing for a new contract despite the uncertainty about what form it will take and anticipating changes that will be required if new aged care legislation is enacted. Change is a constant for us all!

Older people and their families are constantly telling us how complex the aged care system is. Our advocates are vital in providing guidance and challenging road-blocks. This year we have been investigating how to provide more dedicated in-house legal support to our advocates and we're excited to see this important initiative progressing.

We continue to look for ways in which we can support older people with individual and systemic advocacy. Our partnership with government and non-government agencies are vital not only in enhancing support but also in raising the concerns of older people to achieve greater impact. Our funding bodies underpin our work and our sincere thanks for their continuing belief in our work – Australian Government Department of Health and Aged Care, National Aged Care Advocacy Program (NACAP), Older Persons Advocacy Network (OPAN), Office for Ageing Well, SA Health, and Adelaide PHN (APHN).

I encourage you to read more about our achievements in this Annual Report. They reflect the unstinting work of our dedicated and passionate staff, backed by our volunteer board and growing membership. My special thanks to Chief Executive Carolanne Barkla and our Board, including new members Nicki Dantalis, Paul Brown and Angela Catinari.

Together we look forward to a year in which we hope older people will flourish.

Thank you

Anne Burgess AM

Chairperson

Message from the Chief Executive



Carolanne Barkla, Chief Executive

This year has been a pivotal one for ARAS and older South Australians as we continue our commitment in advocating for the rights of older people as major law reform occurs at a state and national level.

ARAS maintained its leadership in advocating for the rights of older people by actively contributing to submissions, speaking at parliamentary committees, attending Ministerial Aged Care roundtables, engaging in community consultations, and addressing the media on various issues affecting its clients, ensuring the voices of older people are conveyed and represented.

ARAS also facilitated legal roundtables to bring together representatives of not-for-profit agencies including those providing legal services to older South Australians. The purpose has been to provide a forum to discuss access to justice issues in a timely manner for older people, and to plan how these may be addressed. Specifically, the group's focus is in identifying gaps in accessibility to timely legal advice, increasing capacity and capability in the system to support older people to access legal services, and providing feedback to the relevant Attorney, Ministers and stakeholders.

Since the inception of the roundtable, participants have remained keenly aware of the increasing number and complexity of enquiries to their respective agencies from older people seeking assistance with their legal issues. Of primary importance has been the need for all roundtable participants to know about the specialist legal services offered by each agency so that people can be guided to a legal service that meets their needs. ARAS values the collaboration by participants and looks forward to strengthening our efforts and referral pathway.

Recognising the ageing population and the significant expected changes, particularly to the Aged Care Act in the new year, ARAS' resolved to establish an internal legal service to complement other service options for our clients. The in-house service is to support our advocates in managing complex cases that require specialist legal oversight.

In this past year operationally, ARAS continued to experience demand for our advocacy and education service. We received queries from 24,745 individuals, and provided individual advocacy and information on 4,650 cases, marking an 19% increase from the previous year. Our team delivered 637 education sessions on topics such as the Charter of Aged Care Rights, prevention of abuse of older people, Safeguards for Ageing Well, and Retirement Village. We also conducted 224 community engagement activities which included meetings with Members of Parliament, community network groups and expos connecting with 16,522 people, further raising our profile reach within the South Australian community through education and events. In addition, our advocates attended and contributed to 81 community network groups to discuss key local issues impacting community, sharing information about support services, and how to uphold the rights of older people.

ARAS' Care Finder service supported 98 people across the City of Playford and City of Salisbury regions, assisting with navigating the My Aged Care system. Our aged care financial advocates worked on 90 financial advocacy cases, primarily on issues relating to aged care fees and charges, as well as assisting advocates in building their financial knowledge and capability.

ARAS Home Care Check-In trial provided 586 check-ins in person and by phone, assisting older people living at home who are experiencing social isolation and loneliness and are at risk of harm and neglect to increase their social connection to their community.

This year, we have also expanded our engagement with regional communities by establishing stronger connections in Victor Harbor, Nuriootpa and Berri. ARAS continues to engage with key stakeholders in APY Lands to develop a plan for a co-designed advocacy service. Our regional outreach reflects ARAS' commitment to ensuring all older South Australians, regardless of location, have access to the support they deserve.

Each of these services demonstrates ARAS' ongoing commitment to making a difference in the lives of older South Australians, and I encourage you to read more about our impact further in this report.

A highlight for the coming year is ARAS' co-partnership with the Elder Abuse Action Australia (EAAA) to deliver the 2024 Australian Elder Abuse Conference. Scheduled for July 2024 at the Adelaide Convention Centre, this event promises to address key issues experienced by older people, gathering experts, stakeholders, and advocates to focus on solutions for preventing elder abuse. We are excited about this opportunity to lead such a critical conversation on a national scale.

ARAS continues to evolve and embrace new ways of working. This year, we transitioned to SharePoint, updating our hardware and adopting modern technological tools, including elements of artificial intelligence, to improve our operations. These changes are part of

our ongoing effort to stay at the forefront of innovation and provide the best possible service to our clients.

We continue to foster growth opportunities through our systemic and individual advocacy efforts and by nurturing our partnerships with key organisations like OPAN, EAAA, APEA, SARVRA, ASU, COTA (SA), Aboriginal Community Networks, and JusticeNet (see full list on page 36). We remain committed in establishing new collaborations with organisations that share our vision and values.

I am also proud that ARAS achieved its second round of three-year accreditation of the Australian Service Excellence Standards, Certificate Level. This is a testament to our team's commitment to continuous quality improvement and excellence in service delivery.

As we conclude our strategic directions and achievements for 2021–2024, I am pleased to share that ARAS has undertaken a comprehensive strategic planning process to shape our path for 2024–2027. Guided by stakeholder surveys and consultations, we are poised to enter a new phase of growth and impact. A summary of our key achievements from 2021–2024 is included in this report for your perusal.

I would like to extend my heartfelt thanks to our members, stakeholders, and the broader community for their invaluable support and contributions. A special thank you goes to our dedicated and highly skilled staff, whose tireless efforts continue to ensure that ARAS is a leader in advocating for the rights of older South Australians.

Together, we will continue to make a lasting impact in the years ahead.

Thank you

Carolanne Barkla
Chief Executive

2021–2024 Strategic plan

– summary of achievements

Support older people

Objective 1: Be recognised as a high-quality service that informs and assists older South Australians preserve and protect their human rights.

Strategies

- Deliver quality programs that meet client expectations and outcomes.
- Continually evaluate service delivery processes to identify and implement improvements.

Achievements

- Met or exceeded most KPIs over the last three years, with notable exceptions due to Covid-19 and Home Care Check-In (HCCI).
- Established a dedicated intake team, ensuring inquiries are responded to within 24 hours, with a 90% satisfaction rating in advocacy and 100% in education.
- Achieved 100% satisfaction in the Intergenerational Gathering.
- Contributed a human rights perspective in weekly Aged Care Sector Covid-19 meetings (49 meetings in 2021/2022).
- Provided strategic input at Aged Care Emergency Response Group Meetings (80 in 2021/2022) to manage risks in specific homes.
- Facilitated open communication through resident and family meetings.
- Implemented a continuous improvement log.
- Conducted a mid-cycle accreditation checklist, commended for Health and Wellbeing during the November 2023 accreditation.
- Developed E-kit brochures and reviewed the website.

Strategies

- Increase public awareness of and engagement with ARAS brand.
- Increase capacity to inform and influence policy at a national and state level.

Achievements

- Commissioned an independent marketing review and implemented a comprehensive marketing plan, including a logo refresh.
- Expanded reach through community and paid radio, as well as local newspaper advertising.
- Established Community Engagement Liaison Officer (CELO) and Community Engagement Project Officer (CEPO) roles to broaden outreach efforts.
- Collaborated with OPAN to co-brand marketing and communication materials for residents and aged care providers (eg: resident newsletters).
- Contributed to major law reform submissions at both state and national levels (eg: National POA register).
- Actively participated in state and national policy meetings (eg: Voluntary Assisted Dying Taskforce).
- Supported the growth of OPAN through Directorship, membership, and development initiatives, with the ARAS Chairperson serving as Deputy Chairperson of OPAN.
- Continued to bolster the growth of Elder Abuse Action Australia (EAAA) as a national voice to end abuse of older people.
- Engaged with individual parliamentarians to discuss policy matters.

Grow capability and capacity

Objective 2: Build the capability and capacity of ARAS to extend and expand the service it offers.

Strategies

- Increase understanding of unmet need and barriers to entry to further inform target populations.
- Build workforce planning and capability framework to ensure workforce continues to match skillset.

Achievements

- Commissioned Adelaide University to conduct a study on unmet need and demand for advocacy in South Australia (2021–2031).
- Collaborated with OPAN to successfully recruit new ARAS team members.
- Improved induction processes to align with individual skill sets and introduced Team Leaders.
- Ensured all frontline team members completed the OPAN Advocacy Academy training.
- Implemented various Health and Wellbeing initiatives (eg: ergonomic reviews).
- Increased staff culture surveys to biannual assessments and established a Culture Working Group with a corresponding Culture Action Plan.
- Developed a staff skills and interests' matrix to better utilise team strengths.
- Secured the independent expression of interest to partner with EAAA for the Australian Elder Abuse Conference in July 2024.

Strategies

- Explore models of collaboration that enable ARAS to broaden service offerings through partnerships and alliances.
- Increase service delivery to diverse communities and populations.

Achievements

- Initiated legal roundtables to improve access to timely legal advice for older South Australians.
- Appointed a Strategic Projects Officer in May 2023 to explore partnerships and develop a legal strategy.
- Established the Reconciliation Action Plan (RAP) Working Group and launched the RAP at the 2022 AGM, progressing towards an Innovate RAP.
- Used insights from the unmet need and demand study to inform outlet locations.
- Commenced exploratory visits to the APY Lands in collaboration with the Department of Health and Ageing and the NIAA.
- Translated ARAS collateral into 17 languages, including Pitjantjatjara.
- Developed a LGBTI+ brochure.
- Implemented the use of the Rainbow Flag on communications.
- CELO and CEPO connected ARAS advocates with diverse community groups.
- The OPAN ARAS Diversity Project will be delivered in South Australia in early 2025, based on the Aged Care Diversity Framework.

Be sustainable and viable

Objective 3: Ensure the organisation is sustainable, viable and relevant.

Strategies

- Deliver quality services to meet funding contracts.
- Grow a diverse member base.

Achievements

- Met KPIs for contracts with OPAN, COTA, the Australian Government DoHAC, APHN, and OFAW, with exceptions for specific Covid-19 impacts and HCCI.
- Achieved KPIs with OPAN in advocacy and information, education for residential aged care and home care, abuse of older people, community networks, and financial advocacy.
- Provided Retirement Villages advocacy and fostered Intergenerational and Community Networks through OFAW.
- Organised annual Intergenerational Gatherings in partnership with First Nations communities.
- Collaborated with APHN for Care Finders in Salisbury and Playford Councils.
- Organised fee-for-service initiatives for events, including WEAAD and the Australian Elder Abuse Conference in July 2024.
- Expanded ARAS membership from one to 30 individual members, one organisational member, six individual associate members, and three associate members.

Strategies

- Increase the diversity of funding sources.
- Ensure governance and operations are appropriately resourced to achieve strategic objectives.

Achievements

- Secured increased funding through the Australian Elder Abuse Conference, fee-for-service, sponsorship, and membership contributions.
- Allocated specific staff numbers to activities per the OPAN contract.
- Implemented Salesforce, client relationship management software, which is continuously refined with Minimum Dataset (MDS) requirements/data governance.
- Introduced SharePoint document management system in late 2023, alongside IT upgrades including new Surface Pros and phones. Ongoing education and continuous improvement processes are in place.
- Explored Environmental, Social, and Governance (ESG) opportunities for electric/hybrid vehicles, green energy, and recycling.
- Maintained high levels of engagement and representation within OPAN.

“ I recently contacted ARAS to provide feedback about the advocate handling my mother’s advocacy case. I want to express my gratitude for the support and assistance she provided during this difficult time. She quickly addressed key issues impacting my family and handled the advocacy brilliantly. I found her to be amazing, polite, and to the point, and I truly value the priceless work she does, especially given the circumstances we faced. I believe the work of ARAS is exceptional.

”

2024–2027 Strategic plan

Support older people

Objective 1: Be recognised as an innovative high-quality service that informs and assists older South Australians preserve and protect their human rights.

Strategies

- Develop and deliver quality programs and services that meet client expectations and outcomes.
- Continually evaluate innovative service delivery processes and programs to identify and implement opportunities for improvement and optimise the potential impact.
- Increase public awareness of and engagement with the ARAS brand.
- Increase capacity to inform and influence policy agendas at state and national level.
- Increase ARAS' ability to recognise and respond to participant's needs and preferences.

Grow capability and capacity

Objective 2: Build the capability and capacity to extend and expand service offerings.

Strategies

- Continue to review and consider unmet need and barriers to entry to further inform priority target populations and service offerings.
- Continue to invest in capability development that ensures the/our workforce continues to match the skill set required and support appropriate opportunities for skills development that align with development of innovative services.
- Explore models of collaboration that enable ARAS to broaden service offerings through partnerships and alliances.
- Increase service delivery to priority diverse populations and communities.

Be sustainable and viable

Objective 3: Ensure the organisation is sustainable, viable and relevant.

Strategies

- Deliver services that meet our funding contracts and obligations.
- Grow a diverse member base.
- Identify opportunities to increase the diversity of funding sources.
- Ensure governance and operations are appropriately resourced and skilled to achieve strategic objectives.
- Explore and proactively manage relationships with our stakeholders.
- Develop and maintain data that allows us to evaluate our programs and demonstrate our impact.

Our impact

Since 1990, ARAS has supported older people to have their voices heard on issues that matter to them, including aged care services, retirement village, and abuse prevention. In 2023/2024, ARAS saw a 19% increase in individual advocacy and information enquiries, along with an 11% rise in community education sessions, reflecting our growing impact and reach across South Australia.

Intake highlights

The ARAS Intake team plays a vital role as the first point of contact for individuals seeking assistance. Comprised of well-qualified and trained professionals, the team provides information to callers, ensuring their concerns are addressed with care and expertise. In addition to providing information, the team includes dedicated Intake advocates who offer specialised advocacy support to callers, helping them navigate complex situations.

- In 2022–2024 ARAS expanded the Intake team to meet increasing demand for advocacy and information enquiries, including appointing a team leader.
- ARAS now have an Intake team of 4.2 FTEs.
- During 2023/2024 the call rate for requests for services was around 685 enquiries per month.
- ARAS' 'no wrong door' approach ensures that older people with issues outside our scope are offered appropriate contact information of other agencies such as legal services, housing and mental health.



24,745

Overall contacts



4,650

Individual advocacy and information enquiries



637

Education sessions delivered



224

Community engagement events



16,522

Attendees at education sessions and events



90

People assisted by aged care finance advocates



586

Home Care Check-In activities (via phone or face-to-face)



98

People assisted to access services through My Aged Care (via Care Finder Program)



81

Networking events attended



358

Callers were provided with information on other services

Systemic advocacy and submissions

ARAS maintained its leadership in advocating for the rights of older people within the systems designed to support them. ARAS actively contributed by providing submissions, speaking at parliamentary committees, engaging in consultations, and addressing the media on various issues affecting its clients, ensuring the voices of consumers were heard and represented. ARAS has provided input across key areas impacting the lives and rights of older Australians, including:

Submissions

- First Nations Commissioner 18/06/24
- Parliamentary Joint Committee on Corporations and Financial Services 04/06/24
- United Nations Human Rights – Office of the High Commissioner 21/02/24
- Department of Health and Aged Care – New Aged Care Act consultation 14/02/24
- Inquiry into the potential for a Human Rights Act for SA 06/02/24
- Response to review of the Mental Health Act 09/01/24
- Financial Enduring Power of Attorney 12/12/23
- Criminal Law Consolidation (Coercive Control) Amendment Bill 04/10/23
- Clinical Prioritisation Criteria to the CMO 23/07/23
- Ongoing input to OPAN's systemic advocacy efforts.



(L-R) Chief Executive ARAS, Carolanne Barkla with Interim First Nations Aged Care Commissioner, Andrea Kelly, and Director, Policy and Systemic Advocacy Older Persons Advocacy Network, Sam Edmonds at the National Aged Care Alliance meeting.

Advocating for priority populations

ARAS is committed to supporting individuals from priority populations. We tailor our advocacy services to meet the unique needs of these groups, ensuring inclusivity and respect for their cultural and individual identities. Through targeted outreach, partnerships with community organisations, and culturally sensitive resources, ARAS strives to provide equitable access to our services, empowering these communities to uphold their rights and wellbeing.

Key highlights from 2023/2024 are:

- 20.38% information and advocacy cases, education and events were supporting priority populations.
- ARAS became a proud member of South Australian Rainbow Advocacy Alliance (SARAA) and continued its membership with Reconciliation SA.
- ARAS staff undertook Silver Rainbow training focussing on understanding diversity and the LGBTI+ community.
- Key events this year included participation in the Apology Day breakfast and walk, National Reconciliation Week events, and the Feast Festival.
- Actively involved in several network groups that promote inclusivity and diversity, including the CALD Eastern-North Eastern Network meeting, Dementia Community of Practice, and Turkindi – Indigenous Information Network of South Australia.
- Guest speakers on Professional Development days from CALD and LGBTI+ communities.
- Ongoing information sessions by First Nations Advocates to internal staff on First Nations people as part of our commitment to our RAP and building cultural awareness of working with First Nations clients.
- ARAS staff connected with rural and remote communities by actively participating in regional forums and expos, such as the Riverland Field Days, and establishing a presence in local libraries to support and engage with the community.

First Nations advocacy and information

The First Nations advocacy provides guidance on accessing services and resolving aged care concerns, particularly supporting Elders who may have experienced abuse.

Additionally, the First Nations advocates conducted information sessions across South Australia, including in rural and remote areas. These sessions covered topics such as the Charter of Aged Care Rights, prevention of Elder abuse, and positive ageing.

Common concerns raised by clients to the First Nations advocates include the recent introduction of Inclusions and Exclusions in Home Care Packages (HCPs). Previously, some First Nations-specific service providers supplied essential items like white goods, furniture, and air conditioners, particularly crucial in rural and remote areas. The discontinuation of this practice has caused confusion and increased anxiety. Additionally, there are ongoing issues such as financial abuse and neglect of First Nations Elders (humbugging), housing challenges, and limited access to culturally safe aged care services.

We are proud to announce that ARAS resources are now available in Pitjantjatjara, reflecting our commitment to reconciliation and fostering inclusivity. By providing resources in this language, we are broadening our reach to ensure that First Nations Elders can access vital information and advocacy in a culturally respectful and meaningful way.

National Aged Care Advocacy Program

ARAS is funded by the National Aged Care Advocacy Program (NACAP) to provide advocacy support, information and education to older people (or their legal representatives) living in residential aged care or receiving or seeking to receive aged care services or at risk of or experiencing abuse.

Residential aged care

Residential aged care advocacy and information supports residents of Australian Government-funded aged care homes (and their legal representatives). Our advocates inform residents about their rights, help address care concerns, and represent them in discussions with providers, ensuring their involvement in care decisions.

1,347

Total information enquiries and advocacy cases

Key advocacy issues raised with ARAS were:

1. Fees and charges
2. Communication
3. Food/Meals/Nutrition/Hydration

Home care

Home care advocacy and information supports individuals who are receiving or seeking to receive Commonwealth Home Support Programme (CHSP) or Home Care Package (HCP) services. Our advocates can help clients with their care plans, improve communication with service providers, explain aged care fees and charges, and assist with concerns and complaints.

2,480

Total information enquiries and advocacy cases

Key advocacy issues raised with ARAS were:

1. Communication
2. Finding/Changing/Engaging with service provider
3. Fees and charges

Financial advocacy

Financial advocacy is a free, confidential service that helps clients make informed decisions about their aged care services by understanding fees and charges. Our aged care finance advocates work closely with clients to clarify costs, pricing, and any concerns related to fees, while supporting consumer choice.

90

Total fully managed financial advocacy cases

Key advocacy issues raised with ARAS were:

Financial – Home care

- Unspent funds
- Invoice/Statements
- Income and means assessment
- Fees and charges
- Errors/Overcharges

Financial – Residential care

- Financial hardship
- Fees and charges
- Errors/Overcharges

Abuse of older people

ARAS provides free, confidential advocacy and information support for older individuals experiencing or at risk of abuse from family or friends. Our advocates offer support in understanding rights, resolving concerns, and implementing strategies to stop the abuse. We also conduct education sessions for community groups and service providers to raise awareness about abuse of older people.

531

Total information enquiries and advocacy cases

Key advocacy issues raised with ARAS were:

1. Financial abuse
2. Psychological or emotional abuse
3. Family conflict impacting client

The top alleged abusers were:



28%

Daughters



24%

Sons



13%

Spouses

Home Care Check-In

ARAS has continued to deliver OPAN's Home Care Check-In service across the Adelaide metropolitan area. The project supports older people receiving in-home aged care services who are socially isolated and vulnerable to harm or neglect.

586

Total Home Care Check-Ins

Key advocacy issues raised with ARAS were:

- Navigating and understanding aged care services
- Long wait times to receive services at the assessed level
- Lack of continuity of care with support workers and case coordinators
- Social isolation as a contributor to mental health issues
- The importance of social connection to minimise risk

Retirement village program

ARAS is funded by SA Health, Office for Ageing Well to provide advocacy support, information and education to people residing in retirement villages, to empower them to exercise their rights in line with the Retirement Villages Act 2016 and the Retirement Villages Regulations 2017.

292

Total information enquiries and advocacy cases

Key issues raised with ARAS were:

1. Communication between resident and Village Operator
2. Contract related matters
3. Maintenance repairs
4. Bullying/intimidation by Village Operator
5. Fees and charges

During this period, ARAS also assisted six clients with SACAT matters, including providing information, supporting with documentation, and attending hearings.

Care finder program

ARAS is funded by the Adelaide Primary Health Network to deliver the care finder program in the City of Salisbury and City of Playford councils (Northern Metropolitan Councils).

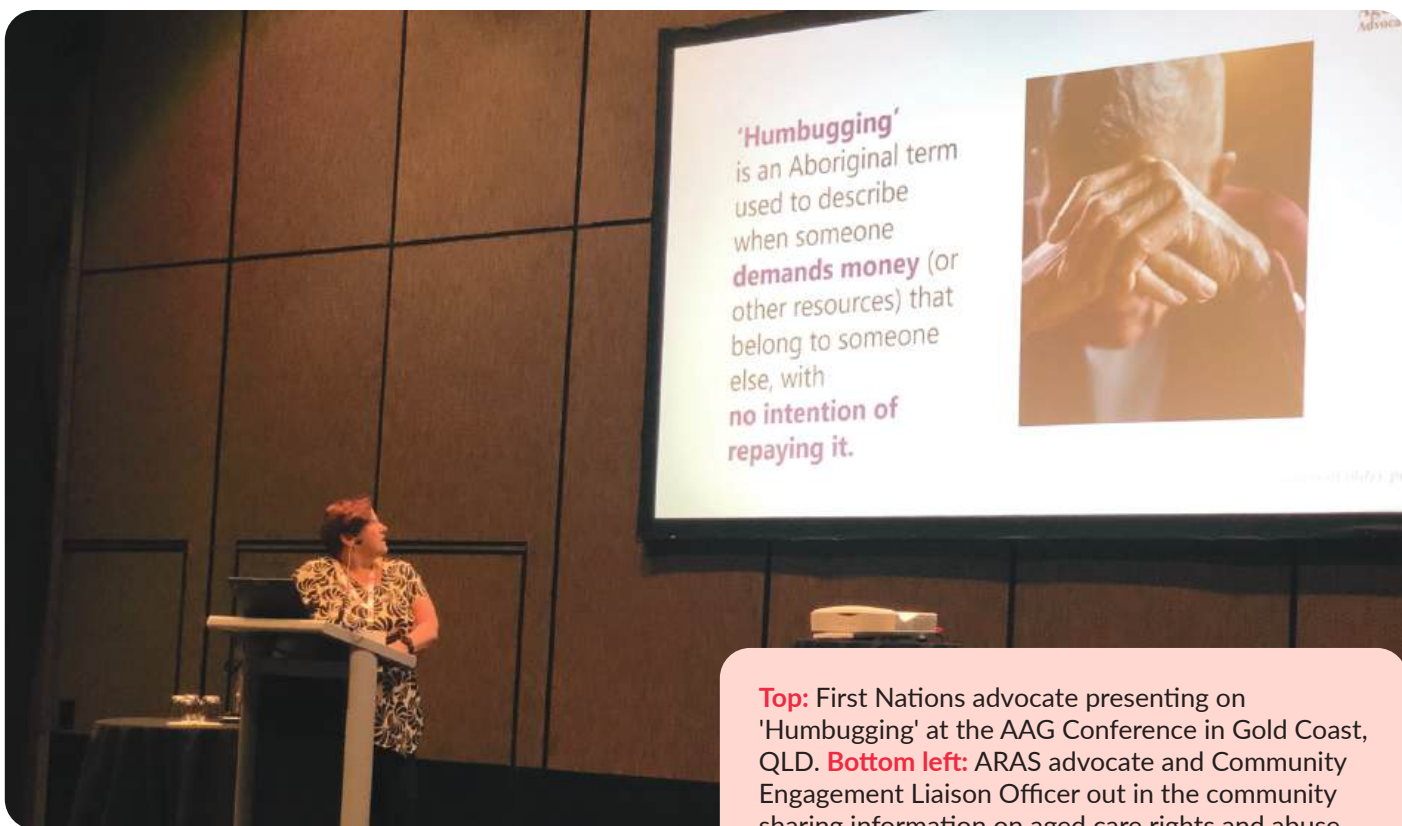
The care finders assist vulnerable older Australians by connecting them with My Aged Care and identifying the home care services that best meet their needs. They also support individuals in making informed decisions when choosing a home care service provider.

98

Total care finder program cases

“ We can't thank the Advocate enough for the support provided. She has given me renewed energy and hope in my life. I feel much less alone and greatly supported, which has positively impacted both me and Mum.

Thanks to ARAS for being there throughout our journey and making this a success. It's been wonderful to find trustworthy people who genuinely care. I'm grateful for the help given to those, like us, who have felt disillusioned with the system.



Top: First Nations advocate presenting on 'Humbugging' at the AAG Conference in Gold Coast, QLD. **Bottom left:** ARAS advocate and Community Engagement Liaison Officer out in the community sharing information on aged care rights and abuse prevention strategies. **Bottom right:** Community Engagement Officer at an expo ready to talk with the community.



Financial advocacy: Stan's* story

(*not his real name)

Background information:

Stan was receiving a Home Care Package (HCP) and had been advised by his home care service provider (provider) that he was spending more on his care than his budget allowed, meaning the package was in 'overspend'. Stan was in receipt of a Level 2 HCP when it went into overspend, however at the time of contacting ARAS he had recently been approved for a Level 3 HCP following a period of hospitalisation for heart issues; the Level 3 HCP was yet to be assigned. The provider assured Stan (and his daughter who had Power of Attorney) that when he was assigned the Level 3 HCP, those funds would more than adequately cover the overspend.

Unfortunately, this information was later changed when the provider informed Stan that an overspend of \$2,040.76 needed to be repaid, prior to him being assigned the Level 3 HCP. The daughter was concerned by the provider retracting their previous assurance, and equally frustrated by the lack of transparency from the provider about how this overspend accumulated in the first place. This frustration was compounded by the fact that the daughter was advised by the provider that they could not issue past financial invoices or statements; there was no clear documentation as to how this overspend had occurred. Stan's daughter decided to cancel the home care services with the provider and began privately funding her father's care whilst seeking advocacy support from ARAS.



Actions taken by the aged care finance advocate (advocate):

Knowing that home care service providers are obliged to support their clients by issuing accurate monthly statements in a timely manner, in a way that is easily understood by clients and their representatives, the advocate, with Stan's consent requested clarification about the overspend by asking the provider for financial statements.

The provider obliged issuing three separate budgets for the same period of time, causing confusion as each reflected different financial situations. Notably, the package had a \$2,849.73 surplus at the beginning of August, but by the end of November, this surplus had been completely depleted, resulting in the overspend of \$2,040.76. It became apparent that had the provider met its obligation to provide monthly statements that were clear and easily understood by Stan, the overspend may not have occurred in the first place. Due to the provider's failure to meet these obligations, it led to the rapid depletion of a package surplus, resulting in an overspend.

The advocate undertook a detailed investigation into all the fees and charges that the provider had charged over a three-month period, identifying anomalies including queries regarding services that may have been overcharged.

Outcome:

Based on the advocate's investigation, and with Stan's consent, ARAS requested the provider apply a credit of \$2,348.29 to the home care package. This amount was calculated based on accumulated overcharges and contributions that the daughter had to cover on behalf of her father. The provider acknowledged their obligations had not been fulfilled and applied the credit to the package, effectively withdrawing the overspend payment request and resulting in a surplus HCP budget.

Stan expressed gratitude for our advocacy service and conveyed his wishes to withdraw services from this provider. With an increased confidence in understanding his right for financial transparency, Stan sought an alternative provider expressing a requirement for scheduled monthly financial statements clearly outlining services received and that they're charged at the agreed price.

This case highlights the importance of accurate and transparent financial management of HCPs, and the critical role of advocacy in protecting the rights and interests of older persons and their families.

Home Care Check-In: Terri's* story

(*not her real name)

Due to the nature of the Home Care Check-In service, people referred to the program can receive multiple check-ins in person or via telephone over a period of time, to mitigate any risks they are experiencing. Those risks predominantly relate to the issue of social isolation, which is a known significant issue for many aged care recipients of home care services; social isolation can impact negatively on one's mental and physical health. A goal of the program is to foster social connections by linking people to community groups or activities that they may be interested in, or to the Aged Care Volunteer Visitors Scheme (ACVVS), a scheme where volunteers regularly visit Home Care Package recipients for company and conversation. The following is Terri's story, who is still receiving check-in's whilst the issue of social isolation is addressed.



Background information:

Terri resides in public housing and was referred to the Home Care Check-In (HCCI) program by their tenancy officer, who was concerned about her social isolation and decline in well-being. Terri met the eligibility criteria as she was in receipt of a Home Care Package (HCP) and was experiencing social isolation and other multiple risk factors, including living alone, being highly dependent on one carer, unable to drive, was experiencing grief and loss, limited mobility, and financial hardship.

Actions taken by the advocate:

The HCCI advocate met with Terri several times in their home to assess her needs and determine how best to support her need for social connections. One primary issue identified was Terri's difficulty in accessing an adequate supply of preferred incontinence pads through her HCP, which was negatively impacting her quality of life.

Terri reported that the inadequate supply of pads led to hygiene issues causing her embarrassment and distress. This issue was so significant that it was preventing Terri from leaving her home, which was a barrier to her social participation. Resolving the supply issue of incontinence aids needed to be addressed before consideration could be given to connecting Terri socially. The advocate contacted the aged care service provider's co-ordinator to explain the issue. After discussing the impact on Terri, the co-ordinator offered the option of increasing the supply of pads in upcoming orders. The advocate confirmed that this solution was feasible within Terri's budget, and with her consent, the co-ordinator agreed to make the necessary adjustments.

“ I contacted ARAS to express my gratitude for the advocate who assisted me with my case regarding the need for a suitable chair following my amputation. Thanks to the wonderful job done by the advocate, I have now received the chair. I am convinced that without her hard work and effort, I would not have been supplied with it. I am extremely happy with the support I received, and I believe this reflects positively on both her and ARAS.

Outcome:

Resolution of this issue has established trust between Terri and the advocate, which opens the discussion to focus on the issue of social participation and connection. Terri has demonstrated an interest in poetry, a strong love of animals, and is open to having a community volunteer visit her on a regular basis. Terri is considering visits to the RSPCA, and a volunteer visitor is being sourced. Other pressing health issues are prevalent though, which includes periods of hospitalisation impacting the ability to achieving these social goals; however, it is anticipated that the primary objective of establishing a social connection to community will be achieved, whilst we continue to assist Terri in addressing her changing needs. The resolution of this advocacy issue demonstrates how HCCI advocacy ensures a client's right to high-quality care and demonstrates how HCCI advocacy can be the conduit between our clients and aged care service provider relating to the provision of care.

Abuse of older person: Dorothy's story*

(*not their real names)



Background information:

Dorothy's situation came to the attention of ARAS through a telephone call made by her neighbour, with Dorothy present. Dorothy had initially moved into a Residential Aged Care Home (RACH) to support her husband, Ken*, who required full-time care after a hospital stay.

This arrangement had been encouraged by Dorothy's son and was made on the understanding that Dorothy could return to her home once Ken passed. However, she soon discovered her son had transferred the family home into his family trust without her consent and had changed the locks on the house and mailbox, restricting her access. He was also using Ken's bank card.

Things escalated when her son claimed to take control of her affairs under a Power of Attorney (PoA) insisting that she could not leave the RACH without his approval, and often acting in an aggressive manner towards her. Meanwhile, Dorothy retained full cognitive capacity and rightly felt that the PoA would only be activated if she became legally incapacitated.

Both Dorothy and Ken had previously completed PoAs and Advance Care Directives (ACD) naming each other as attorneys and substitute decision makers in the event of their respective incapacities. Their son had been designated only in the case of their mutual incapacity.

Actions taken by the advocate:

ARAS supported Dorothy's rights and autonomy, promptly taking steps to safeguard her independence. The appointed advocate involved a legal service to advise Dorothy on ways to protect her assets and her rights.

Dorothy underwent a cognitive assessment which affirmed her capacity and supported her belief that she retained the ability to make her own decisions. The legal service wrote to her son demanding inspection of the trust dealings and asserting Dorothy's rightful role as her husband's attorney and substitute decision maker. Dorothy also reported the matter to the police, although they initially misunderstood her son's PoA status.

The advocate facilitated a consultation for Dorothy with the legal service at which she was advised to place a caveat on the title of her home, and to revoke her existing PoA and establish a new one to protect her interests. After this, Dorothy sent formal letters to the RACH and to her family expressing her wish to restrict specific visitors. Offers of support came from family members including her grandson and granddaughter who helped her re-establish control of her affairs.

Outcome:

After Ken's passing, Dorothy, as executor and beneficiary of the estate, regained control of the assets. She was able to put an end to her son's attempts to manage her care and arrange an ACAT assessment without her input and she returned to her family home, with her mail and belongings restored. With fresh PoA and ACD documents in place Dorothy felt reassured that her future wishes would be respected.

Advocacy in this case ensured that Dorothy's autonomy was respected, allowed her to make informed decisions about her life and care, ultimately restoring her peace of mind.

Education

ARAS remains steadfast in its commitment to delivering essential education on the Charter of Aged Care Rights, prevention of abuse of older people, Safeguards for Ageing Well, and Retirement Village. Our educational initiatives target a diverse audience, including older people, their families, carers, service providers, medical students, and a variety of health professionals.

In the past year, we successfully conducted 94% of our training sessions face-to-face, while the remaining 6% were facilitated online through platforms such as Microsoft Teams and Zoom. This hybrid approach enabled us to extend our reach and adapt to the specific needs of different groups effectively.

Geographically, nearly 60% of our educational activities took place within the metropolitan region, with the remaining 40% reaching regional and remote locations. Our online training sessions have significantly enhanced our ability to connect with and support regional communities, achieving a higher engagement than in previous years.

102

Prevention of abuse of older people in the community

87

Prevention of abuse of older people in residential aged care

106

Charter of Aged Care Rights – Home Care

288

Charter of Aged Care Rights – Residential aged care

27

Retirement village

27

Home Care Check-In

Throughout education sessions, advocates addressed a variety of recurring concerns raised by older people, residents, and staff in residential aged care homes and community settings.

Key issues discussed with advocates were:

- **Quality of care:** Concerns around poor food quality, lack of attention to dietary needs, and inadequate personal care.
- **Abuse of older people:** Discussions on financial, emotional, and physical abuse, including the misuse of Power of Attorney and Enduring Guardianship.
- **Communication and complaints:** Persistent communication issues between residents, families, and providers, with many complaints about not being listened to or unresolved concerns.
- **Access to services:** Difficulties in accessing My Aged Care services, especially around CHSP and HCP services for cleaning, gardening, and personal care.
- **Contracts and fees:** Queries around contracts, fees, and charges in residential aged care and retirement villages, especially related to hidden fees and ongoing costs after moving out.
- **Resident rights:** Residents reported a lack of awareness about their rights, including care plans, access to outings, and independence in decision-making.

637

Total education sessions

10,832

Total attendees

Public awareness

This year, ARAS worked to increase brand awareness across metro and rural communities to connect with more older people and inform them about our services. Through a robust mix of media channels—radio, print, billboards, and digital platforms such as Google and Facebook—we expanded our reach and visibility. Additionally, ARAS was frequently called upon for expert commentary on topics of public interest, including a feature in The Advertiser on the anticipated COVID-19 eighth wave (6 November 2023) and a Channel 9 News segment on the tasing incident involving an older person (7 November 2023). These efforts have strengthened ARAS’ role as a trusted voice and advocate for older South Australians.

Our total public awareness figures for 2023/2024

13,897

Google Business Profile total impressions

36,504

LinkedIn total impressions

37,359

Website total users

50,228

Website total views

Community engagement

ARAS’ Community Engagement Liaison Officer (CELO) and Community Engagement Project Officer’s (CEPO) key achievements included extensive outreach in regional South Australia and tailored engagement with priority populations. This engagement led to the establishment of numerous strategic working partnerships with diverse organisations representing older persons.

The CELO conducted in-depth stakeholder engagement in rural South Australia, addressing geographic challenges impacting older people’s access to quality aged care supports.

224

Total community engagement activities

5,690

individuals reached

179,000

Billboard total impressions

572,000

Radio campaigns total impressions

1.19million

Facebook total impressions

1.7million

Google total impressions

Intergenerational activities

Respect Intergenerational Elders and youth gathering

Supported by funding from the Australian Government Department of Health and Aged Care, the intergenerational event was designed to:

- Amplify and rejuvenate the respect that First Nations youth hold for their Elders.
- Fortify the spiritual and cultural identity of First Nations youth, fostering a deeper sense of belonging.
- Enhance community regard for Elders, bolstering their sense of security and position.
- Empower the youth, shaping them into confident leaders and potential community ambassadors for the future.

This year, ARAS was thrilled to collaborate with Pika Wiya for our event in Whyalla.

Presentations from the Aboriginal Health Council on general health and Headspace on youth mental health services were well-received.

Feedback from participants included:

“ *Elder: I had a good time. The young girls were full of life and talking to all the Elders and being part of the program. Thank you to the ARAS team for a great time.*

Youth: I had an amazing time connecting with people and learning. I will be forever grateful for these memories that were made on this wonderful trip. The laughter we shared will always linger in my mind, and I can't wait to share with my family and friends. Thank you for allowing me the opportunity to bond with people I previously didn't and wouldn't have known.



Elders and youth at the Intergenerational Gathering in Whyalla having a yarn.

Safeguards for ageing well and living a positive life

The intergenerational activities organised by ARAS as part of the Safeguards for Ageing Well program successfully challenged ageist stereotypes and fostered mutual understanding between older adults and younger generations. Funded by the Office for Ageing Well, these initiatives aimed to promote abuse prevention of older people and encourage a positive outlook on ageing.

ARAS organised a series of intergenerational activities across locations such as Adelaide Pétanque Club, Berri Senior Citizens Club, Victor Harbor High School, and the Kangaroo Island Family Expo.

Key outcomes included shifts in perceptions, increased empathy, and strengthened community ties across various events, including storytelling sessions, collaborative art projects, and interactive activities. These efforts not only improved awareness of ageism but also built lasting connections between participants. Moving forward, ARAS aims to continue promoting intergenerational dialogue to combat ageism and create more inclusive communities.



Participants at an intergenerational activity sharing their work.

This year, we extended our heartfelt farewell to the Hon. Dr. Kay Patterson AO, Age Discrimination Commissioner, whose remarkable leadership, and dedication to public service have significantly advanced the rights of older Australians. Throughout her tenure, Dr. Patterson championed ARAS' mission, sharing a strong commitment to combating ageism and promoting the rights of older people. We are honoured that she will continue this advocacy as Ambassador for the upcoming Australian Elder Abuse Conference, taking place in July 2024 in Adelaide.



Top: (L-R) Chief Executive ARAS, Carolanne Barkla, Age Discrimination Commissioner, The Hon Dr Kay Patterson AO, Chairperson ARAS, Anne Burgess AM, and Chief Executive OPAN, Craig Gear at the farewell gathering. **Bottom:** Age Discrimination Commissioner, The Hon Dr. Kay Patterson AO, delivers a heartfelt and inspiring address at her farewell gathering.



Our Board



Anne Burgess AM
Chairperson

Anne was appointed to the ARAS Board in 2016 and became the ARAS Chairperson in 2017. Anne has a strong background in equal opportunity, planning, strategy and problem solving from her years at senior levels within the health, mental health and equal opportunity sectors. Anne is a member of the Governance & Performance Committee, Chair of the RAP Reference Group and the Champion for our RAP. In 2023, Anne was appointed as the Chair of the Aged Care Council of Elders.



Paul Brown
Deputy Chairperson

Paul, a business financial counsellor and a member of the Australian Institute of Company Directors, joined ARAS in 2023. Paul has extensive experience serving on not-for-profit and commercial boards. Paul has previously worked in and contributed to the aged care mental health sector. Paul is also a member of the Victor Harbor Horse Tram Authority and the Summit Sports and Recreation Board at Mount Barker.



Michael Dwyer
Treasurer

Michael, who is a Chartered Accountant and Fellow of the Tax Institute of Australia, joined ARAS as the Treasurer in 2015. Michael specialises in business and taxation advice to small and medium businesses and individuals. As ARAS' Treasurer, Michael also chairs the Finance, Audit & Risk Management Committee.

Our Board



Helena Kyriazopoulos
OAM

Helena has been on the ARAS Board since 2016 and has over 35 years' experience within the aged and multicultural sectors. Helena is the CEO of the Multicultural Communities Council of South Australia, a member of the Australian Multicultural Council. Helena sits on a number of Boards including Council of the Ageing SA and Welcome to Australia and is part of the Health Consumers Alliance.



Wendy Lacey

Wendy joined the Board of ARAS in 2019, the same year she commenced at the University of Canberra as the Executive Dean of the Faculty of Business, Government and Law. Wendy's research and consulting work into the prevention of abuse of older people and protection of the rights and freedoms of older persons has been highly influential in state and federal inquiries. Wendy is a member of the Finance, Audit & Risk Management Committee.



Desmond Ford

Desmond joined the ARAS Board in 2020 with a long history of working in social services and project management for both NGOs and government. Desmond has an ongoing interest in promoting the rights of the LGBTIQ+ community. Desmond is a member of the Finance, Audit & Risk Management Committee.

Our Board



Alex Houthuysen (Hill)

Alex is a proud Aboriginal man from the Yamatji Nation of the Pilbara region of Western Australia. Alex joined the ARAS Board in June 2021 and is a member of the ARAS Reconciliation Action Plan Reference Group. Alex is the Deputy Chair of the Pt Adelaide Enfield Council Aboriginal Advisory Panel, and a Board member of Turkindi Information Network of SA Inc. and Aboriginal Veterans SA, with a continuing interest in promoting the rights and importance of recognition of Aboriginal and Torres Strait Islander service men and women, of shared service and the sacrifice of all Australians.



Nicki Dantalis

Nicki joined the Board of ARAS in 2023 and has extensive experience in senior roles within SA Health, focusing on policy, legislation, and corporate governance. Nicki has held an executive position at the Cabinet Office in the Department of the Premier and Cabinet and is known for her strategic thinking and problem-solving skills. Nicki has led organisational change to align business performance with policy, particularly in social policy and healthcare for older people. Additionally, Nicki has served as Councillor, Alderman, and Deputy Mayor in local government, where she chaired various committees.



Angela Catinari

Angela is a lawyer with over 20 years of experience in commercial law, specialising in company, property, and electricity law. Angela began her career at Fisher Jeffries (now Gadens) and became a partner before taking on her current role as Deputy General Counsel at SA Power Networks. Angela values close collaboration with clients to achieve mutually beneficial outcomes. With a strong social conscience, Angela advocates for the elderly and previously served on the Victim Support Service board before joining ARAS in 2023.

Our Executive team



Carolanne Barkla
Chief Executive

Carolanne has over 35 years experience as a registered nurse, lawyer, and executive, spanning health, aged care, legal, not-for-profit peak body, policy, sector development and social justice.

Carolanne has had experience working in rural and metropolitan environments in South Australia and New South Wales as well as with culturally and linguistically diverse (CALD) communities. Carolanne also has lived experience as a military family member and supporter of veterans.

Carolanne has been recognised for her academic excellence for Elder Law, legal research into compulsory reporting in aged care and a recipient of the Perpetual/ASF AICD NFP Scholarship. Carolanne has embraced opportunities to serve on state and national boards/advisory committees collaborating to improve the quality of life and care of older people.



Anna Barton
Operations Manager

Anna joined ARAS in September 2018 as Operations Manager. Anna has over 30 years' experience in senior management in both government and not-for-profit organisations, providing services in rural and metropolitan environments for mainstream and First Nations peoples in; employment services, youth services, family mental health support services, veterans affairs, community development and aged care advocacy.

Anna has a strong social justice focus, contributing to a number of community groups and committees, including Italian Clubs and eight years as an Associate Member (non-Aboriginal) of the Gladys Elphick Committee.



Lyndon Prior
Corporate Services Manager

Lyndon joined ARAS as Corporate Services Manager in September 2020, bringing over 15 years of experience in finance and corporate management, primarily within local government in South Australia. Lyndon's expertise includes strategic planning, long-term financial planning, and financial reporting. Recently, he served as acting CEO of the Mornington Shire Council in Queensland, where he facilitated the onboarding of newly elected members. With a background in banking at Bank SA and experience as a business consultant, mortgage broker, and hotel owner, Lyndon possesses comprehensive knowledge of governance, compliance, and business operations across various sectors.

Key stakeholders

A key objective of our Strategic Plan 2024–2027 is to *Grow Capability and Capacity* to enhance and expand the services we offer to older South Australians. One of our key strategies in achieving this is to explore collaborative models that allow ARAS to broaden our service reach through meaningful partnerships and alliances.

Building strong relationships with key stakeholders and peak bodies is vital to our work, as it enables a community-wide approach to upholding the rights and entitlements of older people and preventing abuse of older people. These partnerships are essential for fostering a safer, more inclusive society where older people feel supported and protected.

National and state meetings and events/forums attended

National

- Aged Care Quality and Safety Commission (ACQSC) – Advisory Council (Chief Executive)
- Department of Health and Aged Care Representatives and Supporters Workshop (DoHAC)
- End of Life Direction for Aged Care Phase 3
- First Nations Strategic Priority Working Group National Aged Care Alliance (NACA)
- Policy Forum on Statement of Rights from new Aged Care Act (OPAN)
- SA Aged Care Collaboration Group (DoHAC).

Older Persons Advocacy Network

- OPAN Advocacy, Operations and Practice Advisory Group (Operations Manager)
- OPAN Community of Practice Financial Advocacy Officers
- OPAN Community of Practice Salesforce
- OPAN Data Governance Steering Committee (NACAP Quality Officer)
- OPAN Diversity Education Rollout

- OPAN Home Care Check-in Operations Meeting (Operations Manager)
- OPAN Home Care Check-In Project Steering Committee
- OPAN Human Rights Advisory Group
- OPAN Marketing, Communications & Education (MCE) Advisory Group
- OPAN National Aboriginal and Torres Strait Islander Advocate Network
- OPAN National Aged Care Advocates Meeting
- OPAN Policy and Systemic Advocacy Advisory Group (Co-chaired by ARAS Chief Executive)
- OPAN SDO Executive Meeting (ARAS Chief Executive & Operations Manager)
- OPAN Strategic meeting with Aged Care Quality and Safety Commission (ACQSC).

State

- ADEPT Aged Care Quality and Risk Panel (UniSA)
- ADEPT Project Stakeholder Advisory Group (UniSA)
- ARAS facilitated legal roundtable
- COTA Family, Sexual and Domestic Violence Experienced by Older Women in South Australia Steering Committee
- Enduring Powers of Attorney Consultation Roundtable
- EPOA Consultation Roundtable: Achieving greater consistency in laws for financial enduring powers of attorney (Federal Attorney Generals Department)
- Family, Sexual and Domestic Violence Experienced by Older Women in SA Steering Committee
- Future Directions to Safeguard Rights of Older South Australians launch and workshop 2023–2027 (OFAW)
- Future Directions to Safeguard the Rights of Older Australians 2023–2027
- Health and Aged Care Interface Virtual Symposium (State)

Key stakeholders

- Office for Aging Well Community Networks
- OPAN / COTA Aged Care Act Consultation Forum – The Future of Aged Care
- Research Centre for Palliative Care, Death and Dying Advisory Group
- Retirement Village Advisory Committee (OFAW)
- SA Branch Australian Dental Association – Dental Care of Older People
- SA Health Ministerial Aged Care Roundtable
- South Australian Retirement Villages Residents Association (SARVRA).

Presentations given

- AAG presentation on Humbugging
- COATSA (Council of Australian Tribunals South Australia): Accessibility in Tribunals (Administrative Appeals Tribunal)
- Dental Care of Older Australians to the Dental Board of SA
- Positive Aging Expo hosted by Steve Georganas MP
- QIFVLS Overcoming Indigenous Family Violence Forum presenting on humbugging
- Seniors Forum hosted by the Hon. Mark Butler MP
- University of Adelaide Health and Medical Sciences presentation on the role of ARAS
- Unpaid Carers Forum (Flinders University).

Members of Parliament

- Susan Close MP – Deputy Premier, Minister for Industry, Innovation and Science, Minister for Climate, Environment, and Water and Minister for Workforce and Population Strategy
- Tom Koutsantonis MP – Minister for Infrastructure and Transport, Minister for Energy and Mining
- Zoe Bettison MP – Minister for Tourism and Minister for Multicultural Affairs

- Joe Szakacs MP – Minister for Trade and Investment, Minister for Local Government and Minister for Veterans Affairs
- Nick Champion MP – Minister for Housing and Urban Development, Minister for Housing Infrastructure and Minister for Planning
- Dan Cregan MP – Minister for Police, Emergency Services and Correctional Services
- Hon. Emily Bourke MLC, Assistant Minister to the Premier and Assistant Minister for Autism
- Josh Teague MP – Shadow Attorney-General, Shadow Minister for Aboriginal Affairs, Shadow Minister for Child Protection and Shadow Minister for Industrial Relations and Public Sector
- Sam Telfer MP – Shadow Treasurer and Shadow Minister for Local Government
- Matt Cowdrey OAM MP – Shadow Minister for Environment and Shadow Minister for Sport
- Tim Whetstone MP – Shadow Minister for Trade, Industry and Investment, Shadow Minister for Recreation, Shadow Minister for Racing and Shadow Minister for Emergency Services
- Troy Bell MP – Independent Member for Mount Gambier
- Tony Pasin MP – Member for Barker
- Philip McBride MP – Member for MacKillop
- Geoff Brock MP – Member for Stuart
- Edward Hughes MP – Member for Giles
- Reggie Martin MLC – Labor MLC
- Hon. Robert Simms MLC – Greens MLC
- Hon. Sarah Game MLC – One Nation MLC
- Hon. Justin Hanson MLC – Labor MLC
- Hon. Mira El Damawi MLC – Labor MLC
- Clare Scriven MLC – Labor MLC
- Hon. Tung Ngo MLC – Labor MLC.

Key stakeholders

Key stakeholders we work with

- Adelaide University
- Adult Safeguarding Unit
- Advocacy for Disability Access and Inclusion Inc.
- Age Discrimination Commissioner
- Aged Care Quality and Safety Commission
- Attorney-General's Department (Federal)
- Attorney-General's Department (State)
- Australian Association of Gerontology
- Catalyst Foundation
- COTA (SA)
- Department for Health and Wellbeing (State)
- Department of Health and Aged Care (Federal)
- Disability Rights Advocacy
- Flinders University
- JusticeNet
- Legal Services Commission of South Australia
- Macquarie University
- Office for Ageing Well, SA Health
- Office of the Public Advocate
- Public Trustee
- South Australian Council of Social Service (SACOSS)
- South Australian Retirement Villages Residents Association (SARVRA)
- Uniting Communities
- University of South Australia
- Westside Lawyers.

Peak bodies we work with

- Aged and Community Care Providers Association (ACCPA)
- Aged Care Industry Association (ACIA)
- Australian Medical Association SA (AMA)
- Australian Nursing and Midwifery Federation (SA)

- Community Legal Centres (SA)
- COTA (Australia and SA)
- Dementia Australia
- Elder Abuse Action Australia (EAAA)
- National Seniors
- Older Persons Advocacy Network (OPAN)
- South Australian Council of Social Service (SACOSS)
- South Australian Retirement Villages Residents Association (SARVRA).

Networks we are members of

National

- Australian Association of Gerontology
- EAAA
- OPAN.

State

- Aboriginal People Providing Services (APPS)
- Adelaide PHN care finders
- Aged care Quality Standards Community of Practice
- Alliance for the Prevention of Elder Abuse (APEA)
- Barossa Community Services Network
- CALD Eastern/North Eastern Network
- Central Adelaide Local Health Network (CALHN)
- CHSP Network Meeting (NCP)
- Council on the Ageing (COTA SA) Community of Practice
- Eyre & Western Collaborative Project
- Gawler Region Aged Care Network (GRACN)
- Joining Hands and Minds
- Multicultural Advisory Forum (MAF)
- Murray Mallee Collaborative Project
- National CHSP Volunteering Network

Key stakeholders

- NCP Executive Meeting
- Network for CALD Ageing Services
- Northern Nunga Network Meeting
- Partnerships In Positive Ageing
- Reconciliation SA
- SA Financial Counselling Association (SACFA)
- Southern Fleurieu and Kangaroo Island Positive Ageing Taskforce
- Southern Services Reform Group
- The South Australian Inter-Agency Hoarding and Squalor Network (SAHSN)
- Turkindi – Indigenous Information Network of South Australia
- Western Community Connector
- Whyalla Interagency Network
- Yorke and Mid North Collaborative Project.

“ I want to express my gratitude for the wonderful job done by the Advocate. She came out to assess my situation with my garden and had a lovely conversation with me. After speaking with the CEO, action was taken immediately, and now the team is doing a great job. I had been feeling quite down about not being able to do my gardening due to my injury, but having the Advocate's support made such a difference. I feel so much happier now. Thank you!

Treasurer's report

Financial Statements for the year ended 30 June 2024

The Treasurer is pleased to present the Audited Financial Statements and Independent Auditor's report for the year ended 30 June 2024. The financial statements present a true and accurate record of ARAS' operations and financial position for the reporting period.

Once again ARAS received an unmodified audit opinion, with no anomalies identified with the accounting practices, financial controls, or financial management of ARAS. The audit completion report listed a corrected misstatement of \$28,749 relating to PAYG tax on a wage accrual.

ARAS reports an operating deficit of (\$441,333) for the year, against a budget deficit of (\$165k). In addition, accrued wages (\$135k) of the last pay period in June inflated the operating result. Areas of overspend included targeted expenditure in advertising, marketing and promotions, transition to a new file management system, SharePoint, plus additional associated IT support and subscriptions.

All funded programs were maintained and KPI targets achieved, which include Care finder Program, First Nation's Intergenerational Gathering, Retirement Villages Program, Safeguards for Ageing Well Program, plus the National Aged Care Advocacy Program funded via OPAN.

The operating deficit has resulted in a draw-down of equity, with the Balance Sheet reporting Total Equity of \$299,337 which reflects the true and correct financial position of ARAS at 30 June 2024.

Michael Dwyer

Treasurer

Financial Statements

Aged Rights Advocacy Service (S.A.) Incorporated
For the year ended 30 June 2024

Statement of Profit or Loss and Other Comprehensive Income

Aged Rights Advocacy Service (S.A.) Incorporated
For the year ended 30 June 2024

	2024	2023
Revenue & Other Income		
Grant Income	5,551,312	4,647,972
Other Income	112,832	46,191
Gain/(Loss) on Disposal of Property, Plant & Equipment	2,114	-
Total Revenue & Other Income	5,666,258	4,694,163
Expenditure		
Admin & Financial Expenses	183,202	98,615
Employment Expenses	105,351	99,128
Depreciation/Amortisation	295,062	242,674
Office Expenditure	740,276	490,779
Property Costs	132,042	102,547
Salaries & Wages	4,480,784	3,458,510
Travel	170,874	156,151
Total Expenditure	6,107,591	4,648,404
Profit/(Loss)	(441,333)	45,759
Other Comprehensive Income for the year	-	-
Total Comprehensive Income for the year	(441,333)	45,759

Statement of Financial Position

Aged Rights Advocacy Service (S.A.) Incorporated
As at 30 June 2024

	NOTES	30 JUNE 2024	30 JUNE 2023
Assets			
Current Assets			
Cash and Cash Equivalents	2	191,976	255,796
Trade & Other Receivables	3	16,506	11,532
Investments	4	607,766	1,337,884
Prepayments	5	106,960	43,298
GST		61,776	25,608
Total Current Assets		984,984	1,674,118
Non-Current Assets			
Security Deposit		3,925	3,925
Property, Plant and Equipment	6	502,052	638,798
Total Non-Current Assets		505,977	642,723
Total Assets		1,490,961	2,316,841
Liabilities			
Current Liabilities			
Trade & Other Payables	7	418,871	240,725
Revenue Received in Advance and Grants Carried Forward	8	-	556,018
Provisions	10	428,195	315,786
Lease Liabilities	9	147,454	126,212
Total Current Liabilities		994,519	1,238,741
Non-Current Liabilities			
Provisions	10	82,239	41,101
Lease Liabilities	9	114,866	296,329
Total Non-Current Liabilities		197,105	337,430
Total Liabilities		1,191,624	1,576,171
Net Assets		299,337	740,670
Equity			
Retained Earnings		299,337	740,670
Total Equity		299,337	740,670

Statement of Cash Flows

Aged Rights Advocacy Service (S.A.) Incorporated
For the year ended 30 June 2024

	NOTES	2024	2023
Cash flow statement			
Cash flows from operating activities			
Grants received		5,494,823	5,057,263
Receipts from other sources		12,506	17,132
Payments to suppliers and employees		(6,018,459)	(4,707,041)
Interest received		60,319	28,780
Interest on lease liability		(13,697)	(13,697)
Total Cash flows from operating activities		(464,508)	382,437
Cash flows from investing activities			
Proceeds on sale of property, plant and equipment		24,182	-
Payments for property, plant and equipment		(193,412)	(207,217)
Additional investment		(69,886)	(305,182)
Investment reduction		800,004	-
Total Cash flows from investing activities		560,888	(512,399)
Cash flows from financing activities			
Repayment of lease liabilities		(160,200)	(106,335)
Total Cash flows from financing activities		(160,200)	(106,335)
Net increase/(decrease) in cash held		(63,820)	(236,297)
Add opening cash brought forward		255,796	492,093
Closing cash carried forward	2	191,976	255,796

Statement of Changes in Equity

Aged Rights Advocacy Service (S.A.) Incorporated
For the year ended 30 June 2024

	2024	2023
Equity		
Opening Balance	740,670	694,911
Comprehensive Income		
Profit/(loss) for the year	(441,333)	45,759
Total Comprehensive Income	(441,333)	45,759
Total Equity	299,337	740,670

Notes to the Financial Statements

Aged Rights Advocacy Service (S.A.) Incorporated For the year ended 30 June 2024

1. Material accounting policy information

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.

Notes to the Financial Statements

Aged Rights Advocacy Service (S.A.) Incorporated For the year ended 30 June 2024

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.

Notes to the Financial Statements

Aged Rights Advocacy Service (S.A.) Incorporated For the year ended 30 June 2024

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.

Notes to the Financial Statements

Aged Rights Advocacy Service (S.A.) Incorporated For the year ended 30 June 2024

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 that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value.

(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. This estimation has been applied to the lease term and incremental borrowing rate in relation to the right of use asset and lease liabilities.

Notes to the Financial Statements

Aged Rights Advocacy Service (S.A.) Incorporated For the year ended 30 June 2024

(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 2024. The incorporated association has not yet assessed the impact of these new or amended Accounting Standard and Interpretations.

(n) New and Amended Accounting Policies Adopted

The association has adopted all the amendments to Australian Accounting Standards issued by the Australian Accounting Standard Board, which are relevant to and effective for the Association's financial statements for the annual period beginning 1 July 2023.

	2024	2023
2. Cash and Cash Equivalents		
Bank Operating account	185,837	248,618
Petty Cash Imprest	6,139	7,178
Total Cash and Cash Equivalents	191,976	255,796
	2024	2023
3. Trade and Other Receivables		
Other Receivables	16,506	11,532
Total Trade and Other Receivables	16,506	11,532
	2024	2023
4. Investments		
Term Deposit	607,766	1,337,884
Total Investments	607,766	1,337,884
	2024	2023
5. Prepayments		
Prepayments	106,960	43,298
Total Prepayments	106,960	43,298

Statement of Changes in Equity

Aged Rights Advocacy Service (S.A.) Incorporated
For the year ended 30 June 2024

	2024	2023
6. Property, Plant & Equipment		
Furniture & Equipment (at cost)		
Furniture & Equipment	222,312	221,611
Less: Provision for depreciation	(166,588)	(147,885)
Total Furniture & Equipment (at cost)	55,724	73,726
Motor Vehicle (at cost)		
Motor Vehicle	291,530	289,122
Less: Provision for depreciation	(223,293)	(176,213)
Total Motor Vehicle (at cost)	68,237	112,909
Fitout/Refurbishment		
Office Fitouts	41,219	39,933
Less: Provision for depreciation	(29,746)	(14,643)
Total Fitout/Refurbishment	11,473	25,290
Computer Equipment		
Computer Equipment	291,768	175,081
Less: Provision for depreciation	(143,442)	(107,605)
Total Computer Equipment	148,326	67,476
Right of Use Asset		
Land & Buildings	656,416	656,435
Less: Provision for depreciation	(438,124)	(297,038)
Total Right of Use Asset	218,292	359,397
Net Written Down Value	502,052	638,798
	2024	2023
7. Trade and Other Payables		
Trade Payables	95,386	28,632
Accrued Expenses	19,069	137,971
Other Payables	304,416	74,122
Total Trade and Other Payables	418,871	240,725

Statement of Changes in Equity

Aged Rights Advocacy Service (S.A.) Incorporated
For the year ended 30 June 2024

	2024	2023
8. Revenue For Unsatisfied Performance Obligations and Grants Carried Forward		
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 can be carried forward	-	-
Revenue for unsatisfied performance obligations		
Mentoring Camp – 2020–22	-	33,413
Grants carried forward		
OPAN Funding	-	522,605
Total Grants carried forward	-	522,605
Total Revenue For Unsatisfied Performance Obligations and Grants Carried Forward	-	556,018
	2024	2023
9. Lease Liabilities		
Current		
Lease Liability	147,454	126,212
Total Current	147,454	126,212
Non-Current		
Lease Liability	114,866	296,329
Total Non-Current	114,866	296,329
Total Lease Liabilities	262,320	422,541

Statement of Changes in Equity

Aged Rights Advocacy Service (S.A.) Incorporated
For the year ended 30 June 2024

	2024	2023
10. Provisions		
Current		
Provision for Annual Leave	330,662	231,131
Provision for Long Service Leave	97,533	84,655
Total Current	428,195	315,786
Non-Current		
Building Painting & Make Good Provision	30,512	19,012
Provision for Long Service Leave	51,727	22,089
Total Non-Current	82,239	41,101
Total Provisions	510,434	356,887

	2024	2023
11. Cash Flow Statement		
Operating Surplus/(Deficit)	(441,333)	45,759
Depreciation & amortisation	295,062	242,674
(Gain)/Loss on Disposal of Assets	(2,114)	-
Gain/(loss) to provisions	153,547	107,024
Change in assets and liabilities	-	-
(Increase)/decrease in trade and other receivables	(41,144)	(2,636)
Increase/(decrease) in trade and other payables	(364,864)	1,266
(Increase)/decrease in prepayments	(63,662)	(11,650)
Net Cash Flows provided by/(used in) Operating Activities	(464,508)	382,437

Statement of Changes in Equity

Aged Rights Advocacy Service (S.A.) Incorporated For the year ended 30 June 2024

12. Significant Events After Balance Date

There are no matters or circumstance which have arisen since 30 June 2024 that has significantly affected, or may significantly affect the incorporated association's operations, the results of those operations, or the incorporated association's state of affairs in future financial years.

13. Contingent Liabilities

There are no contingent liabilities existing of a material nature as at 30 June 2024 and as such no provision has been raised in the accounts (2023: \$0).

14. Key Management Personnel Disclosures

Compensation

The aggregate compensation made to directors and other members of key management personnel of the entity for the 2024 financial year is \$496,162 (2023: \$449,490).

15. 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

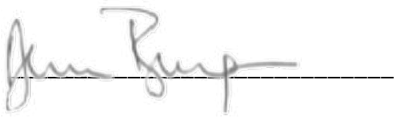
Aged Rights Advocacy Service (S.A.) Incorporated For the year ended 30 June 2024

Per section 60.15 of the Australian Charities and Not-for-profits Commission Regulation 2022

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 2022*.



Dated this 28 day of Oct 2024

Board Report

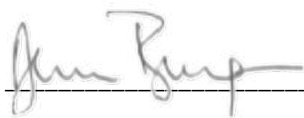
Aged Rights Advocacy Service (S.A.) Incorporated For the year ended 30 June 2024

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 2024:

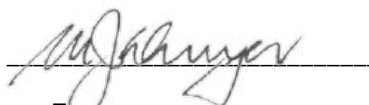
- a)
1. no officer of the Aged Rights Advocacy Service (S.A.) Inc:
 2. no firm of which an officer is a member; and
 3. no body corporate in which an officer has a substantial financial interest, has received or become entitled to receive a benefit as a result of a contract between the officer, firm 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: 28 October 2024



Chairperson



Treasurer



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**DECLARATION OF INDEPENDENCE
TO THE RESPONSIBLE ENTITIES OF AGED RIGHTS ADVOCACY SERVICE (SA)
INCORPORATED**

I declare that, to the best of my knowledge and belief, there have been no contraventions of any applicable code of professional conduct in relation to the audit of Aged Rights Advocacy Service (SA) Incorporated for the year ended 30 June 2024.

Josh Carver
Director

BDO Audit Pty Ltd

Adelaide, 30 October 2024

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INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF AGED RIGHTS ADVOCACY SERVICE (SA) INCORPORATED

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Aged Rights Advocacy Service (SA) Incorporated, which comprises the statement of financial position as at 30 June 2024, 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 material accounting policy information, and the responsible entities' declaration.

In our opinion the accompanying financial report of Aged Rights Advocacy Service (SA) Incorporated, 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 2024 and of its financial performance for the year ended on that date; 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 Regulations 2022*.

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 *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

The responsible entities of the registered entity are responsible for the other information. The other information comprises the information in the registered entity's annual report for the year ended 30 June 2024, but does not include the financial report and our auditor's report thereon.



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

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

If, based on the work we have performed, 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 the 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 related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the registered entity or to cease operations, or has 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: https://www.auasb.gov.au/auditors_responsibilities/ar4.pdf.

This description forms part of our auditor's report.

BDO Audit Pty Ltd

Josh Carver
Director

Adelaide, 30 October 2024

aras



Aged Rights Advocacy Service

Become a member of ARAS and support our goal of building a community that values and respects older South Australians.

Interested in becoming an ARAS member?
Visit our website www.sa.agedrights.asn.au to register

Aged Rights Advocacy Service (S.A.) Inc

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(fully accessible)

Phone: 61 8 8232 5377

Aged Care Advocacy Line: 1800 700 600 (toll free)

Fax: 61 8 8232 1794

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ABN 72 214 044 225

ARBN 639 390 140

For the rights of older people

