

Annual Report 2020-2021



Aged Rights Advocacy Service (S.A.) Inc.



Old People's Home for 4 Year Olds, ABC
Photo credit: Nigel Wright


for the rights of older people



Acknowledgement

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

Table of contents



About ARAS, Vision, Values, Purpose Statement, our work and funding.....	4
Message from the Chairperson and Chief Executive.....	6
2021-2024 Strategic plan.....	10
2018-2021 Strategic plan- summary of achievements.....	11
2020-2021 Overview.....	14
ARAS Accreditation.....	16
<i>Reflect</i> Reconciliation Action Plan.....	18
New Rules for ARAS.....	20
ARAS Membership program.....	21
Aboriginal advocacy and information.....	22
Residential aged care	24
Community care.....	25
Priority populations.....	26
Abuse prevention.....	27
Priority populations and ARAS worked with.....	28
Retirement villages.....	30
Aged Care System Navigator Trial.....	31
Stay connected and stay supported in your community.....	34
Education.....	36
<i>Respect</i> Intergenerational Elders and Youth Gathering.....	39
Safeguards for ageing well and living a positive life.....	42
World Elder Abuse Awareness Day.....	45
Board of Directors.....	48
ARAS staff.....	51
Key stakeholders.....	52
Treasurer's report.....	59
Financials.....	60

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

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

About ARAS

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

ARAS offers a free, confidential and state-wide service to older people, or their representatives, who are:

- living in residential aged care*
- receiving Commonwealth Home Support Programme (CHSP) or Home Care Package (HCP) services
- at risk of, or experiencing abuse from family or friends
- living in a retirement village.

ARAS also has specialist Aboriginal Advocates who provide culturally safe support and host an annual Intergenerational Elders and Youth Gathering in regional South Australia.

Currently, ARAS is participating in the Aged Care System Navigator Trial, which supports older people in navigating the aged care system and accessing services.

Our Vision

A community in which all older people are valued and respected

Our Values

Integrity, inclusiveness, justice, respect



*Includes Multi-Purpose Services (MPS) Program, respite care, transitional care, restorative care, National Aboriginal and Torres Strait Islander Flexible services



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 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 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.

Our funding

ARAS is funded by the Department of Health, National Aged Care Advocacy Program (NACAP), Older Persons Advocacy Network (OPAN), Office for Ageing Well, SA Health and COTA Australia.

ARAS is the South Australian member of the Commonwealth funded OPAN.



Message from the Chairperson and Chief Executive

On behalf of the ARAS Board, it is our pleasure to present this year's annual report.


There is no doubt it has been an exceptional year for both ARAS and older South Australians. The year commenced with the ongoing COVID-19 pandemic and its significant impact on older people's rights, the development of COVID-19 vaccines and ended with the government response to the findings of the Royal Commission into Aged Care Quality and Safety (ACRC).

ARAS welcomed the recommendations of the ACRC and the Australian government's response, which included a focus on human rights and the recognition of the value of advocacy services.

ARAS looks forward to continuing to participate in State and National conversations about addressing ageism, aged care and abuse of older people, and ensuring reform continues and the voices of older people are heard.



(L-R) Carolanne Barkla, Chief Executive and Anne Burgess AM, Chairperson




During the year, ARAS provided individual advocacy and information support to 4,091 people, a 25% increase from last year. Additionally, ARAS provided 512 education sessions to 6,871 attendees across South Australia, on aged care rights, elder abuse prevention strategies and living a positive life. We directly assisted 163 people to navigate the aged care system and had 6,105 contacts from the public, with a contact from the public received every twenty minutes during our office hours. ARAS also had 44,954 website views and currently has 2,612 subscribers to our news. We assisted 354 people through the Stay Connected and Stay Supported in your Community initiative. We encourage you to read more about our individual programs in this report.

Despite the challenges of the ongoing COVID-19 pandemic, ARAS has shown that, when faced with changing circumstances, it is nimble and able to pivot in order to continue to support older people. COVID-19 necessitated ongoing changes to working arrangements for staff, and adherence to the required State Emergency Management Directions, which limited some face to face visits and community gatherings during the year.

Major strategic objectives achieved this year included updating the ARAS Constitution and opening up ARAS to broader membership under its new Rules. We encourage people to become members of ARAS to support its ongoing work with older people.

Additionally, ARAS achieved three year accreditation by the Australian Service Excellence Standards. This is an outstanding achievement for the ARAS team and recognises our commitment to continuous quality improvement and outcomes for older people utilising our service.

This year marked the end of our strategic directions for 2018-2021 and we have included a summary of our key achievements for your perusal.



Looking beyond 30 June 2021, ARAS undertook a strategic planning workshop in March 2021, which was informed by our comprehensive stakeholder surveys and resulted in setting the new strategic direction of ARAS for 2021-2024.


We look forward to new growth opportunities to support older people post the government response, which recognised the important work of systemic and individual advocacy, information and education. We continue to develop and enhance our ongoing partnerships and connections with Older Persons Advocacy Network (OPAN), Elder Abuse Action Australia (EAAA), Alliance for the Prevention of Elder Abuse (APEA), South Australia Retirement Villages Residents Association (SARVRA), Adult Safeguarding Unit (ASU), COTA SA, Aboriginal Community Networks and JusticeNet SA. We will also seek new partnerships with organisations that share our vision and values.

Thank you

Thank you to our sponsors and guest speakers who give generously of their time to support our World Elder Abuse Awareness Day (WEAAD) Conference.

ARAS takes this opportunity to thank our funding bodies, OPAN, the Commonwealth Department of Health, Office for Ageing Well, SA Health and COTA Australia.

The Board of ARAS has continued to give willingly to provide strong governance for ARAS and we thank them for their commitment to the cause. This year we farewelled Board member Sandra van Diermen and welcomed Alex Houthuysen (Hill) to the casual vacancy on the Board.



Thank you to our members and stakeholders who have responded to our surveys and offered support to ARAS.

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

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

Anne Burgess AM, Chairperson and Carolanne Barkla, Chief Executive

The Board, staff and volunteers of ARAS congratulate our Chairperson, Anne Burgess, on being awarded an AM in the 2021 Honours list for her significant service to mental health, gender equality and older persons. We are very grateful for her generous contributions, ongoing leadership and commitment to the ARAS Board and older people.

2021-2024 Strategic plan

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 and services that meet client expectations and outcomes

Continually evaluate service delivery processes and programs to identify and implement opportunities for improvement

Increase public awareness of and engagement with the ARAS Brand

Increase capacity to inform and influence policy agenda at state and national level

Grow capability and capacity

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

Strategies

Increase understanding of unmet need and barriers to entry to further inform target population and service offering

Build workforce planning and capability development framework to ensure workforce continues to match skillset required

Explore models of collaboration that enable ARAS to broaden service offering through partnerships and alliances

Increase service delivery to diverse populations and communities

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

Increase the diversity of funding sources

Ensure governance and operations are appropriately resourced and skilled to achieve strategic objectives

2018-2021 Strategic plan- summary of achievements

Objective 1: External stakeholders and community – Being a recognised leading advocacy service for older people


We have done this by:

- contributing to or providing submissions to major law reform inquiries, evidence to the Senate and House of Representatives and being part of high level state/federal aged care committees and roundtables on issues impacting older people, such as elder abuse
- contributing to and supporting the formation, development and growth of OPAN
- becoming a registered organisation in order to undertake cross border work such as supporting Victoria during the COVID-19 pandemic and call backs across Australia for the *Stay Connected and Supported in Your Community initiative*
- supporting the growth of EAAA, the peak body for taking action on elder abuse, and the development of its National Knowledge Hub ‘Compass’
- changing the ARAS Constitution to the ARAS Rules and opening membership to individuals and organisations, creating greater transparency and engagement with older people and the community
- delivering an annual World Elder Abuse Awareness Day Conference in South Australia which regularly receives excellent feedback on the content and ideas for future conferences.

Objective 2: Organisational programs and services – To provide a range of advocacy, information and support services that are relevant and accessible to all South Australians who need them

We have done this by:

- successfully meeting ARAS service agreement KPIs for all contracts, subject to specific COVID-19 impact
- reviewing and implementing efficient Intake processes and continuous quality improvement of service delivery

- 
- leading and driving elder abuse prevention work, including the first National OPAN Elder Abuse Prevention Advocacy Framework
 - hosting the inaugural *Stolen Generation Summit – Elder abuse prevention and positive ageing*, and the development of a storybook resource for aged care based on outcomes from the Summit and which is now entered in the National Archives of Australia
 - successfully tendering and delivering the Aged Care System Navigator Trial in the northern metro and specific northern country areas
 - conducting stakeholder engagement surveys with internal and external stakeholders to inform our strategic directions
 - achieving Certificate level Australian Service Excellent Standards accreditation for three years.

Objective 3: Financial organisational sustainability – Build a sustainable and viable organisation

We have done this by:

- consulting with staff about a proposed new organisational structure before implementing that structure in 2018 and refining it in 2020 to take into account growth of ARAS
- conducting a review of outsourced financial and corporate services and bringing these skills, expertise and knowledge in-house to support growth of the organisation
- scoping and implementing a modern client management system to ensure that client information is efficiently recorded and safely secured
- scoping new office accommodation, ensuring savings which can be redirected to service delivery
- increasing revenue from \$1.5M to \$2.6M, enabling greater support for older people.



Objective 4: People and culture – Be an organisation that is nimble, professional, contemporary and relevant

We have done this by:

- conducting an IT review, updating the ARAS website, building Board and staff portals, and implementing new technology such as a phone system and portable technology for all staff to work efficiently when working remotely from home or the community
- conducting regular staff surveys, cultural review and implementing a staff driven Code of Conduct
- reviewing and implementing contemporary policies and procedures across our service delivery, with a focus on outcomes for older people
- reviewing and implementing a new and efficient car fleet, ensuring WH&S requirements are met.

"Wonderful organisation that continues to do a fabulous job of reducing the incidence of elder abuse and providing information and support to uphold the rights of older people"*

2020-2021 Overview



6,105
contacts from
the public

4,091
advocacy and
information
enquiries

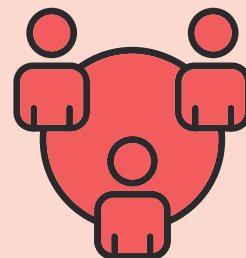
512
education
sessions delivered



6,871
attendees at
education sessions

30
networking
events attended

25%
increase in advocacy
and information
enquiries from
previous year

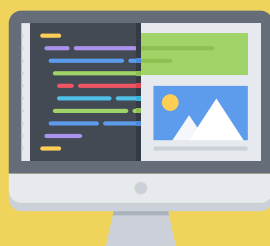




163
people assisted to
access services
through
My Aged Care

354
people assisted
through the Stay
connected and
supported in your
community initiative

44,954
website
page views



14,361
website users

451
callers were provided
with information on
other services

2,612
subscribers to
our news



ARAS awarded Certificate level ASES accreditation

As part of our commitment to continuous improvement and quality service, ARAS undertook the Australian Service Excellence Standards (ASES) certificate assessment in November 2020. ARAS is proud of achieving an externally assessed three year accreditation with an unqualified 100 per cent outcome in all 98 categories. The assessment covered the following ARAS programs and services:

- National Aged Care Advocacy Program
- National Aged Care Advocacy Program - elder abuse prevention
- Aboriginal Intergenerational Elders and Youth Gathering
- Retirement Villages advocacy and information service
- Aged Care System Navigator Trial
- Safeguards for Ageing Well Program – Aboriginal Community Networks and Living a Positive Life and ageing well.




The awarding of the ASES Certificate level accreditation also covers all corporate functions and services and indicates that ARAS is:

- operating confidently and efficiently
- actively applying sound management principles
- managing its risks
- meeting legislative, industry and government guidelines.

Accreditation is also an indicator that ARAS is confident:

- it has effective communication
- its people are working in a safe and healthy environment where diversity and inclusion are celebrated
- strong partnerships are fostered
- client confidence is exhibited in service provision.




Clients play an integral role in the development and planning of services and with effective implementation of the standards, clients' outcomes are clearly improved. Independence is fostered by providing opportunities for feedback, linked to continual improvement of services and operating systems.

ARAS acknowledges the funding received from OPAN through the Commonwealth Department of Health to support the external independent ASES accreditation. We look forward to ongoing continuous quality improvement and additional accreditation, including further development of the current NACAP Standards as they are finalised nationally. Special thanks to Anna Barton, Operations Manager, and the hard-working and passionate team at ARAS, both at the governance and operational level, for their ongoing commitment to deliver high-quality service and support the rights of older people.

"The Assessor would like to thank all involved in this review and appreciates the effort involved, a testament to their commitment to continuous quality improvement."*

Reflect Reconciliation Action Plan



The development of an ARAS *Reflect* Reconciliation Action Plan (RAP) has been identified by the ARAS Board and management as a key component of our Strategic Plan. The RAP is championed by the Board Chair and supported by the Chief Executive, the Corporate Services Manager and ARAS staff.

As a community organisation advocating for the rights of older people, ARAS has a strong history of diversity and inclusion and holds dear its corporate values of Integrity, Inclusiveness, Justice and Respect. The RAP journey will demonstrate and underpin our commitment to these values.

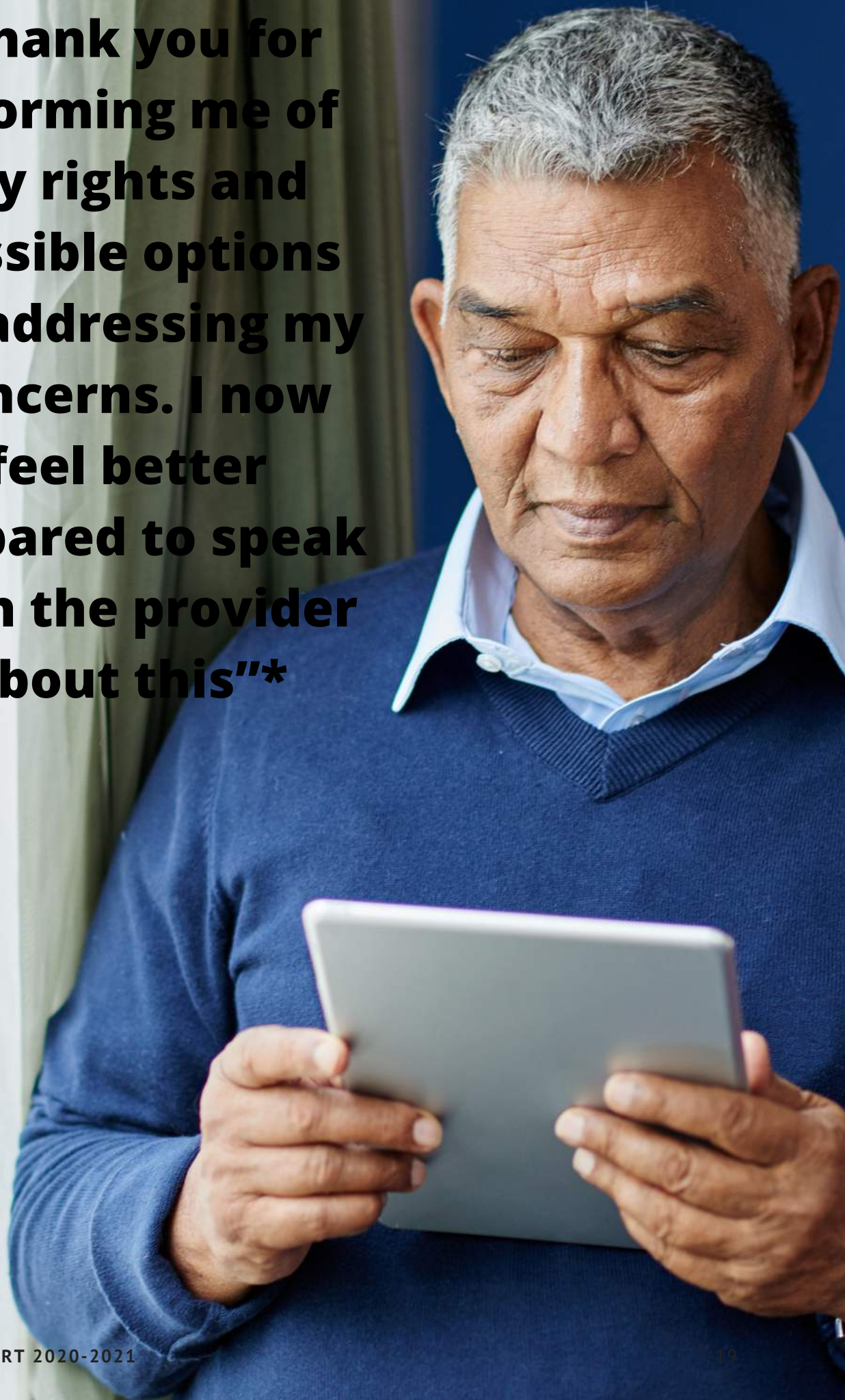
We want our RAP journey to focus on engaging with Aboriginal and Torres Strait Islander people so we know what is important to them in the way we deliver our services. We also want to provide opportunities for them to work for ARAS and to develop the networks that can make these things possible.

“It is positive to see ARAS staff making a commitment to build their cultural understanding and expand their reach across the diverse communities of South Australia. Sharing the responsibility of helping Aboriginal Elders enables me to support my colleagues’ passion and dedication to reconciliation,” said Julie Karidis, an Aboriginal Advocate at ARAS.


This will be our inaugural *Reflect* RAP, and we acknowledge we have much to learn. We are fortunate to have Mr Alex Houthuysen (Hill), a proud Aboriginal man from the Yamatji Nation of the Pilbara region of Western Australia, on our Reconciliation Reference Group. Alex brings his knowledge and insight into Aboriginal culture and the local issues faced by our Aboriginal community to the Reference Group and we are grateful for his ongoing commitment.

We anticipate our *Reflect* RAP will positively impact and influence the way ARAS works.

“Thank you for informing me of my rights and possible options for addressing my concerns. I now feel better prepared to speak with the provider about this”*



New Rules for ARAS



This year the Board reviewed the ARAS Constitution and decided that a more modern governance document was needed. The Board also considered it necessary for ARAS to increase its exposure to stakeholder and community scrutiny and felt that broadening access to membership would also increase transparency and accountability as well as bring new ideas and perspectives.

With pro bono assistance from Minter Ellison, a revised and contemporary governance document, known as the Rules, came into effect in January 2021, with no change to the Mission, Purpose Statement, Vision or Values of ARAS. New Membership provisions have been included in the Rules.

In recognition of the considerable support COTA SA has given ARAS over the last 30 years and the positive working relationship between our two organisations that is grounded in our shared vision and values, we have made COTA SA our inaugural member.

**"The relationship between our two organisations is as important as ever and the Board will support the collaborative work of our two Chief Executives and their staff in promoting and protecting the interests of older people."
- COTA SA**

ARAS Membership program

Under the new Rules, ARAS has developed a Membership program that will commence from 1 July 2021. The Board is keen for ARAS to increase its exposure to stakeholder and community scrutiny and broadening access to membership is also a way to ensure ARAS has a diverse range of views and ideas when developing its Strategic Plan.

The Membership program will consist of Ordinary members (individuals or organisations with full voting rights) or Associate members (with no voting rights). The program has a Membership Policy and Code of Conduct which members have to abide by, along with the ARAS Rules and Privacy Policy.


Members will be invited to the Annual General Meeting and other general meetings and will have access to events, resources and networking opportunities.

Interested in becoming an ARAS member?

Visit our website www.sa.agedrights.asn.au to sign-up



Aboriginal advocacy and information



ARAS employs two Aboriginal Advocates who provide insight into the issues experienced by Aboriginal people and assist in developing considered responses to Aboriginal clients and stakeholders across all our programs.

This organisational approach to understanding Aboriginal culture assists the ARAS team with the appropriate communication skills and strategies to address aged care service issues or Elder abuse and information about relevant services. Our learnings assist us in reviewing and adopting a flexible service delivery.

The COVID-19 pandemic has impacted access to Aboriginal specific aged care services, particularly for those residing in regional and remote communities where staffing resources has been problematic. ARAS communicated directly with service providers to address provision of care and provided Aboriginal specific and mainstream resources.

ARAS travelled to regional and remote locations to strengthen connections with aged care service providers and Aboriginal Health and Community services. We met with Aboriginal people to understand issues, inform them of the Charter of Rights, provided preventative strategies to address Elder abuse, and suggestions to connect and support their community.

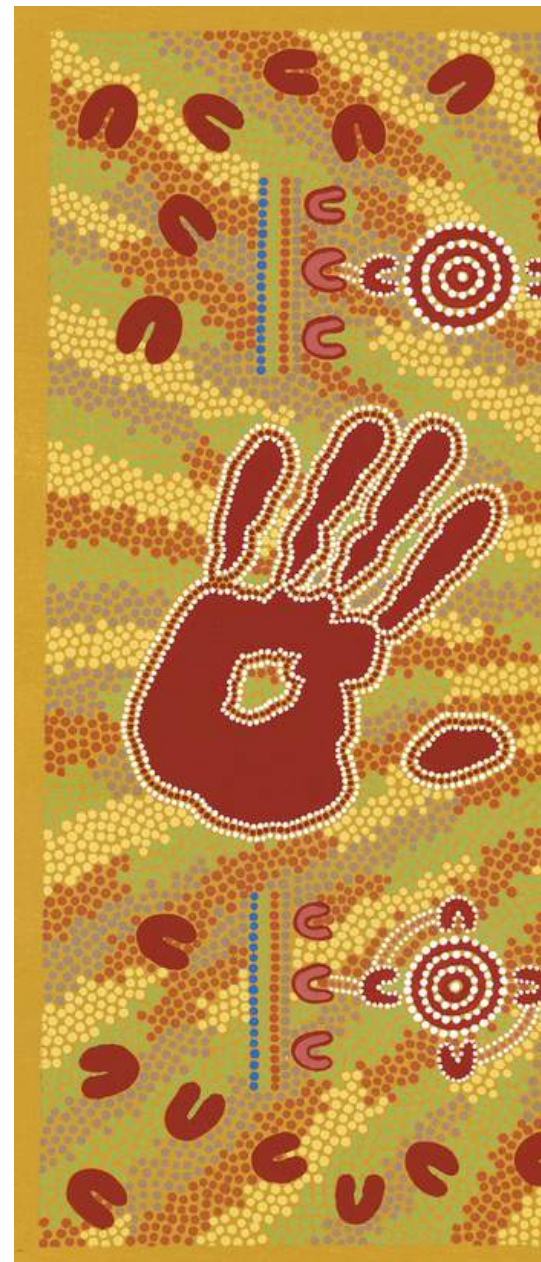
We note there are only small numbers of Aboriginal Elders in residential aged care homes in metro Adelaide, unless it is an Aboriginal specific home. Some Elders said they were not aware moving to a mainstream aged care home was available to them and were provided with information about access and availability. We assisted clients to address relationship issues with their service providers and consistency of service delivery as well as supporting review of packages.



Abuse of Elders by family members and overcrowding in their home continues to be a source of concern, with Elders saying they feel they have no control over who resides in their home, which further exacerbates access to care.

Aboriginal Advocates engaged the support of legal services, Aboriginal health services, tenancy officers, community housing providers, tenancy support services, local government Aboriginal and mainstream services, family counselling and emergency services to assist in providing appropriate and culturally safe support to clients.

The safety and respect of Elders and all older people is the essence of what we do.



Residential aged care

ARAS provides advocacy support and information to older people who reside in Australian Government subsidised residential aged care* homes as well as potential residents and residents' legal representatives.

ARAS Advocates were regularly requested to provide support for residents who were experiencing multiple complex issues, particularly during the current COVID-19 environment. A few aged care homes were still imposing restrictions on visits, even though a family/friend was providing caring support. According to families/friends, some residents were reluctant to speak up because they were not confident or feared retribution. Others had also attempted to resolve the issues through direct contact with the aged care provider, however, there had been no change in their circumstances.

Advocates, when speaking with aged care providers, referred to the COVID-19 Directions, discussed the reasons behind the restrictions and that aged care providers should not impose their own restrictions. This resulted in positive outcomes for the residents and their families.

Key issues raised with ARAS were:

- **lack of choice and involvement in the decision-making process**
 - **lack of information**
 - **lack of consideration of emotional needs**
 - **lack of access to appropriate care**
 - **inadequate care planning.**
-

Advocacy and information support provided to 1,303 people

*Includes Multi-Purpose Services (MPS) Program, respite care, transitional care, restorative care, National Aboriginal and Torres Strait Islander Flexible services

Community care

ARAS provides advocacy and information support to older people, or their legal representative, who are receiving Commonwealth Home Support Programme (CHSP) or Home Care Package (HCP) services.

ARAS received many requests for assistance from older people who were ACAT approved for a HCP but were in the national queue awaiting allocation of the packages. Most of these callers had been waiting for many months and were very frustrated by the time they contacted ARAS to request support to have their waiting time reduced. In these circumstances, Advocates were able to contact CHSP service providers on behalf of the older people to discuss any interim measures which could be put in place whilst waiting for their packages.

Key issues raised with ARAS were:

- **lack of access to services**
- **lack of choice and involvement in the decision-making process**
- **lack of communication**
- **fees and charges**
- **agreements and contracts.**

COVID-19 related issues raised by older people were:

- charged for Personal Protective Equipment (PPE) without consultation
- increase in care management and package management charges
- service providers unable to provide social support services due to COVID-19 restrictions, resulting in loneliness for many older people.

Advocacy and information support provided to 1,724 people

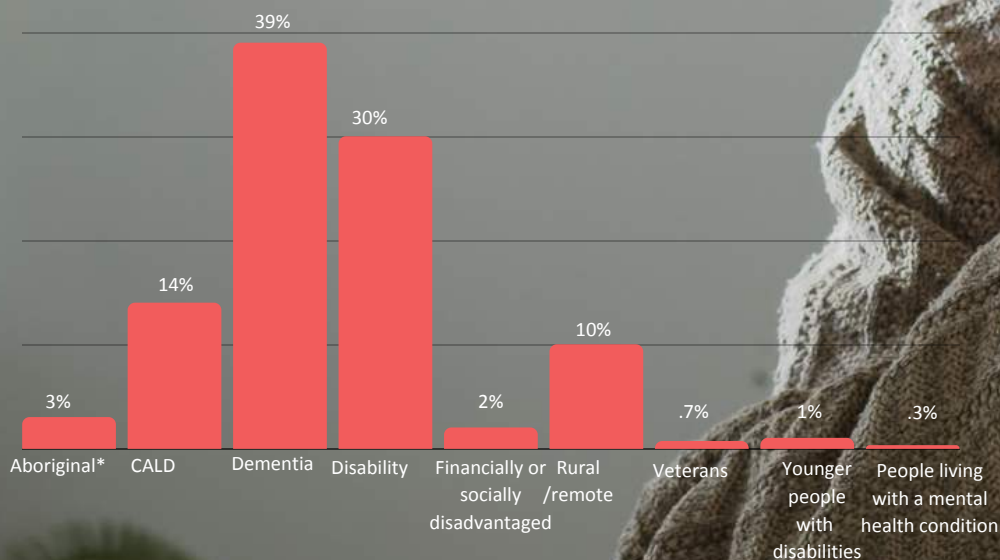
Priority populations



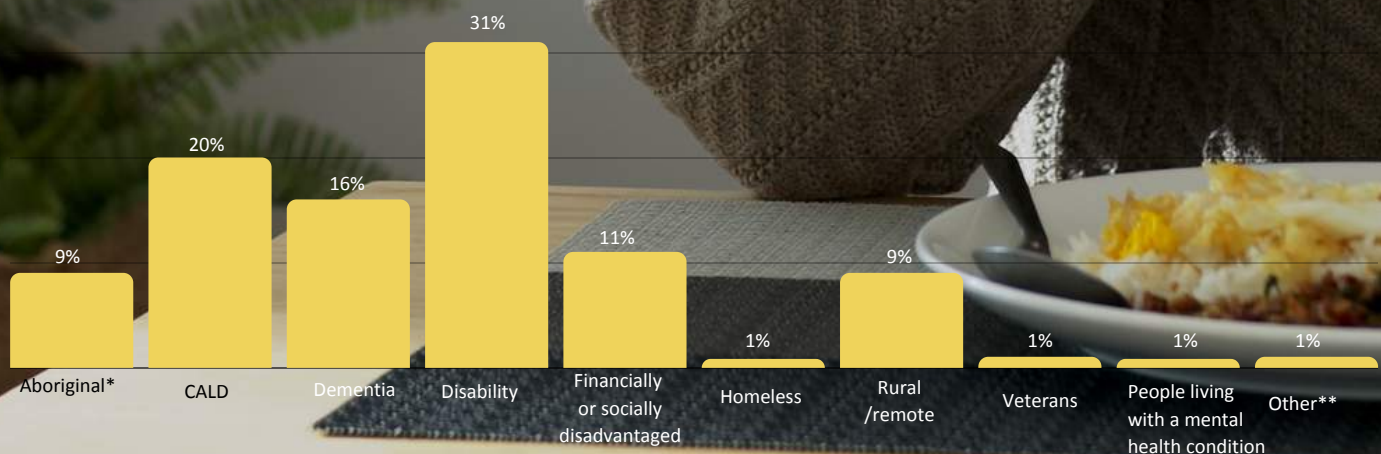
ARAS is funded by the Commonwealth and State government to deliver advocacy, information and education support to older people, including people from priority populations. We collect data on our work for reporting purposes only. People do not need to provide this information to receive services and support from us.

These graphs are a snapshot of those from priority populations who have consented to share their information and do not represent the entire group we work with.

Residential aged care



Community care



*Please note the term Aboriginal is used to represent both Aboriginal and Torres Strait Islander people.

**Separated by forced adoption or removal, Younger people with disabilities, Care-Leavers and People living with cognitive decline

Abuse prevention



Elder abuse can be defined as ‘a single, or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust, which causes harm or distress to an older person’. Elder abuse can take various forms such as physical, sexual, psychological, financial, or neglect. (WHO, 2002)

ARAS provides advocacy and information support to older people, or their legal representatives, who are experiencing, or are at risk of, abuse from people in a position of trust, such as family, friends, carers or service providers. Our Advocates are skilled in addressing elder abuse and providing preventative strategies to support older people and residents and to address their concerns.

During 2020-21, risk factors for older people experiencing some form of abuse included family conflict, cognitive impairment, lack of information, living with the abuser, and psychological dependence. Similar to last year, the abuse reported was mostly financial and psychological and sons and daughters were reported as the most common abusers.

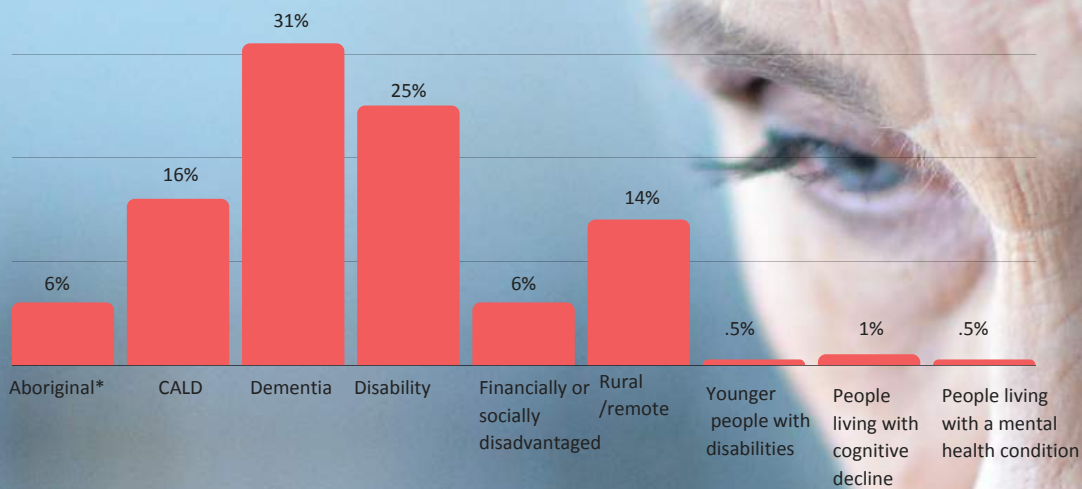
Due to COVID-19, a number of challenges/concerns arose for older people. These included adult children moving back in with their elderly parents because they were experiencing financial hardship after losing their employment. Once isolation and restrictions were lifted, these challenges came to the fore when, for example, other family members and friends noticed a deterioration in the older person’s wellbeing.

Elder abuse is a complex social issue, so to ensure optimum support for older people, ARAS works closely with agencies such as SA Health Adult Safeguarding Unit, Aged Care Quality and Safety Commission, the Office of the Public Advocate, Public Trustee and Legal Services Commission, to stop or prevent further abuse of older people. Aged care service providers and health and allied health professionals also play a vital role in supporting older people who are experiencing or are at risk of abuse.

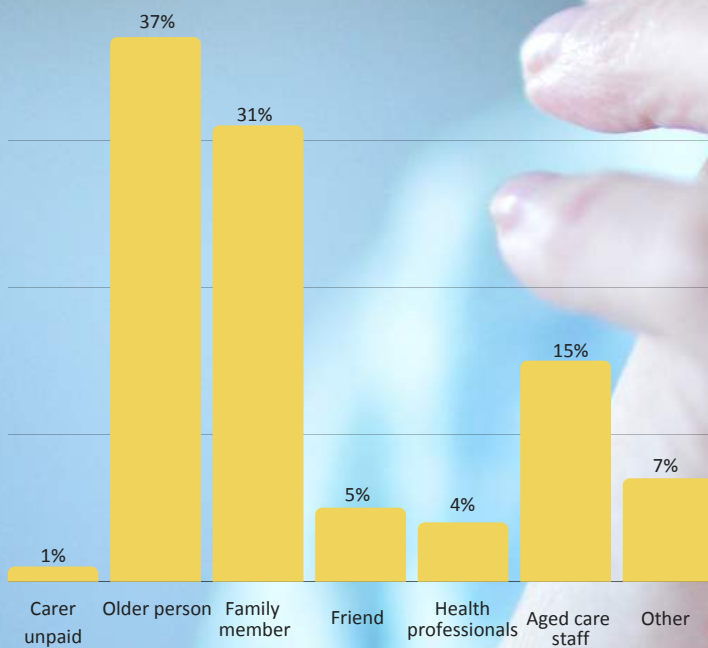
Advocacy and information support provided to 801 people

Abuse prevention

Priority populations



ARAS worked with



*Please note the term Aboriginal is used to represent both Aboriginal and Torres Strait Islander people.

Lamya's story*

A doctor contacted ARAS seeking support for a patient, Lamya, who had come with her daughter to the surgery with multiple bruises on her body. Lamya informed the doctor her husband had hit her and she lived in constant fear for her life.

An Advocate spoke to Lamya and her supportive daughter about Lamya's ability to return home safely, or whether urgent support was required, eg a shelter or hospital, as Lamya had multiple health issues, including not being able to dress or care for herself. Lamya said she did not want to go to a hospital or a shelter.

The Advocate suggested emergency respite which she agreed to, stating she would be happy to leave her husband and move into care, as he refused to move. With permission and instructions from Lamya, the Advocate found a respite bed in a residential aged care home not far from her daughter's home. Lamya's daughter contacted the residential care home, and their request for a respite bed was accepted. While in the residential aged care home, the Care Manager became aware of the physical abuse Lamya had been suffering from her husband and offered Lamya a permanent placement which Lamya willingly accepted.

The daughter, on behalf of Lamya, later contacted ARAS and advised that Lamya now feels safe, happy and supported in her new residence.

Retirement villages

Funded by SA Health, Office for Ageing Well, ARAS provides information and advocacy support 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.

ARAS welcomed the review of the Retirement Villages Act 2016, and tendered a submission with the key focus areas being:

- timeframe for payout after a resident exits the village
- marketing fees, refurbishment/upgrade charges
- resident contracts eg disclosure statement, premises condition
- waiving of Cooling Off rights (seeking legal advice).

Key issues raised with ARAS were:

- **bullying/intimidation from the retirement village operator**
 - **Dispute Resolution policy not being followed**
 - **maintenance fees and charges, and exit fees**
 - **management disputes**
 - **Administering Authority/Resident general issues eg conflict between residents.**
-

An emerging issue is hoarding and squalor. The Retirement Villages Regulations states that residents must respect the peace, comfort and privacy of other residents and people in the village; hoarding and squalor not only impacts the resident but other residents and the operator. This needs to be handled with sensitivity, as the operator has a duty of care for all residents to ensure that all are safe and at no risk of harm. ARAS engages with allied health practitioners to assist in the resolution process and improve the residents' overall health and wellbeing.

Advocacy and information support provided to 263 people

Aged Care System Navigator Trial

"The aged care system is difficult to access and navigate. The availability of helpful and comprehensive information is critical to ensuring older people get timely access to the care they need and to empowering them to make choices about their care."

Royal Commissioners, the Honourable Tony Pagone QC and Lynelle Briggs AO
Executive Summary, Final Report
Royal Commission into Aged Care Quality and Safety

ARAS successfully tendered for the ongoing provision of the Aged Care System Navigator Trial 2020-2021 in metropolitan and country north regions. The aim of the Trial is to provide the community with information and individualised support to older people about the My Aged Care (MAC) system and access to services.

The Trial is an opportunity to reduce people's concerns about the MAC system and empower them with knowledge and choice. We maintain our connection with our clients right through to when services commence.

Specialist individual support is provided to older people to register with MAC, assist with the assessment process (Aged Care Assessment Team or Home Support Assessment), and obtain information about aged care service providers for either a Home Care Package or Commonwealth Home Support Program services and who were able to meet their individual needs such as domestic assistance, social support, transport, gardening, home modifications and nursing.

ARAS delivered information sessions to raise community awareness to groups such as Senior Citizen Clubs, Probus Clubs, Men's Sheds, women's groups, sporting clubs and Progress Associations.

Specialist individualised support provided to 163 people and 61 information sessions delivered in metro and rural areas



"ARAS is a valuable resource to support older people in navigating a complex aged care system"*

Rose's story*

Rose is an older Aboriginal female residing in a country town. Rose has numerous medical conditions and mobility issues and relies on community and rehab support and CHSP (Commonwealth Home Support Programme) cleaning for assistance. At the time of referral, Rose was already registered with My Aged Care (MAC) but needed support choosing a Level 2 Home Care Package provider, as she had a very limited understanding of the home care system and felt overwhelmed about what to do next.

The Navigator Specialist Support Worker (SSW) met with Rose to explain how the financial component of home care packages, consumer contributions and the MAC system works, then, with approval, phoned MAC as Rose's representative. MAC confirmed Rose had been assessed as eligible for a Level 4 home care packages and was being offered Level 2 (currently being used for cleaning) until Level 4 was available.

SSW showed Rose how to compare local Level 2 providers, including Aboriginal specific providers, on the MAC website. Simultaneously, Rose's Level 4 home care package was approved, so SSW attended the first interview with Rose and a Level 4 provider who informed Rose about the number and type of services she could acquire under the package. After a second interview with the provider, Rose signed the contract. Rose is now able to have a carer weekly, cleaning, some home modifications are scheduled, and there is room in the budget for more.

Rose was very grateful for the services provided to her by the SSW, as the system had never been explained to her before in a way that she understood and that respected her and her cultural background.

Stay connected stay supported in your community



OPAN launched the Stay Connected and Stay Supported in Your Community initiative in April 2021, in partnership with the ABC TV program 'Old People's Home for 4 year olds'.

The initiative garnered a strong response from older people, families and organisations wanting to participate in an intergenerational play experience. As part of the initiative, a national phone service was delivered by ARAS and Seniors Rights Service Intake Officers to respond to calls as a result of the screening of the TV program.

Our response to the calls was able to:

- **reduce the vulnerability of older people who were feeling lonely and socially isolated, by addressing their social and emotional wellbeing through providing information and linkage to appropriate services and activities, which would keep them connected to their community**
- **provide older people with information about the My Aged Care system, or refer them to an appropriate Aged Care Navigation service**
- **provide information about the OPAN network to access advocacy if required.**

People using the service reported that they felt listened to, cared about, supported by the service and conveyed that “without your service, I wouldn't have known where to start”. They said new opportunities had improved their social connections and that they felt much more positive about the future.

ARAS' experience strengthens the view that connecting people to activities in their local communities and the Community Visitors Scheme will result in an improvement in their overall wellbeing.



**Support, information and
service linkage to 354
older people**

**"I am excited by all the options and
supports available to me and enjoyed
the calls from you. It has really made
a difference."***

Education

ARAS provides education on the Charter of Aged Care Rights, prevention of elder abuse, and safeguards for ageing well to older people, their families, carers, volunteers, medical students, service providers and health professionals.

Due to the easing of COVID-19 restrictions in South Australia, ARAS was able to conduct most education sessions face-to-face, with Advocates staying back after each session to speak confidentially to individual residents if requested. Some sessions were held online via Microsoft Teams or Zoom because of the risk of being at exposure sites identified by SA Health from time to time.

In country regions, some sessions were conducted online, while some residential aged care homes requested two sessions over two separate days so physical distancing requirements were able to be adhered to.



"Guest speakers are great and are happy to focus their information on what the audience wants as well as advising on ARAS services."*



'Tips and tools for preventing elder abuse' webinar

In March 2021, ARAS, along with other members of the Alliance for the Prevention of Elder Abuse (APEA), came together to host a free webinar 'Tips and tools for preventing elder abuse'. Experienced speakers discussed:

- the types and signs of elder abuse
- how to report suspected abuse
- resources available to safeguard against elder abuse
- best practices related to responding to elder abuse.

99 people registered for the webinar, which attendees rated as good, very good or excellent.

'Retirement villages - what you need to know' webinar

In April 2021, ARAS and the Retirement Village Unit at SA Health partnered to present a free webinar on 'Retirement villages - what you need to know'. Experienced speakers discussed:

- what is a retirement village?
- the role of the Retirement Village Unit at SA Health
- ARAS Retirement Village Advocacy Service
- key issues reported by residents
- dispute resolution strategies
- Charter of Aged Care Rights for those receiving home care support services
- Safeguards for Ageing Well – living a positive life.

41 people registered for the webinar, which attendees rated as good, very good or excellent.

Our webinars are available on our [YouTube channel](#) and [website](#).

Fast Stats 2019/2020

620 individual information/advisory calls
622 education sessions
6,871 participants
10,171 contacts made
6,142 contacts from the public
10,171 subscribers to our news

About Psychological Advisory
622 Information/Advisory
622 Education sessions
Abuse reported - mostly financial (11%) and psychological (62%) with sons (12%) and daughters (13%) reported as the most common abusers

512 education sessions

- 314 on Charter of Aged Care Rights
- 104 on elder abuse prevention
- 23 to Aboriginal communities
- 10 to retirement villages
- 61 to community groups on accessing My Aged Care

Total attendees 6,871

Respect Intergenerational Elders and Youth Gathering


The Aboriginal Mentoring Camp, with funding administered by the Department of Social Services in accordance with the objectives set out in the Australian Government, Department of Health, Social Support - Group Community and Home Support program, aims to deliver an intergenerational event to:

- increase and restore respect of Elders by Aboriginal youth
- re-affirm Aboriginal youth identity including spirituality and belonging
- raise the level of respect for Elders, and increase their safety in the community
- build confidence, develop leadership skills and future ambassadors.

COVID-19 pandemic, restrictions and community consultation resulted in postponing the scheduled 2019-2020 Mentoring Camp, which was to be held in Port Augusta.

In planning for a Port Lincoln event this year, an Aboriginal Advocate travelled to Port Lincoln to meet with key partners and Aboriginal people in the community. The consultation resulted in a review of the program delivery and renaming the program “Intergenerational Gathering”, with the aim to encourage youth participation and interest in becoming “Ambassadors for Change”.

The event took place in June 2021, facilitated by three ARAS Advocates, and attended by Aboriginal Elders and youth interacting positively.



The gathering received the following feedback:

- Elders feel they have made a connection with the young Aboriginal participants and welcomed the confidence formed within the group
- the learnings of the gathering will inevitably be shared with the broader community to encourage active community participation in respecting Elders and reducing Elder Abuse
- the “Respect” beanies are worn proudly - like a crown of honour
- young people conveyed that the gathering provided an atmosphere that they felt safe in and where they were able to share that they didn’t want to continue the history of division within their Aboriginal community – to heal histories past
- young people’s group discussion expressed that they knew they had a responsibility to “care for all Elders, not just my Elders”
- a young participant stated, “I’ve seen Elder Abuse, and I didn’t know I could do anything about it”.

A young person stated that he “now looks at Elders as leaders, not as vulnerable people. I know we need them as Elders, but now I know they need us”. This statement epitomises the objective of the intergenerational gathering.

A highlight of our visit was the assertion that life gap expectancy was closing for Elders in Port Lincoln. Elders said there were now generations of Elders with different needs of service provision within the community; many were accessing Home Care Packages, some were looking at possible residential care and a number were still supporting Foster and Kinship Care. Many sought information and advocacy support for themselves to improve their life circumstances and overall wellbeing.



"We are glad to have built trust between Elders and us [young people] - I enjoyed the connection socially with each other."*

Safeguards for ageing well and living a positive life


The Safeguards for Ageing Well Program, which is funded by Office for Ageing Well, SA Health, aims to raise awareness and support older people's rights, including developing strategies for living a positive life and ageing well, through four key messages - **stay connected, stay active, stay healthy and stay in control.**

The program is built into the ARAS Elder Abuse Prevention and community education sessions. It encourages participants to actively aim to incorporate the four key messages into their lives by thinking about their personal goals, what options there are for them to improve their lives and circumstances, and to make informed decisions to activate changes and enhance their ability to live a positive life.

If an advocacy case arises from these sessions, we are able to link preventative strategies to the positive ageing messaging. Clients have conveyed that they have an increased confidence in making life choices, and feel an improvement in their overall wellbeing after our sessions.

Another element of the program is to establish and facilitate Aboriginal Community Networks. ARAS has partnered with local Councils and established a network in Elizabeth, which includes members of the network established in Salisbury last year.

The purpose of the network is to bring together key community connectors, Aboriginal Elders and older people to discuss emerging issues in their community, and provide culturally appropriate strategies which supports people's right to age and live well in their community; members actively share information, resources and learnings to foster and influence change for a well-connected and safe community.



Members reported:

- meeting and sharing information regarding issues that affect Aboriginal Elders is important, and explaining the importance of the information gives Elders a better understanding of the issues
- knowing important information is crucial for Elders, and they can integrate it into their everyday experiences
- it is a good platform to find out what other agencies are doing and how we can support and collaborate.

ARAS developed a [YouTube presentation](#) for new members to gain an understanding of the program objective.

"This is one of the only networks which includes Elders in the discussions and is not just service providers. That is very useful. A very respectful forum."*



**92 sessions delivered
to community groups
and the home care
workforce**

**Stay connected
Stay active
Stay healthy
Stay in control**

World elder abuse awareness day



"In our inquiry, we heard of physical and sexual abuse that occurred at the hands of staff members, and of situations in which residential aged care providers did not protect residents from abuse by other residents. This is a disgrace and should be a source of national shame. Older people receiving aged care should be safe and free from abuse at all times."

Royal Commissioners, the Honourable Tony Pagone QC and Lynelle Briggs AO
Executive Summary, Final Report
Royal Commission into Aged Care Quality and Safety

ARAS has held an annual WEAAD conference for 15 years, with the last two years held online. This theme for this year was **'Elder abuse prevention – let's talk'**.

The forum was held on 17 June and opened by the Honourable Stephen Wade MLC, Minister for Health and Wellbeing. Michelle Bentley, the ARAS Deputy Chairperson, was the Master of Ceremony (MC) and Uncle Frank Wanganeen, a Kaurna Elder from Wallaroo, performed Welcome to Country.

This year's theme is crucial to preventing elder abuse - we all need to talk about elder abuse. It can and must be part of the national conversation about how we care for older Australians.

The forum focused on how we can create pathways for older people to a future free of abuse and build a community that supports older people to retain control of their lives, enhance their wellbeing and maintain their independence living at home.

"I enjoyed the content and really appreciated having access to a range of excellent speakers. As always from ARAS forums I learnt a lot."*



Our guest speakers were:


- Richard Bruggemann, Senior South Australian of the Year for 2021
- Janet Anderson PSM, Aged Care Quality and Safety Commissioner
- Carolanne Barkla, Chief Executive, ARAS
- Maree McCabe AM, Chief Executive, Dementia Australia
- Cassie Mason, Director, Office for Ageing Well, SA Health
- Angela McMillian, Consumer Advocate, Commonwealth Bank.

Their subject expertise covered the aged care and disability sector, Serious Incident Response Scheme, how people with dementia are at increased risk of elder abuse and preventative measures, strengthening safeguards and an overview on financial elder abuse from a banking perspective.

226 people (a 42% increase from 2020) joined us on the day from metropolitan, rural and remote areas, interstate and overseas. Of these, 48% were from the aged care sector and 13% were health and allied health professionals. In the post-event survey, 100% of the attendees rated the event as good, very good or excellent.

We thank our sponsors for their ongoing support of WEAAD.





As we age, every one of us deserves to lead a safe and happy life, free from abuse.

It starts with one conversation and one action - it starts with you, so let's talk!

Board of Directors



**Anne Burgess AM,
Chairperson**

Anne was appointed to the ARAS Board in November 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. As the Chair of the RAP Reference Group, Anne is also the Champion for the RAP and is also a member of the Governance & Performance Committee.



**Michelle Bentley,
Deputy Chairperson**

Michelle was appointed to the ARAS Board in 2017 and became the Deputy Chairperson in 2018. Michelle is a qualified and experienced Director and an active member of the Tomorrow's Director Committee AICD, UniSA HRM Advisory Committee and Mentor on the UniSA Executive Partners Program. Michelle also chairs the Governance & Performance Committee.



**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.



Ian Yates AM

Ian has been on the ARAS Board since 1990 and is a member of the Federal Government's Aged Care Financing Authority, the Aged Care Sector Committee, the Aged Care Quality Advisory Council of the Aged Care Quality Agency and the Department of Health's ACFI Monitoring Group. Ian is the CEO of COTA Australia and the COTA representative on the National Aged Care Alliance and its Sponsors Group.



Helena Kyriazopoulos

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 elder abuse and protection of the rights and freedoms of older persons has been highly influential in state and federal inquiries. Wendy is also 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 and is the SA Director on the Board of LGBTIQ+ Health Australia and is that organisation's Deputy Chair, and the Chairperson of the Board of Festival Fleurieu. Desmond is a member of the Finance, Audit & Risk Management Committee.



Moira Jenkins

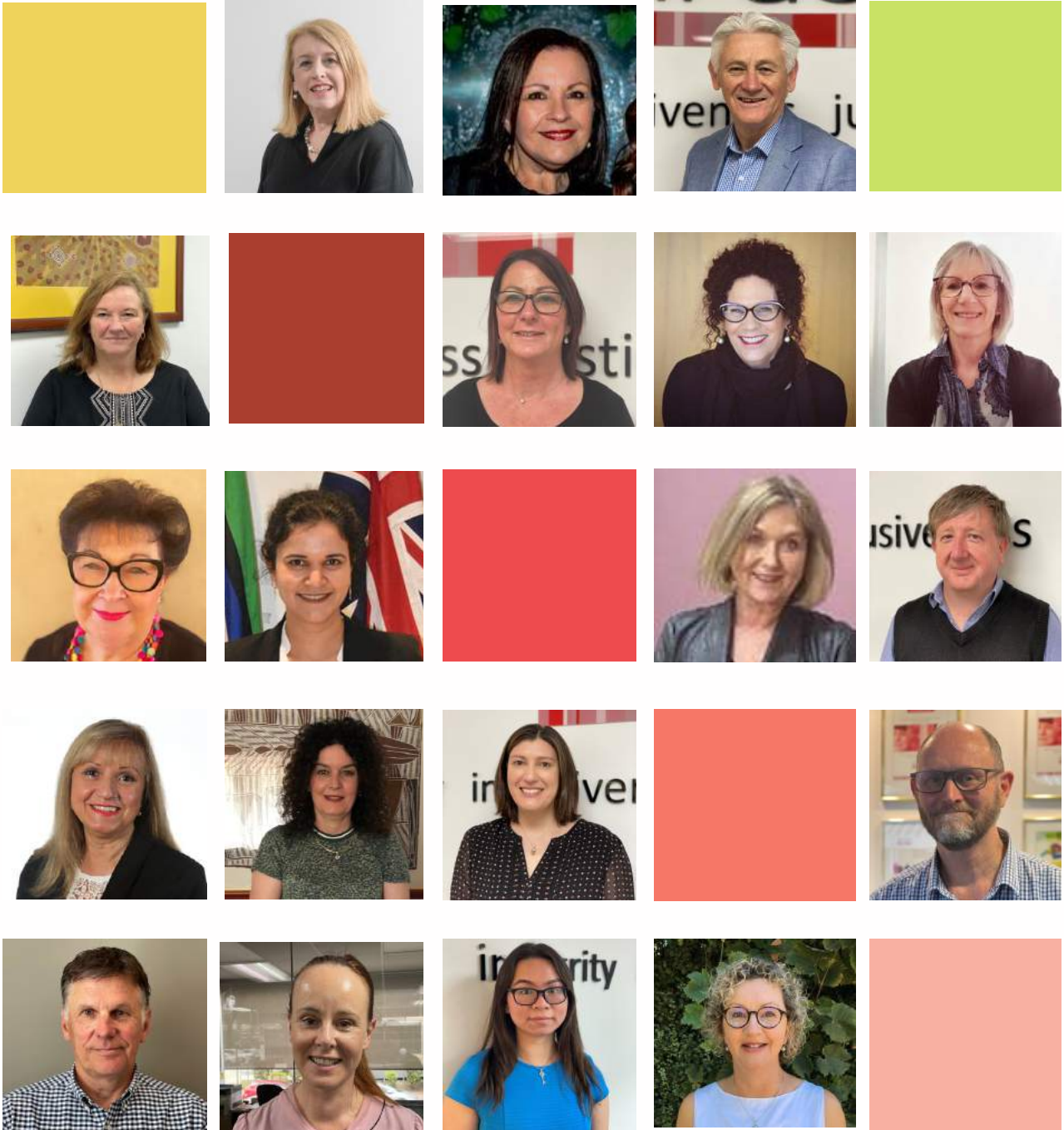
Moira, who joined the ARAS Board in 2020, is the Mayor of the City of Victor Harbor, has had a varied career that has focused on social justice and advocating for the rights of disadvantaged groups and individuals. Moira also consults on developing mentally healthy workplaces, delivers training on preventing and addressing workplace bullying, sexual harassment, good governance for Boards and small business and the importance of 'culture' in managing psychological risks. Moira is a member of the Governance & Performance Committee.



Alex Houthuysen (Hill)

Alex Houthuysen (Hill) 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.

ARAS staff



Key stakeholders

One of the key objectives of our Strategic Plan 2018-2021 is for ARAS to be a recognised leading advocacy service for older people. To do this we developed strategic priorities which:

- inform and influence the policy agenda at a state and national level
- strengthen and develop the network and collaborative arrangements with stakeholders
- develop our trusted and respected brand.

Close working relationships with our key stakeholders and peak bodies is critical to our work and aims to facilitate a whole-of-community approach to the prevention of elder abuse.

National and state submissions/feedback made to:

National

- Senate Standing Committee on Community Affairs on the Aged Care Legislation Amendment (Financial Transparency) Bill 2020
- Royal Commission into Aged Care Quality and Safety on reforming the Aged Care Act based on Human Rights Principles and Banning of Visitors
- OPAN members teleconference with Counsel Assisting of the Royal Commission into Aged Care Quality and Safety to discuss the financing of aged care
- OPAN published position statements

State

- South Australian Law Reform Institute (SALRI) on Enduring Powers of Attorney (POAs)
- South Australian Parliamentary Inquiry into Aboriginal Housing
- Health Practitioner Regulation National Law (South Australia) (Telepharmacy) Amendment Bill 2020
- Freedom of Information (Miscellaneous) Amendment Bill 2020 and the proposed fees regulations
- Equal Opportunity (Religious Bodies) Amendment Bill 2020
- Review of the Retirement Villages Act 2016
- Guardianship and Administration (Miscellaneous) Bill

"A wonderful responsive service"*



International, national and state meetings and events attended

International

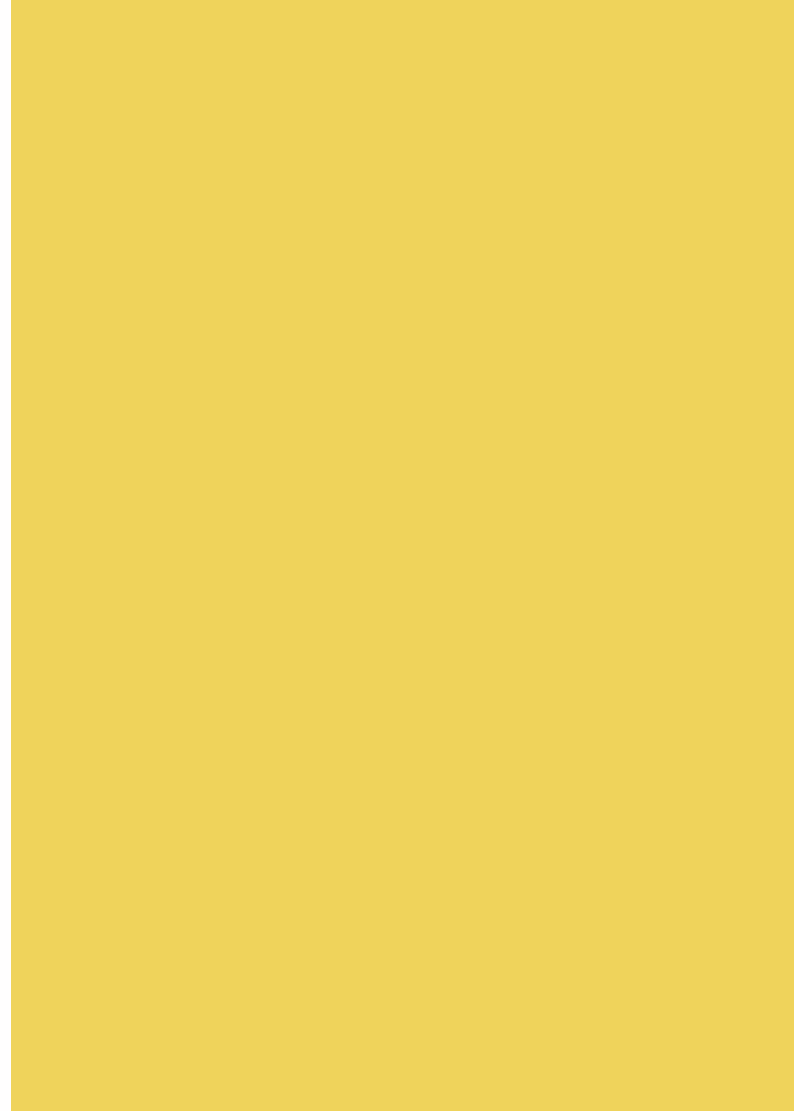
- National Centre for Elder Abuse (University of Southern California)

National

- Aged Care Quality and Safety Commission – Advisory Council meetings
- Aged Care Quality and Safety Commission – Complaints Regional Manager meetings
- End of Life Direction for Aged Care (ELDAC) - National Reference Group
- EAAA Advisory Group
- Australian Human Rights Commission Elder Abuse Training for Allied Health Professionals Steering Committee
- OPAN Policy and Systemic Advocacy Advisory Group
- OPAN Advocacy, Operations and Practice Advisory Group Meeting
- OPAN Stay Connected and Supported Steering Group Meeting
- OPAN National Aged Care Advocacy Meeting
- Research Centre for Palliative Care, Death, and Dying (RePaDD) Advisory Group (Chaired by ARAS Chief Executive)
- Roundtable on women's safety hosted by Minister for Women, the Hon. Marise Payne via the Department of Prime Minister and Cabinet

State

- Alliance for the Prevention of Elder Abuse (APEA)
- SA Health and State reps/CEs of aged care peak bodies weekly meetings re Emergency Management Directions impacting aged care and older people
- SA Health CCTV Pilot Steering Committee
- Hospital in the Home consultation
- Department of Health (State) - aged care roundtables with industry representatives
- Real Time Second Time Around Operational Committee Meetings (Forgotten Australians)
- SA Health Elder Abuse Prevention Phone Line and Referral Service Advisory Committee
- South Australian Health and Medical Research Institute (SAHMRI), Wardliparingga Aboriginal Research, Expert Advisory Group
- South Australian Law Reform Institution – roundtable to explore the former program, Communication Partners
- Members of Parliament - roundtable to discuss concerns around the funeral industry and the Fair Trading (Funeral Costs) Amendment Bill 2021
- SA Health, Interagency Phone Line and ASU Implementation Workshop





Presentations given

- OPAN Webinar – Panel on Informed Choice and the Charter of Aged Care Rights
- ANMF Conference - Panel on Aged Care Royal Commission
- Barossa Rotary Club - ARAS service delivery, COVID-19 engagement and supporting older people
- WEAAD online forum – Elder Abuse Prevention – Let’s Talk
- APEA webinar – tips and tools for preventing elder abuse
- Retirement Villages webinar – what you need to know

Members of Parliament

- Senator the Hon Richard Colbeck
- Senator Rex Patrick
- Hon. Stephen Wade MLC Minister for Health and Wellbeing
- Chris Picton MP
- Nat Cook MP
- Hon Frank Pangallo MLC
- Correspondence via email to State Ministers, Shadow Ministers, MPs and Senators, about ARAS and how we can support older people

Key stakeholders we work with

- Age Discrimination Commissioner
- Aged Care Quality and Safety Commission
- Attorney-General's Department (Federal)
- Australian Association of Gerontology Aboriginal and Torres Strait Islanders (AAGATSI) Advisory Group
- Department of Health (Federal) Canberra and Adelaide offices
- Elder Abuse Prevention Unit, Uniting Communities
- Legal Services Commission of South Australia
- National Centre for Elder Abuse (University of Southern California)
- Office for Ageing Well, SA Health
- Public Trustee
- Office of the Public Advocate, South Australia
- Adult Safeguarding Unit



Peak bodies we work with

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

Media interviews given

- The Aged Care Guide
- The Wire
- The Advertiser
- 5EBI Community radio
- ABC Northwest radio
- The Guardian
- Radio Italiana
- ABC Radio
- Adelaide Herald
- Barossa Herald
- Coast FM

**"ARAS always comes
back to me with an
answer and direction"***

Networks we are members of

National

- Australian Association of Gerontology Elder Abuse Special Interest Group
- Australian Association of Gerontology Aboriginal and Torres Strait Islanders (AAGATSI) Advisory Group
- Network for CALD Ageing Services
- Stay Connected & Supported Steering Committee



State

- CHSP Network Meeting, Northern Collaborative Projects, Community Health & Wellbeing
- CHSP/RAS Collaborative meeting (Western Linkages)
- Eastern Collaborative Projects Regional Forum
- East-North East Multicultural Forum, Department of Human Services, Centrelink
- East-North Eastern Adelaide, Norwood Services Centre
- Forgotten Australians Operational Committee Meeting
- Marion Centrelink Multicultural Community Workers Forum
- Northern Collaborative Project Executive Meeting
- Northern Adelaide Multicultural Service, Salisbury Service Centre
- Northern Aboriginal Community Network Meeting
- Southern Hoarding and Squalor Meeting, City of Onkaparinga
- Turkindi, Indigenous Information Network of South Australia
- Weaving the Net Adelaide
- West-North Network Information Forum

**"ARAS is an extremely
valuable advocacy service
for the elderly"***



Treasurer's report



Financial Statements for the year ended 30 June 2021

The Treasurer is pleased to present the Audited Financial Statements and Independent Auditor's report for the year ended 30 June 2021. The financial statements present a true and accurate record of ARAS' operations and financial position for the period of reporting.

Once again ARAS received an unmodified audit opinion, with no issues identified with the accounting practices, financial controls or management of ARAS.

ARAS reported an operating surplus of \$87,009 for the year, which was generated from non-program activities such as fee for service education sessions, WEAAD, investment interest and sale of assets.

However, significant under-expenditure in the program roll-out due to reduced and deferred activity as a result of COVID-19 restrictions sees an amount of \$132,618 of OPAN funds carried forward to the next financial year on the balance sheet as funding liabilities.

This is the first year ARAS has had to account for our tenancy lease under AASB 16 – Leases. The effect of this is to capitalise future lease payments and bring to account a corresponding liability in the balance sheet.

Michael Dwyer
Treasurer

Statement of Profit or Loss and Other Comprehensive Income

Aged Rights Advocacy Service (S.A.) Incorporated
For the year ended 30 June 2021

	2021	2020
Revenue & Other Income		
Grant Income	2,491,509	2,211,178
Other Income	34,279	31,890
COVID-19 Government Subsidies	-	100,000
Gain/(Loss) on Disposal of Property, Plant & Equipment	62,326	(290)
Total Revenue & Other Income	2,588,114	2,342,778
Expenditure		
Admin & Financial Expenses	71,494	55,582
Employment Expenses	30,739	30,572
Depreciation/Amortisation	159,585	100,179
Office Expenditure	209,867	132,676
Property Costs	49,612	293,812
Salaries & Wages	1,929,481	1,604,648
Travel	50,327	23,549
Total Expenditure	2,501,105	2,241,016
Profit/(Loss)	87,009	101,762
Other Comprehensive income for the year	-	-
Total Comprehensive Income for the year	87,009	101,762

Statement of Financial Position

Aged Rights Advocacy Service (S.A.) Incorporated As at 30 June 2021

	NOTES	30 JUN 2021	30 JUN 2020
Assets			
Current Assets			
Cash and Cash Equivalents	2	453,787	407,976
Trade & Other Receivables	3	2,591	71,485
Investments	4	523,686	300,451
Prepayments	5	18,995	14,031
GST		1,545	11,235
Total Current Assets		1,000,604	805,178
Non-Current Assets			
Security Deposit		-	23,686
Property, Plant and Equipment	6	581,604	93,505
Total Non-Current Assets		581,604	117,191
Total Assets		1,582,208	922,369
Liabilities			
Current Liabilities			
Trade & Other Payables	7	89,510	150,406
Revenue Received in Advance and Grants Carried Forward	8	204,375	69,301
Provisions	10	187,685	150,872
Lease Liabilities	9	59,625	-
Total Current Liabilities		541,195	370,579
Non-Current Liabilities			
Provisions	10	14,523	7,748
Lease Liabilities	9	395,439	-
Total Non-Current Liabilities		409,962	7,748
Total Liabilities		951,157	378,327
Net Assets		631,051	544,042
Equity			
Retained Earnings		631,051	544,042
Total Equity		631,051	544,042

Statement of Cash Flows

Aged Rights Advocacy Service (S.A.) Incorporated
For the year ended 30 June 2021

	NOTES	2021	2020
Cash flow statement			
Cash flows from operating activities			
Grants received		2,889,241	2,387,035
Receipts from other sources		121,244	209,288
Payments to suppliers and employees		(2,596,815)	(2,343,873)
Interest received		2,641	-
Interest on lease liability		(16,971)	-
Total Cash flows from operating activities		399,340	252,450
Cash flows from investing activities			
Proceeds on sale of property, plant and equipment		70,659	-
Payments for property, plant and equipment		(146,194)	(29,769)
Additional investment		(223,235)	2,739
Total Cash flows from investing activities		(298,770)	(27,030)
Cash flows from financing activities			
Repayment of lease liabilities		(54,759)	-
Total Cash flows from financing activities		(54,759)	-
Net increase/(decrease) in cash held		45,811	225,420
Add opening cash brought forward		407,976	182,556
Closing cash carried forward	2	453,787	407,976

Statement of Changes in Equity

Aged Rights Advocacy Service (S.A.) Incorporated
For the year ended 30 June 2021

	2021	2020
Equity		
Opening Balance	544,042	442,280
Comprehensive Income		
Profit/(loss) for the year	87,009	101,762
Total Comprehensive Income	87,009	101,762
Total Equity	631,051	544,042

Notes to the Financial Statements

Aged Rights Advocacy Service (S.A.) Incorporated For the year ended 30 June 2021

1. Summary of Significant Accounting Policies

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

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

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

(a) Revenue

The entity recognised revenue as follows:

Revenue from contracts with customers

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

Grants

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

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

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

Interest

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

Other revenue

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

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

(b) Property, Plant and Equipment

Property, plant and equipment are carried at cost less accumulated depreciation.

Depreciation is provided for on a straight line basis on all property, plant and equipment at rates calculated to allocate the cost least estimated residual value at the end of the useful lives of the assets against revenue over those estimated useful lives.

(c) Employee Provisions

Provision is made for long service leave and annual leave estimated to be payable on the basis of statutory and contractual requirements. Vested entitlements are classified as current liabilities. The policy of the Service is to provide for long service leave from the third year of completed service.

(d) Trade receivables and Other Debtors

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

(e) Goods and Services Tax (GST)

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

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

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

(f) Income Tax

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

(g) Leases

Lease liabilities

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

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

Right-of-use assets

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

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

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

(h) Financial Instruments

Impairment

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

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

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

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

Derecognition

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

Impairment of Assets

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

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

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

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

(i) Provisions

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

(j) Cash and Cash Equivalents

Cash and cash equivalents includes cash on hand, deposits held at-call with banks, other short-term highly liquid investments 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.

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

(m) Accounting Standards Issued but Not Yet Adopted

Australian Accounting Standards and Interpretations that have recently been issued or amended but are not yet mandatory, have not been early adopted by the Association for the annual reporting period ended 30 June 2021. 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 2020.

	2021	2020
2. Cash and Cash Equivalents		
Bank Operating account	447,914	406,156
Petty Cash Imprest	5,873	1,820
Total Cash and Cash Equivalents	453,787	407,976

	2021	2020
3. Trade and Other Receivables		
Trade Receivables		
Accounts Receivable	2,491	19,596
Total Trade Receivables	2,491	19,596
Other Receivables	100	51,889
Total Trade and Other Receivables	2,591	71,485

	2021	2020
4. Investments		
Term Deposit	523,686	300,451
Total Investments	523,686	300,451
	2021	2020
5. Prepayments		
Prepayments	18,995	14,031
Total Prepayments	18,995	14,031
	2021	2020
6. Property, Plant & Equipment		
Furniture & Equipment (at cost)		
Furniture & Equipment	143,630	136,267
Less: Provision for depreciation	(131,513)	(128,238)
Total Furniture & Equipment (at cost)	12,117	8,029
Motor Vehicle (at cost)		
Motor Vehicle	151,563	144,000
Less: Provision for depreciation	(43,860)	(97,145)
Total Motor Vehicle (at cost)	107,703	46,855
Fitout/Refurbishment		
Office Fitouts	10,766	5,015
Less: Provision for depreciation	(4,447)	-
Total Fitout/Refurbishment	6,319	5,015
Computer Equipment		
Computer Equipment	76,263	58,799
Less: Provision for depreciation	(45,650)	(25,193)
Total Computer Equipment	30,613	33,606
Right of Use Asset		
Land & Buildings	509,823	-
Less: Provision for depreciation	(84,971)	-
Total Right of Use Asset	424,852	-
Net Written Down Value	581,604	93,505
	2021	2020
7. Trade and Other Payables		
Trade Payables	15,804	56,299
Accrued Expenses	50,958	70,454
Other Payables	22,748	23,653
Total Trade and Other Payables	89,510	150,406

	2021	2020
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 are can be carried forward		
Revenue for unsatisfied performance obligations		
Revenue Received in Advance	-	3,414
Mentoring Camp 19/20	-	30,667
Mentoring Camp 20/21	38,445	-
Grants carried forward		
OPAN Funding	165,930	35,220
Total Grants carried forward	165,930	35,220
Total Revenue For Unsatisfied Performance Obligations and Grants Carried Forward	204,375	69,301
	2021	2020

9. Lease Liabilities

Current		
Lease Liability	59,625	-
Total Current	59,625	-
Non-Current		
Lease Liability	395,439	-
Total Non-Current	395,439	-
Total Lease Liabilities	455,064	-
	2021	2020

10. Provisions

Current		
Provision for Annual Leave	130,446	100,713
Provision for Long Service Leave	57,239	50,159
Total Current	187,685	150,872
Non-Current		
Building Painting & Make Good Provision	3,755	-
Provision for Long Service Leave	10,768	7,748
Total Non-Current	14,523	7,748
Total Provisions	202,208	158,620
	2021	2020

11. Expenditure Commitments

Operating Leases		
not later than one year	-	2,268
later than one year and not later than five years	-	567
later than 5 years	-	-
Total Operating Leases	-	2,835
Lease Premises		

	2021	2020
not later than one year	-	-
later than one year and not later than five years	-	-
later than 5 years	-	-
Total Lease Premises	-	-
Capital Commitments		
not later than one year	-	9,963
later than one year and not later than five years	-	-
later than 5 years	-	-
Total Capital Commitments	-	9,963
Total Expenditure Commitments	-	12,798
	2021	2020

12. Cash Flow Statement

Operating Surplus/(Deficit)	87,009	101,762
Depreciation & amortisation	159,585	100,179
Interest Received	-	(6,993)
(Gain)/Loss on Disposal of Assets	(62,326)	288
Gain/(loss) to provisions	43,588	(1,069)
Change in assets and liabilities		
(Increase)/decrease in trade and other receivables	102,270	41,969
Increase/(decrease) in trade and other payables	74,178	9,513
(Increase)/decrease in prepayments	(4,964)	6,801
Net Cash Flows provided by/(used in) Operating Activities	399,340	252,450

13. Significant Events After Balance Date

There are no matters or circumstance which have arisen since 30 June 2021 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.

14. Contingent Liabilities

There are no contingent liabilities existing of a material nature as at 30 June 2021 and as such no provision has been raised in the accounts (2020: \$0).

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

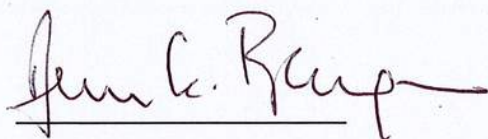
Aged Rights Advocacy Service (S.A.) Incorporated For the year ended 30 June 2021

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

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

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

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



John L. Reup

Dated this 25th day of October 20 21

Board Report

Aged Rights Advocacy Service (S.A.) Incorporated For the year ended 30 June 2021

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 2021:

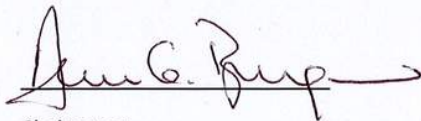
a)

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.

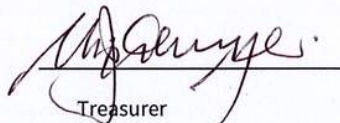
b) Other than for the remuneration of employees involved in the management of the Association, no officer of the Aged Rights Advocacy Service (S.A.) Inc. has received directly or indirectly from the Association any payment or other benefit of a pecuniary value. Members of the Board act in a honorary 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: 25/10 2021



Chairperson



Treasurer



Tel: +61 8 7324 6000
Fax: +61 8 7324 6111
www.bdo.com.au

Level 7, BDO Centre
420 King William Street
Adelaide SA 5000
GPO Box 2018, Adelaide SA 5001
AUSTRALIA

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

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

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

G K Edwards
Director

BDO Audit (SA) Pty Ltd

Adelaide, 27 October 2020

BDO Audit (SA) Pty Ltd ABN 33 161 379 086 is a member of a national association of independent entities which are all members of BDO (Australia) Ltd ABN 77 050 110 275, an Australian company limited by guarantee. BDO Audit (SA) Pty Ltd and BDO (Australia) Ltd are members of BDO International Ltd, a UK company limited by guarantee, and form part of the international BDO network of independent member firms. Liability limited by a scheme approved under Professional Standards Legislation.



Tel: +61 8 7324 6000
Fax: +61 8 7324 6111
www.bdo.com.au

Level 7, BDO Centre
420 King William Street
Adelaide SA 5000
GPO Box 2018, Adelaide SA 5001
AUSTRALIA

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

Report on the Audit of the Financial Report

Opinion

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

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

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

Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the Financial Report* section of our report. We are independent of the registered entity in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's *APES 110 Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Emphasis of matter - Basis of accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the registered entity's financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Other information

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

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

BDO Audit (SA) Pty Ltd ABN 33 161 379 086 is a member of a national association of independent entities which are all members of BDO (Australia) Ltd ABN 77 050 110 275, an Australian company limited by guarantee. BDO Audit (SA) Pty Ltd and BDO (Australia) Ltd are members of BDO International Ltd, a UK company limited by guarantee, and form part of the international BDO network of independent member firms. Liability limited by a scheme approved under Professional Standards Legislation.



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

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

Responsibilities of responsible entities for the Financial Report

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

In preparing the financial report, the responsible entities are responsible for assessing the registered entity's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the responsible entities either intend to liquidate the registered entity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the Financial Report

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

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

This description forms part of our auditor's report.

BDO Audit (SA) Pty Ltd

G K Edwards
Director

Adelaide, 27 October 2020



Aged Rights Advocacy Service (S.A.) Inc
175 Fullarton Road Dulwich SA 5065 (fully accessible)
P +61 8 8232 5377 | Toll free 1800 700 600
F +61 8 8232 1794
E aras@agedrights.asn.au | W www.sa.agedrights.asn.au

TTY 13 36 77 | SSR 1300 555 727
Translating and Interpreting Service 13 14 50

Facebook and Twitter: [@saagedrights](https://www.facebook.com/saagedrights)
LinkedIn and YouTube: Aged Rights Advocacy Service

ABN 72 214 044 225
ARBN 639 390 140