

# aras

Aged Rights  
Advocacy Service

33  
years

supporting the rights of  
older people



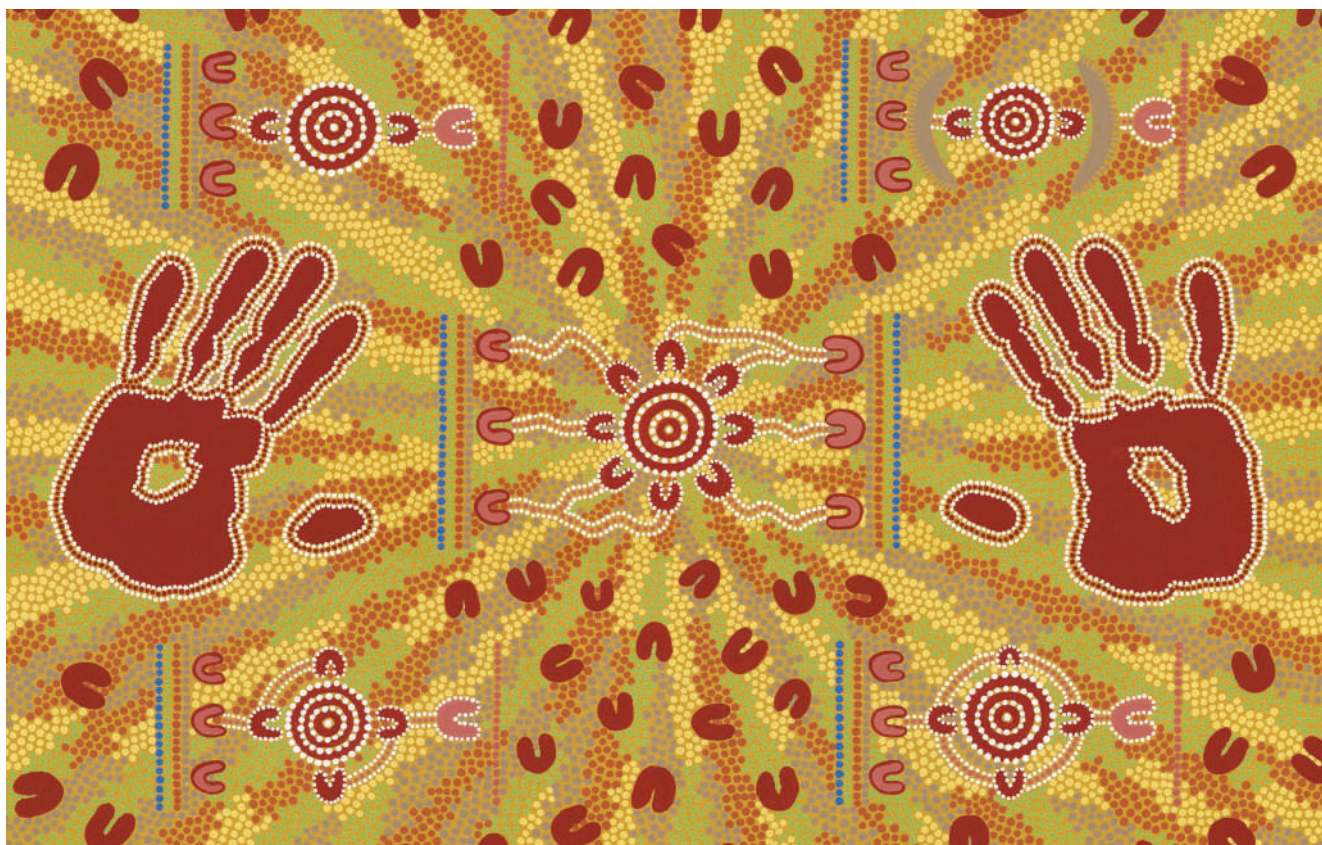
Walking with, *Reflect* Reconciliation Action Plan artwork. Artist: Sasha Hill

# Annual Report 2022/2023



# Acknowledgement

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



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

\*Permission has been obtained to publish stories and testimonials shared in this annual report. Names have been changed to maintain confidentiality and protect privacy.

# 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 legal representatives) who are:

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

In addition, ARAS delivers the Home Care Check-in project where it provides in home safety checks for older persons deemed to be vulnerable due to social isolation, and at risk of harm or neglect.

The Navigator (care finder) service assists older Australians who require extra help 'navigating' the aged care system, ensuring that aged care services are accessible to all.

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

## Our Vision

A community in which all older people are valued and respected

## Our Values

Integrity, inclusiveness, justice, respect

## Our purpose statement

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

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

## 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 Australian Government Department of Health and Aged Care, National Aged Care Advocacy Program (NACAP), Older Persons Advocacy Network (OPAN), Office for Ageing Well, SA Health, COTA Australia and Adelaide PHN.

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



# Message from the Chairperson and Chief Executive



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

On behalf of the ARAS Board and staff, it is our pleasure to present this year's Annual Report.

We are very pleased to welcome Her Excellency the Honourable Frances Adamson AC Governor of South Australia and Mr Rod Bunton as Patrons of ARAS.

With the year commencing with the World Health Organisation declaring the COVID-19 pandemic over and the availability of vaccinations and treatments we have seen COVID-19 mitigation strategies become incorporated into the daily lives of older people. However, ARAS acknowledges that the impact of COVID-19 has disproportionately impacted older people and continues to be a risk requiring ongoing vigilance. It is a relief to have seen many older people reconnecting and enjoying freedom and the rights that we all expect.

The past year has been eventful, with trials and implementations of reforms in consumer-focused aged care, in addition to our regular activities. **We have also seen an uplift in our reach this year, with 22,432 overall contacts with older South Australians representing an 85% increase from 12,140 last year. We also saw a 34% increase in individual advocacy and information provided to 3,911 older people regarding their aged care rights, retirement villages and human rights on specific issues. We also conducted 713 education sessions and events across South Australia to 15,138 attendees significantly increasing our reach from 9,454 attendees last year.**

Further detail on our activities and our new office out-reach locations is provided in this report.

ARAS welcomes the Australian Government's ongoing commitment to aged care reform with the release of the Aged Care Reform roadmap which sets out the Australian Government's ambitious reform agenda, including a new Aged Care Act and timelines, and engagement for this significant piece of much needed reform.

ARAS continues to be engaged with the various reform measures and advocating for the systemic reform that older people tell us is much needed. ARAS has also welcomed the implementation of the Office of Inspector General whose role is to provide independent oversight of systemic issues and provide reports on the progress of implementation of the Royal Commission into Aged Care Quality & Safety recommendations.

As older people have told us, fundamental to reform is the need for the new Aged Care Act to be grounded in human rights principles. ARAS, with our partners Older Persons Advocacy Network (OPAN), has been at the forefront of these important discussions, advocating for these reforms to be implemented across the aged care sector. ARAS has also continued to raise the issue of ensuring there is an adequate skilled workforce available to support quality of care and quality of life for older people.

At a state level, ARAS has also played a key role in engaging with South Australian Law Reform Institute (SALRI) based at Adelaide University in areas such as the law reform reviews of mental health and safeguarding vulnerable adults. ARAS has welcomed the opportunity to support older people's access to Voluntary Assisted Dying legislation and continues to participate in the roundtable established by Hon Chris Picton, Minister for Health and Wellbeing, to collaboratively problem solve issues impacting older people at the intersection of the aged care and health systems.

ARAS has progressed a key area of ARAS strategic objectives including hosting a collaborative legal roundtable to discuss improving pathways available for older people to access timely legal advice.

ARAS welcomes the attendance of the Hon Kyam Maher, Attorney-General, who is supportive of the collaboration and sharing of what solutions could assist with these issues. We also welcome the Attorney-General's commitment to reform of the South Australian Powers of Attorney Act and strongly encourage the Standing Council of Attorneys-General

to progress the broader national agenda related to harmonisation and a national register that would assist older people as they move across State/Territory borders and preventing the misuse of advance care directives.

We are proud of the work we do with First Nations people and continue our path to reconciliation after the launch of our *Reflect* Reconciliation Action Plan at last year's Annual General Meeting. With guidance from community Elders and the expertise of our Aboriginal Advocates, we held our eighth Intergenerational Gathering in Mt Barker and have also progressed our strategic engagement on the APY Lands. Last year we wrote about our excitement of the imminent conference presentation of both an Elder and Youth presenting about their experience of the Intergenerational Gathering at the Australian Association of Gerontology Australia conference in November 2022. We are delighted to say that the presentation received a standing ovation.

Continuing with the intergenerational theme and funding from the Office for Ageing Well as part of the Safeguards for Ageing Well and Living a Positive life program ARAS facilitated two community intergenerational events – one at Helping Hand aged care and another at Kapunda High School.

Our World Elder Abuse Awareness Day (WEAAD) Conference was again held online, with 815 registrants. Feedback received indicated that 99% attendees were extremely or very satisfied with the event. A sincere thank you to our sponsors and speakers for their generous support.

ARAS is delighted to report that we will be co-hosting the Australian Elder Abuse Conference in South Australia in July 2024 with Elder Abuse Action Australia. We encourage everyone to become involved in this important conference.

We continue to look for growth opportunities to support older people with systemic and individual advocacy and to develop and enhance our ongoing partnerships with OPAN, EAAA, APEA, SARVRA, ASU, COTA Australia, and JusticeNet.

As we expand our reach and our partnerships we are hopeful about increasing our membership and strongly urge anyone reading this report to consider joining ARAS, if not already a member.

ARAS takes this opportunity to thank our funding bodies, the Australian Government Department of Health and Aged Care, OPAN, Office for Ageing Well, SA Health, COTA Australia and Adelaide PHN.

Our sincere thanks go to the ARAS team for their ongoing flexibility and passion for supporting older people and to our Board Members who continue to give willingly volunteering their expertise to provide strong governance for ARAS – thank you all for your commitment to the cause.

We want to especially acknowledge Board member Ian Yates, AM who stepped down from ARAS at the end of 2022 after many years of service, including supporting the formation of ARAS. ARAS congratulates Ian on his new role as Acting Inspector General of Aged Care. We also acknowledge the contributions of Michelle Bentley, Deputy Chair & Chair of the Governance & Performance Committee who stepped down in May 2023 as well as Dr Moira Jenkins, who also stepped down from the ARAS Board in May 2023.

We encourage you to read our report to see further information about key issues that older people are seeking our support to resolve. ARAS, with our partners, continues to raise the voices of older people on issues that matter to them. We will remain vigilant and alert to ensuring the rights of older people continue to be at the forefront of everything we do.

Thank you

**Anne Burgess AM**  
*Chairperson*

**Carolanne Barkla**  
*Chief Executive*

ARAS acknowledges and congratulates ARAS Board Chairperson, Anne Burgess, AM who was appointed as Chair of the Aged Care Council of Elders in April 2023 and Board Member, Professor Wendy Lacey who was appointed to the Aged Care Act Expert Panel.





ARAS staff at a regional expo promoting ARAS services

# 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.

# 2022/2023 Fast facts

Overall contacts

**22,432**

Advocacy and  
information enquiries

**3,911**

Callers provided  
with information  
on other services

**346**

Education sessions  
delivered

**576**

Attendees at  
education sessions  
and events

**15,138**

Networking  
events attended

**57**

Community  
engagement events

**137**



People assisted  
to access services  
through My Aged Care  
(via Aged Care System  
Navigator Trial)

**344**

People assisted by  
Specialist Financial  
Advocates

**43**

People assisted  
to access services  
through My Aged Care  
(via care finder service)

**109**

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

**310**

Website views

**53,888**

Website users

**19,785**

Subscribers to  
our news

**3,198**



ARAS Board members, ARAS Chief Executive and speakers at the Annual General Meeting 2022 and the launch of the inaugural *Reflect* Reconciliation Action Plan



ARAS Chairperson and key speakers at the AGM 2022

# Launch of the inaugural *Reflect* Reconciliation Action Plan

ARAS is delighted to announce its inaugural *Reflect* Reconciliation Action Plan (RAP) for 2022/2023, which has gained formal endorsement from Reconciliation Australia.

On the 28th of November, 2022, at last year's Annual General Meeting, we were honoured to mark the official introduction of the *Reflect* RAP in the presence of respected local First Nations Elders. The event was graced by a profound Welcome to Country and a smoking ceremony led by Uncle Ivan-Tiwu. This was complemented by an enthralling performance from Glenn Skuthorpe.

## **Our Vision for Reconciliation:**

**ARAS is committed to reconciliation with First Nations peoples, and relationships, respect and opportunities are at the core of our commitment. Our vision is a future where the cultural histories, heritage and traditions of First Nations peoples are recognised and honoured. We envisage all Australians respecting and embracing Elders for the wisdom and knowledge they hold and share and supporting emerging leaders in local communities.**

As we embark on the ARAS reconciliation journey, we are eager to witness the growth and evolution of our team members. Through client engagement, training and development and community activities, we will broaden the capacity and quality of our service delivery.

With a foundation of respect, ARAS has nurtured relationships with diverse First Nations organisations and communities across South Australia. It is through these connections that we can genuinely engage, consult, and incorporate the perspectives of these communities, ensuring our services are both inclusive and adaptive. At present, ARAS conducts educational sessions in metropolitan, regional, and remote First Nations communities, while also hosting an Intergenerational Gathering each year. Our Aboriginal Advocacy team remains committed to frequent consultations with First Nations communities, refining our outreach and educational endeavours.

Moreover, ARAS commits to maintain its strategy of recruiting for specified roles that tap into the depth of expertise and experience in the field, while also ensuring continuous professional growth opportunities within the entirety of ARAS, transcending just the specified roles.

We genuinely believe that our *Reflect* RAP will be a transformative tool, steering ARAS's functions and operations in a direction of impactful change.

# Aboriginal advocacy and information

Advocates actively engaged in community networking, facilitating access for those working with First Nations to a comprehensive information source that supports First Nations individuals for referral purposes. During these interactions, inquiries were raised regarding the available supports for addressing elder abuse within the community.

Throughout the year, ARAS assisted First Nations clients facing challenges related to cultural disconnection, intensified by the unfortunate closure of doors by service providers. A notable concern emerged regarding specific service providers primarily catering to First Nations clients, raising questions about the adequacy of services provided. Due to this, instances of discrimination against older First Nations individuals by some service providers were brought to light.

Despite our attempts to solicit community feedback digitally, the overwhelming response indicated a strong preference for face-to-face interactions. Responding to this, the community proposed the idea of ARAS Advocates visiting rural areas to enhance engagement and communication. This suggestion aligns with community sentiments and addresses the need for more direct and personal interactions with ARAS Advocates.

## New resource - 'Is this happening to you' magnet and poster

ARAS produced a resource that raises awareness of 'Humberging' in First Nations communities, available as an A5 magnet and an A3 poster. It asks important questions in an easy-to-understand language and is relevant to the issues facing First Nations communities. It also highlights to families that humbugging is an unacceptable form of elder abuse. This resource has been greatly received by both First Nations and non-indigenous services and the broader community.

In conclusion, the Intergenerational Gatherings, and ongoing efforts to address the unique challenges faced by First Nations clients underscore ARAS' commitment to fostering community connections, cultural understanding, and advocating for the well-being of older First Nations individuals.



Is this happening to you or someone you know?

**Are your family or friends -**

- asking for money all the time?
- physically hurting you - hitting, pushing?
- taking your phone or using all your credit?
- taking your car without your permission and / or leaving it on empty?
- taking your medication to use or sell?
- eating all your food and leaving you with nothing?
- telling you that you are a burden or treating you badly, swearing at you?
- stopping you from going out into the community?

**If the answer is yes, it's not ok, it's Elder abuse**

Contact us:  
tel (08) 8232 5377  
toll free 1800 700 600

ARAS is funded by the Australian Government



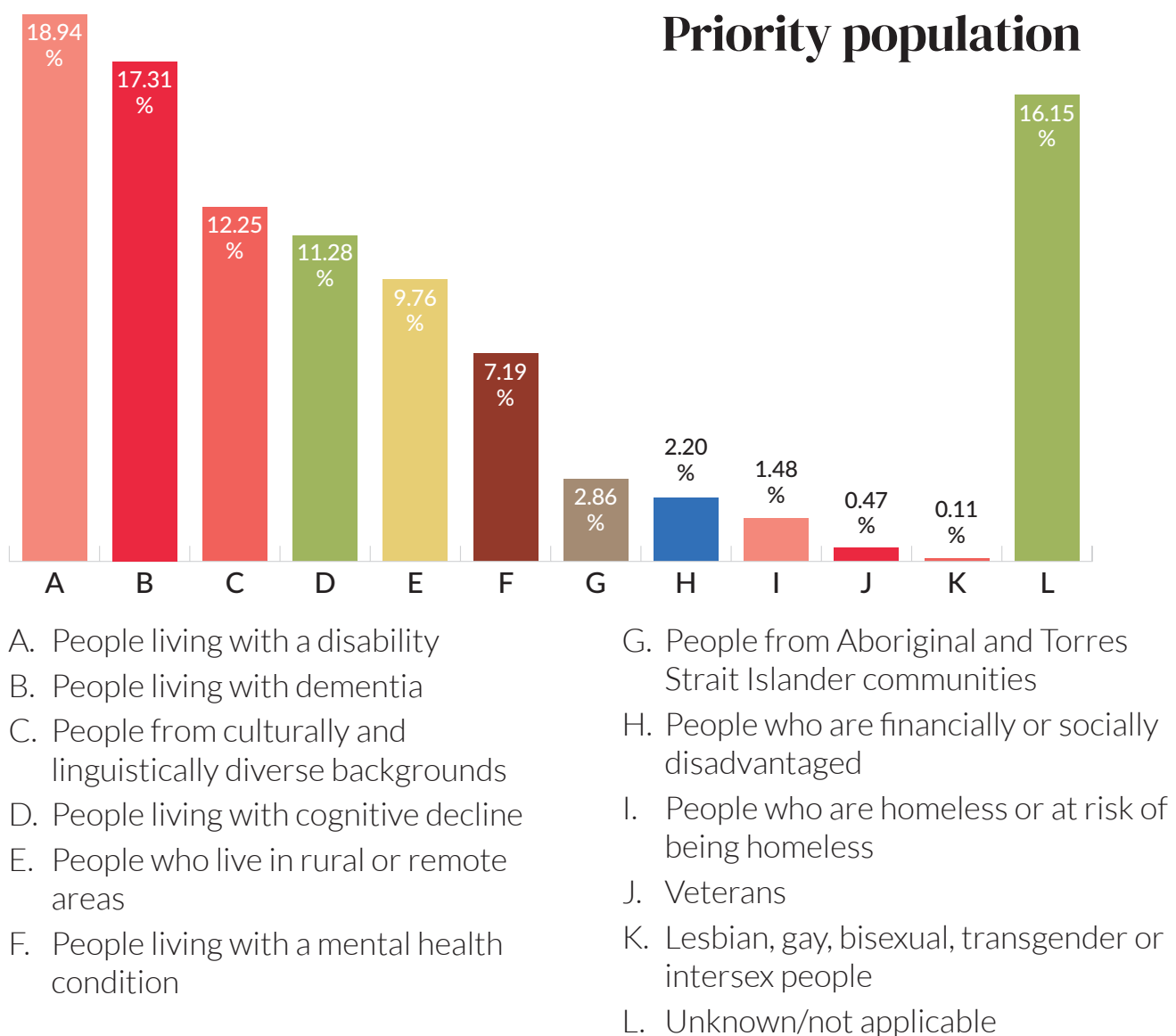


First Nations Elder, youth and ARAS Aboriginal Advocate presenting at Australian Association of Gerontology AAG Conference in Adelaide on ARAS services and initiatives

# National aged care advocacy program

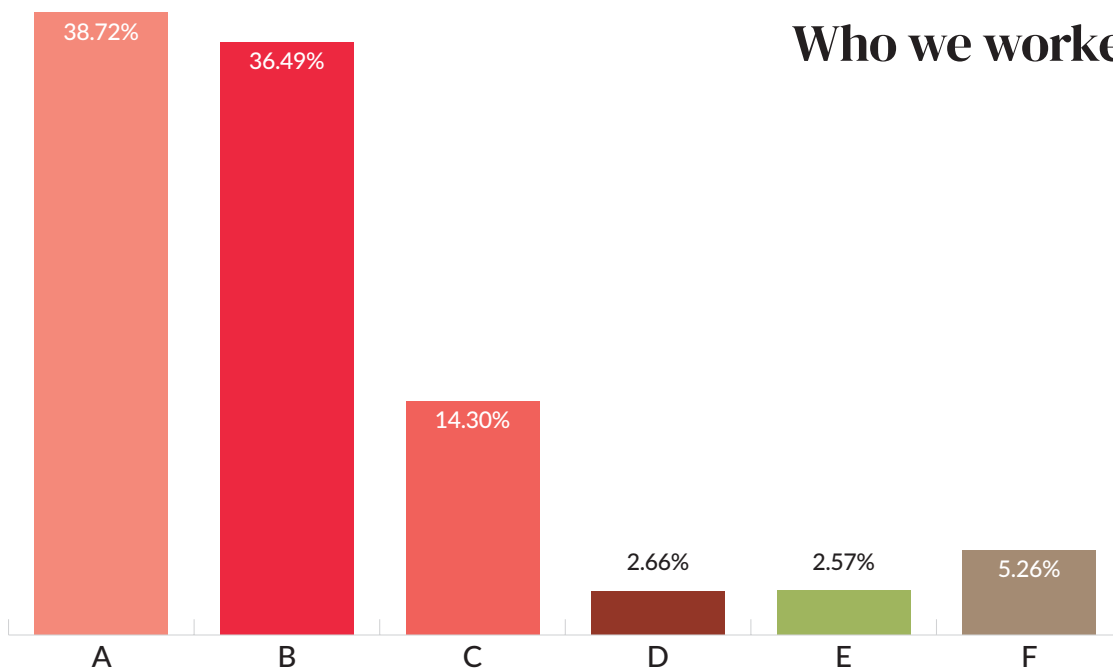
ARAS is funded by the National Aged Care Advocacy Program (NACAP) to provide advocacy support, information and education to older people (or their legal representatives) living in residential aged care or receiving or seeking to receive home care services or at risk of or experiencing abuse. The program also provides general information on the Charter of Aged Care Rights and entitlements and a range of education programs on elder abuse prevention and resident rights to residents, representatives, and aged care staff.

Advocacy cases and information support provided to 3,673 people, a 34% increase from last year.





## Who we worked with



- A. Older Person
- B. Family Member
- C. Aged Care Staff
- D. Friend
- E. Health Professional
- F. Other\*

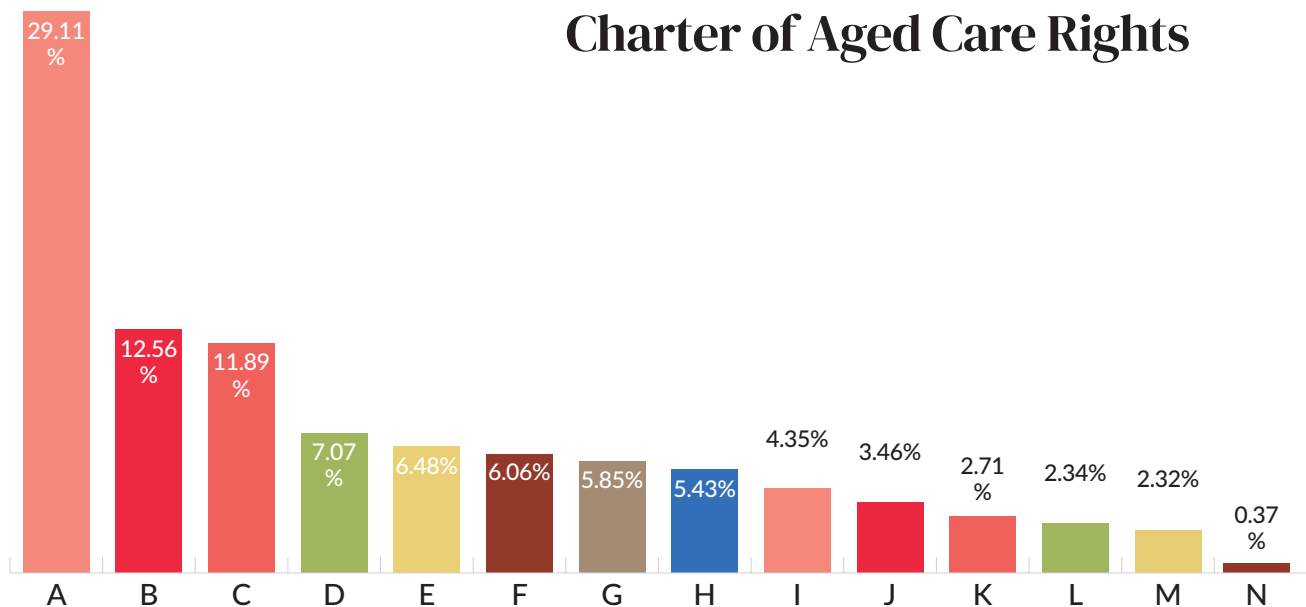
\*Other includes: Aged Care Quality and Safety Commission, SAPOL, My Aged Care, Office of the Public Advocate, Public Trustee, Adult Safeguarding Unit, Legal Services Commission of SA and Housing and Disability providers.

# Charter of Aged Care Rights

The Charter of Aged Care Rights (the Charter) is a requirement of the Aged Care Act 1997. It describes the legislated rights as a consumer of a government-subsidised aged care service. These rights apply to all consumers, regardless of the type of care and services they receive. The Charter is a commitment by providers to uphold the Quality Standards through the Charter’s consumer rights.

During the 2022/2023 period, ARAS underscored several pressing issues concerning the Charter of Aged Care Rights. These findings highlighted the necessity for safe, high-quality care, the respect for individual dignity, clear communication about care services, protection against abuse and neglect, and the importance of autonomy in personal and social life decisions. Additionally, ARAS emphasised the right to access personal information, the value of open communication, cultural recognition, and personal independence. ARAS continues its advocacy services, to ensure that each aged care recipient’s rights, as outlined in the Charter, are upheld with the utmost respect.

## Charter of Aged Care Rights



- A. Safe and high-quality care and services
- B. Be treated with dignity and respect
- C. Be informed about my care and services in a way I understand
- D. Live without abuse and neglect
- E. Have control over, and make choices about, my care, personal and social life, including where choices involve personal risk
- F. Access all information about myself, including information about my rights, care and services
- G. Have control over, and to make decisions about, the personal aspects of my daily life, financial affairs and possessions
- H. Be listened to and understood
- I. Have my identity, culture and diversity valued and supported
- J. My independence
- K. Have a person of my choice, including an aged care advocate, support me or speak on my behalf
- L. Complain free from reprisal, and to have my complaints dealt with fairly and promptly
- M. Exercise my rights without it adversely affecting the way I am treated
- N. Personal privacy and to have my personal information protected.



## Human rights

aras

- 1. Older people have the right to exercise their rights free from all forms of discrimination, whether on the basis of age, sex, colour, sexual orientation, religion, political opinion, educational qualification, national origin or ethnicity.
  - 2. Older people have the right to recognition before the law and to be treated equally before the law.
1. Older people have the right to food to nurture them nutritionally and emotionally, adequate clothing and shelter, adequate means and resources, to enjoy the highest attainable standards of physical and mental health and the right to a dignified death.

Rights and Freedoms of Older People are Privacy and family; Social and participation; Freedom of thought, conscience, spirituality, religion.

for the rights of older people

aras  
aged rights advocacy service inc.

For the rights of older people

Contact ARAS:  
08 8232 5377 or 1800 000 000  
aras@agedrights.org.au  
www.agedrights.org.au

ARAS Advocate presenting on the Charter of Aged Care Rights to the City of Adelaide residents

# Residential aged care

In the first quarter of this financial year, COVID-19 continued to result in family members seeking advocacy support due to extended outbreaks.

Emergency Management (RACF) COVID-19 Direction 2022 took effect on May 23, 2022. As a result, many aged care homes imposed their own visitation rules during an outbreak, which resulted in many calls to ARAS from concerned families who wanted to visit their loved ones. ARAS' role was ensuring that aged care home residents have access to visitations (balancing the infection control/prevention measures with the health and well-being of older people to have access to visitors, including Partners in Care).

## SA Health facilitated the COVID-19 Emergency Response Group:

Communicable Disease Control Branch (CDCB) – SA Health facilitated SA Health COVID-19 Emergency Response Group. ARAS continued actively participating in these weekly meetings under the Joint Protocol. Group participants included CDCB, the Commonwealth Department of Health and the Aged Care Quality and Safety Commission representative.

Subsequent educational sessions have been organised for both residents and the workforce, focusing on the Charter of Aged Care Rights and the prevention of elder abuse, respectively.

ARAS Financial Advocates have assisted older people (and/or their legal representatives) with financial issues in residential care, such as disputes over fees charged. In some instances, a lack of transparency was identified regarding fees and charges, leading to overcharging.

## Key issues raised with ARAS were:

1. Care / Service Delivery – Provision / Quality / Issues
2. Financial – Residential Care
3. Abuse of Older Person

## Residential aged care top sub-issues:

- Fees and Charges
- Communication
- Choice and Decision Making
- Complaints Investigation
- Complaints Support.

*“I wish to sincerely thank ARAS for the professional, yet warm and friendly, manner you supported me. I have no doubt it was because of your advocacy, that the desired outcome was achieved.”*

# Home care

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

## Commonwealth Home Support Programme (CHSP)

CHSP clients faced numerous challenges while trying to access available service providers. Notably, there were capacity shortages, issues communicating with My Aged Care, and a lack of available service providers. Many expressed their dissatisfaction with the assessment process, citing communication inefficiencies as a prime concern.

Alterations in service delivery schedules, frequent changes in the workforce, and a lack of consumer-directed care were also prominent issues, causing some to question the overall effectiveness of the aged care system in meeting their needs. As the year progressed, challenges related to service provider responsiveness, billing discrepancies, and communication gaps became more evident. Moreover, the withdrawal of CHSP funding from certain home care providers led to disruptions in service continuity. The system's complexity was especially felt in rural regions, leading to more noticeable challenges.

## Home Care Packages Program (HCP)

The predominant challenges for HCP clients revolved around the provision and quality of care services. Accessing necessary care became a recurrent issue due to the unavailability of services. The introduction of new HCP guidelines in January 2023 brought about changes

that affected service accessibility and, in turn, the quality of care. Inconsistencies in services and communication challenges with providers continued to be a concern. Moreover, the ongoing implications of the Social, Community, Home Care and Disability Services (SCHADS) award adjustments impacted care budgets, and the modifications to the Improved Payment arrangement affected how surplus funds were transferred among providers. As the year concluded, financial difficulties due to the minimum service hour requirements, implications of the SCHADS award, and a call for better transparency in provider communication and invoicing practices emerged as pressing concerns.

### Key issues raised with ARAS were:

1. Care / Service Delivery - Provision / Quality / Issues
2. Financial - Home Care
3. Care / Service Access - Navigation / Suitability / Change

### Home Care top Sub-issues:

- Fees and charges
- Equipment / Assistive Technology / Goods
- Communication
- Finding / Changing / Engaging with Service Provider
- Complaints Investigation.

# Abuse prevention

ARAS provides advocacy support, information and education to older people (or their legal representatives) who are at risk of or are experiencing some form of abuse by someone in a position of trust, such as family or friends.

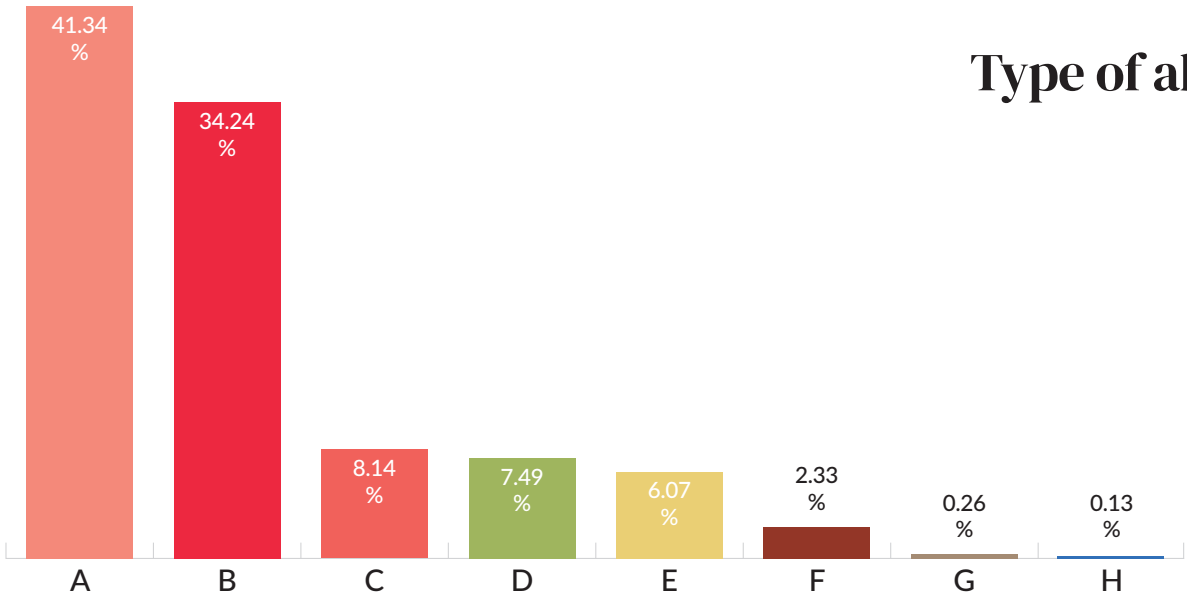
Older people are often reluctant to report abuse. The pain and embarrassment of admitting that someone close, frequently their sons or daughters, is harming them is a universal sentiment across cultures, making it very difficult to talk to someone about their experience. The most common forms of abuse reported to ARAS are psychological and often coincide by financial abuse.

The National Elder Abuse Prevalence Study published in 2021, indicated that 1 in 6 (14.8%) older Australians reported experiencing elder abuse in the 12 months prior to being surveyed. The actual extent of prevalence rates, of elder abuse remains undetermined, but its impact to older people and community is increasing. Increasingly, ageism is being recognised as a significant risk factor, causing many older people to feel their rights are ignored and their issues unaddressed.

The Abuse prevention service operates with a simple message, **'there's no excuse for abuse'**. It aims to reinforce the idea that older people are valued community members and help is available to prevent further harm. While recognising cultural nuances, the service ensures its advocacy support is adaptable to the diverse cultural needs of the older community.

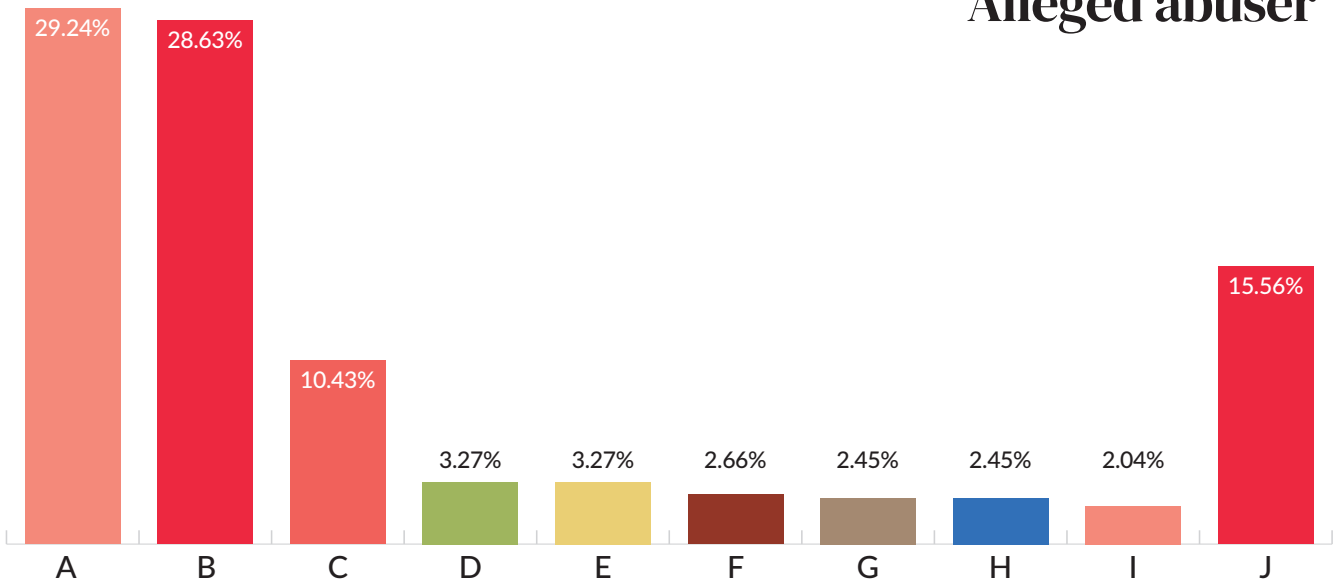
During 2022/23, risk factors for older people experiencing some form of abuse included family conflict, cognitive impairment, financial stress, isolation and lack of knowledge. Similar to last year, the abuse reported was mostly psychological and financial and daughters and sons were reported as the most common abusers.

## Type of abuse



- A. Psychological/emotional
- B. Financial
- C. Social abuse (including isolation)
- D. Neglect
- E. Physical
- F. Misuse of Power of Attorney
- G. Sexual
- H. Substance

## Alleged abuser



- A. Son
- B. Daughter
- C. Spouse
- D. Friend
- E. Multiple Family
- F. Grandchild
- G. Daughter in Law
- H. Niece/Nephew
- I. Staff/Volunteer
- J. Others\*

\*Others includes: De facto, Sister, Step Children, Brother, Carer, Son-in-Law.

# Financial Advocacy

As part of the National Advocacy Aged Care Program, ARAS is funded to provide Financial Advocacy to aged care recipients. Financial advocacy is a free and confidential service to help clients make informed decisions about their aged care services by understanding fees and charges. During 2022/2023, our Financial Advocates worked closely with clients receiving aged care services to help understand fees, costs and pricing, resolve concerns relating to costs and support consumer choice.

## Key issues raised with ARAS were:

1. Fees and Charges
2. Errors / Overcharges
3. Invoice / Statements
4. Medication / Pharmaceutical
5. Complaints Support / Provider Communication / Transparency / Quality of Care and Services

Financial Advocates supported 43 clients with financial issues.

*“Thank you deeply truly for all your advice over the phone. This has been so much of a help, I have prepared a document to show my brother and sister, so we can work together in getting things in order”*





Chief Executive, Carolanne Barkla at the Barossa Radio station providing information on prevention of elder abuse to local community listeners

# Retirement villages

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

The retirement village program managed 241 cases, offering a balanced mix of informational and advocacy support. The primary form of client interactions was phone calls with residents.

While many of our interactions took place in the Adelaide metropolitan area, we made sure to extend our reach to rural regions and even areas outside our state (offering information to family members for their loved ones residing in South Australia).

In our endeavour to educate and engage, we delivered 20 information sessions on Retirement Village advocacy and information. These sessions reached 556 residents and family members. Furthermore, ARAS delivered 556 other information sessions incorporating information on Retirement Village advocacy, information support and

education. In addition, our Community Engagement Liaison Officer reached out to 137 other industries promoting ARAS services including the Retirement Village service.

Feedback from our clients has been uplifting, with numerous individuals expressing a sense of being truly listened to and understood. This positive response reflects our commitment to the program. Our Advocates not only received regular training but also participated in critical discussions concerning updates to the Retirement Villages Act. This ensures we stay updated and maintain the highest service standards. Our promotional initiatives, notably our letter campaign to all of SA's Retirement Villages, demonstrate our growing influence and the trust we've been fortunate to build within our community.

## Key issues raised with ARAS were:

1. Communications between resident and Village Operator
2. Maintenance repairs
3. Fees and charges
4. Contract
5. Complaints process

**Advocacy and information support provided to 241 individuals.**

*"ARAS has, over the last month or so, advocated for me in liaising with my retirement village regarding a complaint I had made about aged care service provided by them. This complaint had not been acknowledged or addressed in more than three months. I was delighted with the service that ARAS provided. ARAS listened to my complaints. The Advocate made excellent suggestions as to how I could deal with each situation. Their thinking is very clear and logical. They advised me on what would be the best strategy in several situations."*



ARAS Board and Staff attending the National Reconciliation Week (NRW) breakfast, in support of reconciliation



## **Residential aged care: Bill's story\*** (\*not his real name)

Bill contacted ARAS when the aged care home (RACF) he resides in refused to allow him to use a Powered Mobility Device (PMD) that had been gifted by another resident, until an internal Physiotherapist or Occupational Therapist (OT) assessment was undertaken. The communication with the RACF management resulted in a verbal altercation which caused Bill to experience a medical episode.

In addition to the PMD issue, Bill also raised the following concerns:

- poor quality of the food: that there is limited choice on the menu, food is often cold, and the RACF management do not consult with residents or seek nutritional advice when planning meals
- that there are not adequate staff available to attend residents' needs, particularly for those requiring high priority
- communication on expected charges when personal care workers accompany residents at external appointments.

ARAS' Advocates offered a number of options to consider including:

- set up a meeting with the RACF Manager (RACFM)

- review of Bill's Care Plan which included food, and reasonable expectations regarding staff response for assistance
- review of fees and charges for external appointments
- obtain an independent (external) OT assessment for use of PMD
- independent geriatrician assessment regarding cognitive capacity to make informed decisions
- alternative solutions to PMD use; and
- information about the complaints process and contact details of the Aged Care Quality and Safety Commission (ACQSC).

Bill agreed to these options and proceeded with immediately arranging an independent OT assessment at his expense. The OT's assessment concluded that the PMD did not require any modifications in order for Bill to use it either within or outside the RACF, and assessed him as capable of using the PMD safely, noting that it posed no risk to other residents. In informing the aged care provider of the assessment, they again refused the use of the PMD within the home.

With advocacy support, Bill lodged a complaint to the Aged Care Quality and Safety Commission (ACQSC). During the investigative process, it was determined that the aged care home did not have a PMD policy or procedure in place. ARAS sought a meeting with the home management, and the ACQSC representative attended.

During the meeting all the issues raised with the Advocate and the ACQSC were addressed.

## Outcomes:

- The RACF management offered a formal apology to Bill
- Bill can use the PMD and has had an internal OT assist with safe driving practice within the home. In addition, the cost of the external OT assessment have been reimbursed to Bill
- Bill met with the RACF chef and discussed food preferences and meal planning; in particular the option of regularly having bacon and eggs!
- The RACF are using insulated food carriers and bain maries, regularly monitoring temperature, and committed to resolving any issues of temperature at the time of service when raised by residents
- Fees and charges for carers accompanying Bill at external appointments were reviewed and explained to Bill. The RACF committed to more actively communicate with Bill regarding fees and charges in the future. In addition, the RACF would not charge Bill for the carer attending the external OT's appointment
- The implementation of a communication book – to alleviate any miscommunication.

In its apology, the RACF management informed Bill that they will no longer question his cognitive capacity until such time when his situation changes markedly, or a medical episode warrants such an assessment.

Bill now leaves the facility on the PMD freely and without question.



## **Home care: Stella and John\*** (\*not their real name)

ARAS received a call from Stella who was distressed to receive an invoice from the Home Care Provider (HCP) for an outstanding amount of \$6,216.00. Stella's husband John had recently been in hospital due to vascular disease and ulcers on his legs. In the month following hospital admission, he required frequent wound care that had accrued debt in excess of his Home Care Level 2 (package). The family had also been charged for the dressing and bandages for the month which was over \$500.00 for consumables.

Stella had been trying to contact the HCP but had not received a reply to her communications; however the provider continued to send them further invoices for different amounts of debt.

The ARAS Advocate reviewed the invoices and noted the discrepancies, and verified the services provided with the HCP.

The Advocate scheduled a meeting with John and Stella and the Manager of the Home Care Service to discuss the matter. The service provider acknowledged that they failed to communicate the financial impact of the increased care services required by John, as well as charging for the bandages and dressing. In addition, the service provider acknowledged that they had charged for services which had not been delivered.

Due to John's recent health issues and need for additional support, the Advocate assisted John to apply for an ACAT Assessment to review his care requirements. In addition, as John and Stella expressed their dissatisfaction with the service provider in relation to their communication and service provision, the Advocate explained the option and process for transferring their package to another provider.

### **Outcome:**

After the Advocate attended a number of meetings with the HCP, the Manager waived all debt incurred by their client, as well as reimbursing for services not rendered back into the package.

The HCP apologised to John and Stella for their mistake and the stress that this had caused them.

John and Stella opted to change to another provider and are now happy with their services.



## **Retirement Village: Barbara's story\***

(\*not her real name)

Barbara resides in a Retirement Village, and contacted ARAS seeking support from an Advocate after an issue with her maintenance fees.

Barbara had noticed that the direct debit arrangement for her maintenance fees were not being taken from her bank account. Barbara immediately called the Retirement Village Operator to advise them of the mistake and to have the direct debit reinstated. The Operator stated it was an administrative error on their part, noting that the fees had not been direct debited for around 15 months, and informed Barbara that she would need to repay an accumulated debt of over \$5,000. At the time of the call Barbara was shocked, and hastily agreed to pay an additional \$100 per fortnight until the debt was fully paid.



However, Barbara realised she could not afford to repay the amount she had agreed to from her aged pension payment. Barbara became anxious that she could not afford to live if she had to make the repayments, and contacted ARAS for assistance. With Barbara's consent, ARAS contacted the Operator requesting that the debt be waived, given that it was their error; furthermore, the Advocate informed the Operator that if they progressed with the debt recovery, Barbara would experience financial hardship. The Operator offered to reduce the debt by \$1000 but were unwilling to negotiate repayments.

The ARAS Advocate spoke with Barbara, and they agreed to seek some professional assistance from a financial counsellor.

After reviewing Barbara's income and expenditure statement, it was validated that Barbara could not afford to pay \$100 per fortnight, and so the financial counsellor attempted to negotiate with the Operator's finance manager, however they again refused to negotiate.

ARAS then contacted SA Health, Office for Ageing Well, Retirement Village Unit, to ascertain if there were any other options for Barbara, and they suggested she could ask to repay the debt from the sale of her property when she passes away. This option was posed to the Operator, who again refused to waiver from their position.

Barbara then sought legal advice via a local free legal service. The lawyer called ARAS while the client was attending the appointment and made some suggestions to follow up with the Operator. Barbara is currently following this advice and the matter is still not resolved.

ARAS is continuing to work with Barbara to resolve the issue, including supporting her in writing a formal letter to the Operators complaining about the process they have taken and the stress this matter has caused her.

# Aged Care System Navigator Trial and the Care Finder Program

The Aged Care System Navigator Trial concluded on 31 December 2022, having run nationwide since 2019. Insights gained from the trial have been instrumental in shaping the new national Care Finder Program, which ARAS is now an esteemed part of. The Care Finder Program began on 1 January 2023. This initiative, backed by the Australian Government, was launched in line with the recommendations from the Royal Commission into Aged Care Quality and Safety. The Primary Health Networks (PHN) funds the Care Finder Program. ARAS successfully secured funding from the Adelaide PHN to deliver the Care Finder service, specifically tailored for the northern local government areas of Playford and Salisbury.

The Care Finder Program prioritises older people who, due to factors like language, literacy, and health challenges, face difficulties in accessing aged care. The foundational values of this program are equity, social justice, and accessibility. It ensures that every individual has access to quality aged care, particularly those most in need. Thus, this financial year for ARAS was divided, the first half focused on the Navigator service and the second on the Care Finder Program.

During the Navigator Trial, ARAS was recognised for its assertive outreach. Navigator staff collaborated with councils, health institutions, and community agencies in Metro North, Gawler, and Barossa. Regular visits were

conducted to these regions to promote the Navigator service and to educate and support individuals in navigating the aged care system. **The Navigator service provided support to 344 individuals from 1 July 2022 to 31 December 2022.**

With Care Finder, ARAS adopted a similar proactive outreach strategy. Staff made frequent visits to Seniors Centres in the local government areas of Salisbury and Playford. In Salisbury, both the Para Hills Community Hub and the Jack Young Centre (Salisbury) are visited weekly. Meanwhile, in Playford, the Care Finder service is a regular feature at the Grenville Hub (Elizabeth). Complementing these community engagements, the Adelaide PHN has developed an online Health Pathways portal. This allows GPs and other healthcare professionals to effortlessly refer individuals to the Care Finder Program. **The Care Finder Program provided support to 109 individuals from 1 January 2023 to 30 June 2023.**

## Key issues raised with ARAS were:

- Clients with language, literacy, and health challenges, find it difficult to access the aged care they need
- those living in specific regions like the northern suburbs, felt isolated and therefore have limited exposure to available aged care services
- complex life situations, such as linguistic barriers or health issues, which pose challenges in obtaining quality aged care.

*“I called to extend my gratitude to ARAS for the successful resolution of my case. I’m deeply appreciative of the assistance I received, which led to a positive outcome. I’ve shared ARAS’s contact details with several friends who weren’t aware of the services provided. Thank you for your dedication and support.”*

# Home Care Check-in Project

The Older Persons Advocacy Network (OPAN) launched the Home Care Check-in Project in 2022. This initiative supports older people living in the community who, due to multiple factors, are at a higher risk of potential harm. The overarching goal of the project is to reduce social isolation and improve sense of wellbeing by enhancing community connection.

ARAS has been at the forefront of this service, offering both phone and face-to-face check-ins, to those residing in the Adelaide Metropolitan area. Our goal is to increase the older persons confidence in accessing aged care and community services. We recognise every person is different; we work with our clients to suit their individual circumstances and determine the frequency of the service.

The check-in sessions, especially in-person interactions, have been pivotal in building trusted relationships

with clients. Our Home Care Check-in Advocates not only lend an empathetic ear but also facilitate clients to appropriate services, supports and activities. Due to social isolation, many clients wish to speak at length about their complex background. Some of the issues raised include, trauma and mental health challenges, encompassing domestic violence and various forms of abuse. Clients have expressed that discussing these experiences have been very helpful.

## Key issues raised with ARAS were:

- Navigating grief associated with the loss of close family member or partners
- Clients who have become estranged from their families
- Health complications and restricted mobility often hinder clients to engage with external social connection and supportive engagements.

310 check-ins were delivered by our Home Care Check-in Advocates.

*“I will never be able to thank you enough. It will make an enormous difference to us. Tears of relief and gratitude. Again, thank you enormously.”*

# Education

ARAS has remained in its commitment to imparting essential education on the Charter of Aged Care Rights, the prevention of elder abuse, and the integral safeguards for ageing well. Our primary recipients include older individuals, their families, carers, service providers, medical students, and a range of health professionals.

This year, with the relaxation of all COVID-19 restrictions in South Australia for most part of the year, we managed to integrate both online and in-person types of session delivery. While majority (93%) of our training sessions were conducted face-to-face, we also facilitated online sessions via platforms such as Microsoft Teams and Zoom (7%). This hybrid approach not only allowed us to maintain a broader reach but also catered to the personalised needs of various groups. In efforts to connect with regional areas, online training and education sessions allowed to connect closely with regional communities than in prior years.

*“We appreciated the care you put into a very clear and informative presentation, including the very useful Show Bags. Your very appropriate humour made it come across delightfully. Incidentally that fits well with an article that caught my attention recently, about the benefits of including humour in scientific presentations.”*

## Key issues raised by aged care recipients at education sessions were:

- Food quality concerns
- staffing concerns
- Consent issues
- Mental health concerns during COVID-19
- Information on SIRS reporting
- Signs of abuse
- Accessing My Aged Care and specifics on Home Care Packages
- Legal and financial guidance
- Homelessness
- Advance Care Directives, Enduring Power of Attorney and Wills.

Feedback from participants who participated in ARAS education sessions has been highly positive. **96% of participants indicated they were better informed about their rights, and 97% confirmed that they knew how to raise their concerns.**

## Elder abuse prevention workshops

In efforts to empower aged care professionals with the right tools and knowledge to address elder abuse within our community. We conducted our two half-day workshops annually: ‘Train the Trainer and ‘Responding to Elder Abuse’.

### ‘Train the Trainer’ Workshop:

Designed to equip designated staff trainers of aged care providers/ professionals with comprehensive knowledge and resources. The aim of this workshop is to enable these trainers to guide their front-line staff in identifying signs of elder abuse and ensuring they



Residential Aged Care	288
Abuse of Older People – Community	62
Abuse of Older People – Residential	100
Home Care	103
Retirement Village	20
Home Care Check-in	3
<b>Total education sessions</b>	<b>576</b>
<b>Total attendees</b>	<b>9,662</b>

take the right actions upon detection. To aid in this mission, we provide each staff trainer with a thorough abuse prevention kit. This kit encompasses all essential materials, ensuring they can effectively relay this critical information to their teams and volunteers.

*“Flowed well, delivered sensitively, comprehensive assessment tools and interview questions provided, highly recommend”.*

### ‘Responding to Elder Abuse’ Workshop:

For attendees who’ve undergone the ‘Train the Trainer’ workshop, this session provided a deeper insight into the practical aspects of addressing elder abuse issues. Participants are provided with insights into the nuances of responding to elder abuse incidents, ensuring that the welfare of older individuals remains a paramount priority.

*“I enjoyed the workshop and would be interested in others that your company provides.”*

Attendees are provided with a certificate of attendance.

Participants highlighted several key takeaways from the workshop, underscoring its effectiveness. They appreciated gaining insights on:

- recognising the signs of elder abuse
- impact of culture and English as a second language
- effective strategies for addressing instances of abuse
- reporting importance of agency policies
- strategies to interact effectively with older people and carers.

# Community Engagement

As advised in our last annual report, ARAS welcomed the Australian Government Department of Health and Aged Care increased funding as recommended by the Royal Commission into Aged Care Quality & Safety to increase points of access for older people seeking advocacy support and funded resources to connect with community network groups and agencies aligned with the target populations (special needs groups defined in the Aged Care Act). We are delighted to have been able to increase our local community engagement within the regions with new access points outside of the metropolitan area being Nuriootpa, Victor Harbor, and Berri. These access points provide a presence across the regions identified by ARAS commissioned research forecasting a significant increase in older people in those planning regions.

ARAS also sought to employ appropriate skilled Advocates from the local community wherever possible. Building on the local Advocates community networks and connections, working closely with OPAN and focussing on ARAS strategic objectives of raising awareness of Advocacy support, ARAS has welcomed the additional Community Engagement expertise and roles within ARAS.

Working closely with the Executive Leadership team, Education Co-ordinator, Advocates with targeted communication and marketing strategy, ARAS has been able to expand the reach of ARAS to greater numbers of older people, their families and the community to understand more about the National Aged Care Advocacy Program (NACAP) and other service offerings.

Building on existing strategies such as utilising local community radio and local newspapers, ARAS has enhanced its community engagement utilising a targeted Advocacy Community Network development plan achieving **137** events such as Expo's, Field Days and other community events reaching **5,476** people in the first year of operation. Additionally, we have been reaching out to local Members of Parliament to ensure they, and their electoral office teams know about our service offerings and that we are available to help. Understanding how ARAS can help is particularly important during emergency management impacting older people related to COVID-19, bushfires and flood.

ARAS has welcomed building the capacity of ARAS to reach into the community as well as the community opening their doors to local networks compounding the impact of spreading the word of our service offerings. ARAS has welcomed new strategic partnerships with government entities, not-for-profits, community services, healthcare providers, and businesses. Many new connections have facilitated introductions to other sector or regional organisations, underscoring the enduring impact of ARAS' outreach new initiatives.

Additionally, ARAS participated in 57 network meetings where we are able to raise the voices of older people on matters that impact them.



ARAS Community Engagement and Liaison Officer promoting ARAS services in the community

# Compass: Anti-ageism campaign project

In a concerted effort to address the growing concern of ageism and its pervasive effects on our society, Compass, a national website ([www.compass.info](http://www.compass.info)) navigating elder abuse in Australia, embarked on the 'Anti-ageism campaign'. This initiative was designed to bring to light the authentic voices and genuine experiences of individuals who face ageism, fostering a deeper understanding of the issue. Compass strategically produced a series of ten videos, featuring individuals sharing their personal encounters with ageism. These impactful videos are now accessible on the Compass website and its various social media platforms, providing viewers with genuine insights into the real-world implications of ageism. These stories are not only genuine but are also singular in content, ensuring that each narrative is distinct and expressive.

One of the notable participants in this campaign was Carolanne Barkla, the ARAS's Chief Executive. Through her contribution, she illuminated the detrimental effects of ageism, emphasising the pressing need for society to address and rectify this issue.

Compass aims to create a national focus on elder abuse by raising awareness of this growing social issue and simplify the process of connecting people to services and information tackling elder abuse.

Compass has been created by Elder Abuse Action Australia (EAAA).

*"Every day we see the depth of wisdom and breath of experiences older Australians have both in the community and in the workforce however ageism often results in overlooked potential feelings of invisibility and disregard for those invaluable voices".*

– Carolanne Barkla, Chief Executive



Chief Executive, Carolanne Barkla's video clip on ageism awareness



# Legal Roundtable on Older South Australians' Rights

During 2022/2023, ARAS facilitated a number of Legal Roundtables aimed at identifying and bridging the gaps in the legal system for older South Australians. We were honoured to have the presence of The Hon. Kyam Maher, Attorney - General, at one of these roundtable meetings, exemplifying the significance and urgency of the topics under discussion.

These roundtables garnered participation from a diverse and respected group of institutions and organisations. Notably, representatives from the Law schools of: University of South Australia, Adelaide University, Flinders University, JusticeNet, SARVRA, Legal Services Commission, Catalyst Foundation, COTA(SA), SACOSS, Disability Rights Advocacy, Westside Lawyers, Public Trustee, Office of the Public Advocate, Macquarie University, Office for Ageing Well, Uniting Communities, Legal Centres SA and Advocacy for Disability Access and Inclusion Inc. collaborated to brainstorm and discuss strategies with the purpose of supporting older people to access timely legal assistance. The

importance of prevention and community education was also supported by the group.

The collective expertise of the attendees ensured that the roundtables were not only insightful but also constructive. The discussions primarily revolved around critical legal topics, namely:

- Powers of Attorney
- Restrictive Practices
- Guardianship and administration
- Retirement Villages Act.

Reflecting on the positive reception and tangible outcomes from the roundtables, ARAS remains optimistic and enthusiastic about furthering its collaboration with the Attorney-General and other stakeholders. **Our commitment to advocating for older South Australians' rights remains firm, and we are confident that such collaborative efforts will pave the way for a more inclusive and just legal system for older South Australians.** We look forward to hearing back from the Attorney- General on potential progress at both a State and National level to reform Powers of Attorney Act.



Carolanne Barkla and The Hon. Kyam Maher, Attorney-General at the ARAS Legal Roundtable meeting



ARAS Board Chairperson and leaders contributing to legal Roundtable hosted by ARAS

# Respect Intergenerational Elders and Youth Gathering

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

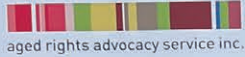
- Amplify and rejuvenate the respect that Aboriginal youth hold for their Elders
- Fortify the spiritual and cultural identity of Aboriginal youth, fostering a deeper sense of belonging
- Enhance community regard for Elders, bolstering their sense of security and position
- Empower the youth, shaping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

This year, Mount Barker played host to an enriching Intergenerational Gathering, with three respected elders and 11 passionate students. This gathering was envisioned to forge deeper connections between the young and the Elders in our community. Beyond just creating bonds, it aimed to enlighten participants about nurturing intergenerational ties, mitigating elder abuse, and nurturing the next generation of community leaders.

The event kicked off with indigenous locals, who warmly ushered in the attendees with a traditional welcome. They then led everyone through a series of crafts, seamlessly intertwining cultural appreciation with the event's underlying message, the importance of bridging generational divides. While the turnout of elders was somewhat restrained due to limited engagement from service providers, the event still struck a chord, highlighting its essential role in strengthening community ties.



aras



aged rights advocacy service inc.

Aboriginal Advocacy



respect

love



together

family



aras



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Is this happening to you or someone you know?

**Are your Family or Friends:**

- asking for money all the time?
- physically hurting you - hitting, pushing?
- taking your phone or using all your credit?
- taking your car without your permission and / or leaving it on empty?
- taking your medication to use or sell?
- eating all your food and leaving you with nothing?
- telling you that you are a burden or treating you badly, ignoring it you?
- someone who has gone out into the community?

**If the answer is yes, it's not ok! It's Elder abuse**

aras  
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www.sa.agedrights.asn.au

ARAS staff at the National Reconciliation Week event, celebrating unity and Indigenous culture at Warraparinga Way

# Safeguards for ageing well and living a positive life

The Safeguards for ageing well program, which is funded by the 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.**

This year's focus was on broadening the program's reach, ensuring that both metropolitan and rural communities benefited from its objectives. Highlighted activities below:

## Metropolitan community event

ARAS, in collaboration with Helping Hand residential aged care home Golden Grove, and Kozy Kids Golden Grove came together for an enriching intergenerational activity. Older residents without frequent young visitors and preschool children lacking older figures in their lives connected in a space of learning and sharing. Before the event, both groups were educated about ageism and ARAS's initiatives, with particular emphasis on societal views on age.

The day itself was filled with laughter, games, and profound interactions. Residents and children played games, and children handed thank-you gifts from SA Health to the residents, marking respect and future engagements.

To foster these budding connections, resident details were shared with Kozy Kids, enabling the children to send birthday wishes.

This year spotlighted the intergenerational activity at Golden Grove, highlighting the importance of age inclusivity and breaking stereotypes. The relationships formed promise a brighter, more connected future for both generations.

## Regional community event

ARAS joined forces with Kapunda High School and Kapunda Community Shed to create a memorable intergenerational event. The aim was not just interaction, but a concerted effort to dismiss age stereotypes and biases.

Central to the event's success were the relatable, real-life tales shared. From a 95-year-old showcasing remarkable skills by driving a large food-grain truck, to a 91-year-old demonstrating that age doesn't limit adventures in exercise and travel, these stories acted as catalysts. They not only motivated discussions about ageism but also provided opportunities for students and community members to understand each other's viewpoints, dispelling myths and biases about different age groups.



Residents at Helping Hand aged care home and Kozy Kids childcare centre Golden Grove at the intergenerational activity

This event has set the stage for continued engagement in Kapunda, a closely-knit community of approximately 3,800 residents. The success stories emerging from this initiative were promising. Students have been encouraged to participate in activities at the Kapunda Shed, deepening their interactions with older community members. On the other hand, the community's elders have shown interest in volunteering at the school, sharing their wisdom, technical skills, and even assisting in hands-on projects. Feedback from participants was overwhelmingly positive, indicating a genuine shift in perceptions and a heightened understanding of ageism. ARAS, in collaboration with its local partners, has effectively laid the groundwork for a continued commitment to making Kapunda more inclusive for all age groups. The shared experiences and stories from this event have planted seeds for future community interactions, where age is celebrated and not a barrier.

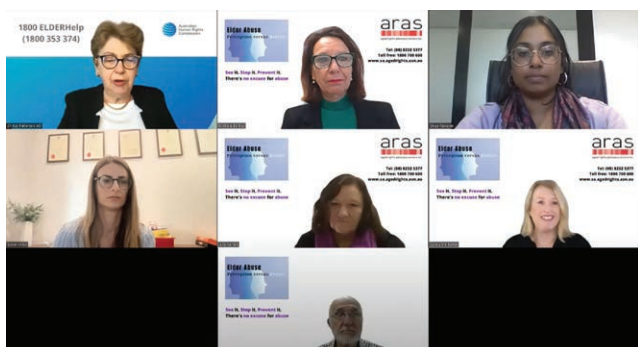
# World Elder Abuse Awareness Day online forum



ARAS has hosted an annual WEAAD conference for the past 17 years, and, following the trend of the last three years, conducted this year's conference online. The theme for the online forum was Elder Abuse - Perception vs Reality. The forum was held on 16 June and opened by The Hon. Chris Picton, Minister for Health and Wellbeing. Our Deputy Chairperson Michelle Bentley was the Master of Ceremony and Uncle Frank Wanganeen, a Kurna Elder from Wallaroo, performed the Welcome to Country.

In response to the recommendations from the Royal Commission into Aged Care Quality & Safety, there are now new reforms in the aged care sector. Significant changes will lead to improved lived experiences for older people both in residential aged care and for those who are still living in their own homes. How these changes are implemented and actioned was the theme of this forum, that is, perception versus reality.

Reality is what older people are experiencing. Perception is based on how older people view their experiences. Older people's perception may consider their experiences as not being that of 'elder abuse', i.e. they are in denial and do not seek any support.



**According to the National Institute of Family Studies, in a 12-month period, one in six older people was experiencing some form of abuse by someone in a relationship of trust. This is the reality.**

Our highly respected speakers included:

- Carolanne Barkla, Chief Executive, ARAS
- Keynote: Hon Dr Kay Patterson AO, Age Discrimination Commissioner, Australian Human Rights Commission
- Richard Bruggemann, Professor, Disability Advocate
- Julie Karidis, Aboriginal Advocate, ARAS
- Divya Narayan, Researcher, SA Law Reform Institute, University of Adelaide
- Associate Professor Sylvia Villios, Adelaide University Law School.

## Forum overview:

- 815 people registered, an increase of 30% over 2022
- majority of attendees identified themselves as aged care providers, allied health professionals or government employees
- Majority of online attendees were interstate
- 99% of attendees rated the event as excellent, very good or good.

## Feedback received from attendees:

- All the speakers were on point with their presentations, very informative. The presentations on 'Humbugging' and 'EPAs' were extremely informative, in particular Richard Bruggeman's presentation from personal experience
- Opened my eyes in regard to perception, helped me realize that I also practice ageism at times especially with younger people
- Informative and relevant, the theme of the forum was well reflected by each individuals perspective
- One could feel the passion and commitment focus from the speakers towards the forum topic of Elder Abuse.

**There is no excuse for abuse – see it, stop it, prevent it.**

**We thank our sponsors for their ongoing support of WEAAD**

Champion sponsor:



Supporter sponsors:



# 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. Anne is a member of the Governance & Performance Committee, Chair of the RAP Reference Group and the Champion for our RAP.

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## **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 OAM**

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

## **Wendy Lacey**

Wendy joined the Board of ARAS in 2019, the same year she commenced at the University of Canberra as the Executive Dean of the Faculty of Business, Government and Law. Wendy's research and consulting work into the prevention of 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.

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### **Moira Jenkins**

Moira, who joined the ARAS Board in 2020, is the Mayor of the City of Victor Harbor and 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 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.

# Professional development at ARAS

In the heart of our mission lies the commitment to foster growth, both for the community we serve and our dedicated team. Recognising the evolving landscape of professional requirements and the vitality of well-rounded development, ARAS organised a two-day intensive 'Professional Development for the Future' event in December 2022.

## Highlights from day 1 - setting the scene for growth:

The day commenced with a warm welcome, setting the context by Corporate Services Manager, Lyndon Prior, and our Chief Executive, Carolanne Barkla. The day's agenda balanced knowledge sessions with wellness activities. An engaging quiz tested staff knowledge and fostered camaraderie. The day also delved deep into crucial subjects like diversity, with a dedicated session by ShineSA's Education Coordinator, and effective communication techniques led by the expert facilitator, Suzanne Matthews. A significant presentation by Reconciliation SA's on anti-racism further enriched our understanding of building an inclusive community.

## Day 2 - Refining skills and nurturing well-being:

A hearty breakfast kickstarted day two, followed by a recap of the previous day's learnings. Continuing the momentum of Day 1, the staff engaged in a quiz and a comprehensive session on the Department of Health updates. The day's highlight was a transformative workshop on 'Building Better Teamwork using MBTI Personality Type'. To ensure holistic development, the program also included a session on mindfulness and well-being led by AccessSA.

Throughout the two-day event, fitness breaks were interwoven to emphasise the importance of physical well-being. These sessions, led by a fitness guru, offered activities adaptable to various comfort levels.

The 'Professional Development for the Future' event stands as a testament to ARAS's commitment to nurturing its team's capabilities. With a blend of knowledge-sharing, skill-building, and wellness activities, the program not only equipped the staff for future challenges but also the importance of holistic well-being. We remain dedicated to such initiatives, ensuring that our team is always poised to deliver their best.



ARAS staff attending the two day professional development workshop



# Key stakeholders

One of the key objectives of our Strategic Plan 2021/2024 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 upholding the rights and entitlements of older people as well as preventing abuse of older people.

## National and state submissions/feedback/consultation made to:

### National

- Australian Catholic University regarding Veteran's Services Mapping Project
- Department of Health and Aged Care, Ageing and Aged Care Engagement Hub regarding a New Approach to regulating Aged Care
- Department of Health and Aged Care, Commonwealth government regarding the Exposure Draft of the Inspector-General of Aged Care Bill
- Department of Health and Aged Care, Home and Residential Division regarding a new program for in-home aged care

- Office of the High Commissioner, United Nations Human Rights Council regarding the UN concerning the call for inputs on violence against older persons
- Senate Community Affairs Legislation Committee regarding Aged Care Amendment Bill (implementing Care Reform) Bill 2022
- Contributing to OPAN policies and systemic advocacy including submissions and position papers.

### State

- Retirement Villages Amendment Bill
- South Australian Attorney-General's Department regarding the Freedom of Information [Exempt Agency] Regulations 2008
- South Australian Law Reform Institute (SALRI) in reviewing the Ageing and Adult Safeguarding Act 1995 (SA)
- SALRI Institute regarding review of the Mental Health Act 2009 (SA).

## National and state meetings and events/forums attended

### National

- Aged Care Quality and Safety Commission – Advisory Council (Chief Executive)
- Aged Care Quality and Safety Commission – Complaints and Regulatory Regional Manager
- Aged Care Quality and Safety Commission and OPAN Strategic Meetings

- EAAA Board (Chief Executive)
  - EAAA Advisory Group
- Launch of Aged Care Research & Industry Innovation Australia (ARIIA)
- National Aged Care Alliance (NACA) (ARAS Chief Executive represents OPAN)
  - NACA First Nations Strategic Priority Working Group
  - NACA Human Rights Strategic Priority Working Group
- National Forum on Care Ambition (Flinders University)
- OPAN Home Care Check-in Trial Steering Committee (ARAS Chief Executive)
- OPAN SDO Executive Meeting (ARAS Chief Executive & Operations Manager)
- OPAN Policy and Systemic Advocacy Advisory Group (Co-chaired by ARAS Chief Executive)
- OPAN Home Care Check-in Operations Meeting (Operations Manager)
- OPAN Advocacy, Operations and Practice Advisory Group (Operations Manager)
- OPAN Community of Practice Financial Advocacy Officers
- OPAN Community of Practice Salesforce
- OPAN Marketing, Communications & Education (MCE) Advisory Group
- OPAN National Aboriginal and Torres Strait Islander Advocate Network
- OPAN National Aged Care Advocates Meeting.

## State

- Adult Safeguarding and Advisory Group Meetings
- Alliance for the Prevention of Elder Abuse (APEA)
- Australian Health Practitioner Regulation Agency (AHPRA)
- Department of Health & Aged Care SA Collaborative meetings
  - Department of Health & Aged Care SA Collaborative Working Group
- Department of Health (Cth) State Manager, COVID-19 Response Team, and Aged Care Reform Team
- Aged Care Roundtable (organised by Hon Chris Picton, Minister for Health and Wellbeing)
- Office for Ageing Well (OFAW)
- Public Health, Aged Care Peaks (Chief Public Health Officer)
- Retirement Villages Advisory Committee (RVAC)
- Rights Resource Network of South Australia
- SA Health Stakeholder Reference Group – Review of the AAS Act
- SA Health Voluntary Assisted Dying Taskforce (Chief Executive)
- Safeguarding Advisory Group Workshop – Strategy to Safeguard the Rights of Older South Australians 2022 – 2027
- South Australian Law Reform Institution (Students)
- South Australian Retirement Villages Residents Association (SARVRA)
- White Ribbon (SA).

## Presentations given

- AAG presentation on First Nations Intergenerational Gathering
- ANMFSA on Restrictive Practice
- Adelaide Law School on Restrictive Practice
- Barossa Health Advisory Council Mental Health Forum
- CPA presentation on abuse of older people
- The Aged Care Quality, Safety and Risk Forum
- WEAAD online forum – Elder Abuse “Perception versus Reality”.

## Members of Parliament

- Senator The Hon. Anne Ruston
- Senator Marielle Smith
- The Hon. Chris Picton MP, Minister for Health and Wellbeing
- The Hon. Emily Bourke MLC
- The Hon. Irene Pnevmatikos, MLC
- Ms Lucy Hood, Member for Adelaide
- Mr Timothy Whetstone, MP, Shadow Minister for Trade and Investment
- Mrs Ashton Hurn, MP, Shadow Minister for Health
- Ms Penny Pratt, MP, Shadow Minister for Regional Health Services, Shadow Minister for Ageing, Shadow Minister for Preventative Health, Shadow Minister for Mental Health and Suicide Prevention
- The Hon. Laura Aberdeen Henderson, MLC, Shadow Assistant Minister to the Shadow Attorney-General, Responsible for Child Protection and the Prevention of Family and Domestic Violence.

## Key stakeholders we work with

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

## Peak bodies we work with

- Aged and Community Care Providers Association
- Aged Care Industry Association (ACIA)
- Australian Medical Association SA (AMA)
- Australian Nursing and Midwifery Federation (SA)
- Community Legal Centres (SA)
- COTA (Australia and SA)
- Dementia Australia
- Elder Abuse Action Australia (EAAA)
- National Seniors
- Older Persons Advocacy Network (OPAN)
- South Australian Council of Social Service (SACOSS)
- South Australian Retirement Villages Residents Association (SARVRA).

## Networks we are members of

### National

- Australian Association of Gerontology
- EAAA
- OPAN.

### State

- Aboriginal People Providing Services (APPS)
- Adelaide PHN care finders
- Aged care Quality Standards Community of Practice
- Alliance for the Prevention of Elder Abuse (APEA)
- CALD Eastern/North Eastern Network

- Central Adelaide Local Health Network (CALHN)
- CHSP Network Meeting (NCP)
- COTA SA Navigator Trials
- Eyre & Western Collaborative Project
- Fleurieu Coast Community Network
- Gawler Region Aged Care Network (GRACN)
- Hills Positive Ageing Project (HPAP)
- Joining Hands and Minds
- Kilburn and Blair Athol (KBAN)
- Multicultural Advisory Forum (MAF)
- Murray Mallee Collaborative Project
- National CHSP Volunteering Network
- NCP Executive Meeting
- Network for CALD Ageing Services
- Northern Nunga Network Meeting
- Partnerships In Positive Ageing
- Reconciliation SA
- SACFA – SA Financial Counselling Association
- Southern Fleurieu and Kangaroo Island Positive Ageing Taskforce
- Southern Services Reform Group
- The South Australian Inter-Agency Hoarding and Squalor Network (SAHSN)
- Turkindi -Indigenous Information Network of South Australia
- Western Community Connector
- Yorke and Mid North Collaborative Project.



## Media

- 5RM (Riverland)
- ABC Radio
- BBBfm (Barossa)
- Coast FM
- Fiveaa\*
- Fleurieu Sun
- Italian Radio
- The Advertiser
- The Islander
- The Leader
- Victor Harbor Times.

\*paid radio campaign

## Written correspondence, newsletters and engagement

- ARAS Newsletter emailed to subscribers
- Annual Report emailed to subscribers
- OPAN/ARAS Newsletter mailed to all residential aged care homes in SA (Lifestyle team)
- Letter and Retirement Village brochure mailed to all Retirement Villages in SA (Chair).

*"I want to extend my deepest gratitude for the patience and understanding I was shown during a particularly emotional call this morning. If it weren't for such compassionate assistance, I might not have been able to continue advocating for an urgent medical review. Thankfully, with the support I received, the situation was resolved through self-advocacy. A heartfelt thank you for your exceptional approach to communication. It's comforting to know that callers are met with such kindness and patience when reaching out to the office. Thank you."*

# Treasurer's report

## Financial Statements for the year ended 30 June 2023

The Treasurer is pleased to present the Audited Financial Statements and Independent Auditor's report for the year ended 30 June 2023. 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. A non-material misstatement for the amount of \$16,148 relating to the accounting treatment for right of use assets will be adjusted in the next financial year.

ARAS reports an operating surplus of \$45,759 for the year, which was generated from non-program activities such as fee for service education sessions, WEAAD and investment interest.

Recognition of revenue to match funded program expenditure saw a significant under-spend due to reduced and deferred activity which in part was due to a lag in recruitment and resource acquisition, thereby impacting service delivery roll-out. During the year the System Navigator program concluded and was replaced by the Carefinder Program, funded via the Adelaide Primary Health Network.

Unspent funds for the National Aged Care Advocacy program are carried forward to the next financial year and are shown in the balance sheet as 'Revenue Received in Advance and Grants Carried Forward' liabilities and total \$522,605. The grant provider, OPAN (Older Persons Advocacy Network) has approved this carried forward amount.

The Balance Sheet reports Net Equity of \$740,670 being retained earnings which reflects the true and correct financial position of ARAS as at 30 June 2023.

**Michael Dwyer**  
*Treasurer*

# Financials

## Financial Statements

Aged Rights Advocacy Service (S.A.) Incorporated  
For the year ended 30 June 2023

# Statement of Profit or Loss and Other Comprehensive Income

Aged Rights Advocacy Service (S.A.) Incorporated  
For the year ended 30 June 2023

	2023	2022
<b>Revenue &amp; Other Income</b>		
Grant Income	4,647,972	3,195,846
Other Income	46,191	39,886
<b>Total Revenue &amp; Other Income</b>	<b>4,694,163</b>	<b>3,235,732</b>
<b>Expenditure</b>		
Admin & Financial Expenses	98,615	143,659
Employment Expenses	99,128	54,484
Depreciation/Amortisation	242,674	190,269
Office Expenditure	490,779	280,988
Property Costs	102,547	59,743
Salaries & Wages	3,458,510	2,405,225
Travel	156,151	37,504
<b>Total Expenditure</b>	<b>4,648,404</b>	<b>3,171,872</b>
Profit/(Loss)	45,759	63,860
Other Comprehensive Income for the year	-	-
<b>Total Comprehensive Income for the year</b>	<b>45,759</b>	<b>63,860</b>

# Statement of Financial Position

## Aged Rights Advocacy Service (S.A.) Incorporated As at 30 June 2023

	NOTES	30 JUN 2023	30 JUN 2022
<b>Assets</b>			
<b>Current Assets</b>			
Cash and Cash Equivalents	2	255,796	492,093
Trade & Other Receivables	3	11,532	5,257
Investments	4	1,337,884	1,032,702
Prepayments	5	43,298	31,648
GST		25,608	30,047
<b>Total Current Assets</b>		<b>1,674,118</b>	<b>1,591,747</b>
<b>Non-Current Assets</b>			
Security Deposit		3,925	3,125
Property, Plant and Equipment	6	638,798	646,735
<b>Total Non-Current Assets</b>		<b>642,723</b>	<b>649,860</b>
<b>Total Assets</b>		<b>2,316,841</b>	<b>2,241,607</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
Trade & Other Payables	7	240,725	189,000
Revenue Received in Advance and Grants Carried Forward	8	556,018	606,478
Provisions	10	315,786	215,389
Lease Liabilities	9	126,212	120,883
<b>Total Current Liabilities</b>		<b>1,238,741</b>	<b>1,131,750</b>
<b>Non-Current Liabilities</b>			
Provisions	10	41,101	34,474
Lease Liabilities	9	296,329	380,472
<b>Total Non-Current Liabilities</b>		<b>337,430</b>	<b>414,946</b>
<b>Total Liabilities</b>		<b>1,576,171</b>	<b>1,546,696</b>
<b>Net Assets</b>		<b>740,670</b>	<b>694,911</b>
<b>Equity</b>			
Retained Earnings		740,670	694,911
<b>Total Equity</b>		<b>740,670</b>	<b>694,911</b>

# Statement of Cash Flows

Aged Rights Advocacy Service (S.A.) Incorporated  
For the year ended 30 June 2023

	NOTES	2023	2022
<b>Cash flow statement</b>			
<b>Cash flows from operating activities</b>			
Grants received		5,057,263	3,957,744
Receipts from other sources		17,132	5,673
Payments to suppliers and employees		(4,707,041)	(3,231,338)
Interest received		28,780	3,561
Interest on lease liability		(13,697)	(16,969)
<b>Total Cash flows from operating activities</b>		<b>382,437</b>	<b>718,671</b>
<b>Cash flows from investing activities</b>			
Payments for property, plant and equipment		(207,217)	(98,549)
Additional investment		(305,182)	(509,016)
<b>Total Cash flows from investing activities</b>		<b>(512,399)</b>	<b>(607,565)</b>
<b>Cash flows from financing activities</b>			
Repayment of lease liabilities		(106,335)	(72,800)
<b>Total Cash flows from financing activities</b>		<b>(106,335)</b>	<b>(72,800)</b>
Net increase/(decrease) in cash held		(236,297)	38,306
Add opening cash brought forward		492,093	453,787
Closing cash carried forward	2	255,796	492,093

# Statement of Changes in Equity

Aged Rights Advocacy Service (S.A.) Incorporated  
For the year ended 30 June 2023

	2023	2022
<b>Equity</b>		
Opening Balance	694,911	631,051
<b>Comprehensive Income</b>		
Profit/(loss) for the year	45,759	63,860
<b>Total Comprehensive Income</b>	<b>45,759</b>	<b>63,860</b>
<b>Total Equity</b>	<b>740,670</b>	<b>694,911</b>

# Notes to the Financial Statements

## Aged Rights Advocacy Service (S.A.) Incorporated For the year ended 30 June 2023

### 1. Summary of Significant Accounting Policies

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

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

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

#### (a) Revenue

The entity recognised revenue as follows:

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

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

##### *Grants*

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

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

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

##### *Interest*

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

##### *Other revenue*

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

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

#### (b) Property, Plant and Equipment

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



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

**(c) Employee Provisions**

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

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

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

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

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

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

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

**(f) Income Tax**

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

**(g) Leases**

*Lease liabilities*

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

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

*Right-of-use assets*

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

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

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

#### **(h) Financial Instruments**

##### **Impairment**

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

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

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

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

##### **Derecognition**

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

##### **Impairment of Assets**

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

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

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

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

##### **(i) Provisions**

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

**(j) Cash and Cash Equivalents**

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

**(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 2023. 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 2022.

	2023	2022
<b>2. Cash and Cash Equivalents</b>		
Bank Operating account	248,618	486,860
Petty Cash Imprest	7,178	5,233
<b>Total Cash and Cash Equivalents</b>	<b>255,796</b>	<b>492,093</b>
	2023	2022
<b>3. Trade and Other Receivables</b>		
<b>Trade Receivables</b>		
Accounts Receivable	-	10
<b>Total Trade Receivables</b>	<b>-</b>	<b>10</b>
Other Receivables	11,532	5,247
<b>Total Trade and Other Receivables</b>	<b>11,532</b>	<b>5,257</b>
	2023	2022
<b>4. Investments</b>		
Term Deposit	1,337,884	1,032,702
<b>Total Investments</b>	<b>1,337,884</b>	<b>1,032,702</b>
	2023	2022
<b>5. Prepayments</b>		
Prepayments	43,298	31,648
<b>Total Prepayments</b>	<b>43,298</b>	<b>31,648</b>

	2023	2022
<b>6. Property, Plant &amp; Equipment</b>		
<b>Furniture &amp; Equipment (at cost)</b>		
Furniture & Equipment	221,611	163,844
Less: Provision for depreciation	(147,885)	(135,746)
<b>Total Furniture &amp; Equipment (at cost)</b>	<b>73,726</b>	<b>28,098</b>
<b>Motor Vehicle (at cost)</b>		
Motor Vehicle	289,122	216,418
Less: Provision for depreciation	(176,213)	(95,821)
<b>Total Motor Vehicle (at cost)</b>	<b>112,909</b>	<b>120,597</b>
<b>Fitout/Refurbishment</b>		
Office Fitouts	39,933	10,766
Less: Provision for depreciation	(14,643)	(9,020)
<b>Total Fitout/Refurbishment</b>	<b>25,290</b>	<b>1,746</b>
<b>Computer Equipment</b>		
Computer Equipment	175,081	127,502
Less: Provision for depreciation	(107,605)	(75,650)
<b>Total Computer Equipment</b>	<b>67,476</b>	<b>51,852</b>
<b>Right of Use Asset</b>		
Land & Buildings	656,435	628,914
Less: Provision for depreciation	(297,038)	(184,472)
<b>Total Right of Use Asset</b>	<b>359,397</b>	<b>444,442</b>
<b>Net Written Down Value</b>	<b>638,798</b>	<b>646,735</b>
	2023	2022
<b>7. Trade and Other Payables</b>		
Trade Payables	28,632	58,695
Accrued Expenses	137,971	73,799
Other Payables	74,122	56,506
<b>Total Trade and Other Payables</b>	<b>240,725</b>	<b>189,000</b>

	2023	2022
<b>8. Revenue For Unsatisfied Performance Obligations and Grants Carried Forward</b>		
Revenue for unsatisfied performance obligations represents performance obligations not yet satisfied	-	-
Grants carried forward represents amounts re-payable to funding providers which have been agreed can be carried forward	-	-
<b>Revenue for unsatisfied performance obligations</b>		
Mentoring Camp - 2020-22	33,413	-
Mentoring Camp 22-24	-	36,965
<b>Grants carried forward</b>		
OPAN Funding	522,605	569,513
<b>Total Grants carried forward</b>	<b>522,605</b>	<b>569,513</b>
<b>Total Revenue For Unsatisfied Performance Obligations and Grants Carried Forward</b>	<b>556,018</b>	<b>606,478</b>
	2023	2022

**9. Lease Liabilities**

<b>Current</b>		
Lease Liability	126,212	120,883
<b>Total Current</b>	<b>126,212</b>	<b>120,883</b>
<b>Non-Current</b>		
Lease Liability	296,329	380,472
<b>Total Non-Current</b>	<b>296,329</b>	<b>380,472</b>
<b>Total Lease Liabilities</b>	<b>422,541</b>	<b>501,355</b>
	2023	2022

**10. Provisions**

<b>Current</b>		
Provision for Annual Leave	231,131	166,450
Provision for Long Service Leave	84,655	48,939
<b>Total Current</b>	<b>315,786</b>	<b>215,389</b>
<b>Non-Current</b>		
Building Painting & Make Good Provision	19,012	7,512
Provision for Long Service Leave	22,089	26,962
<b>Total Non-Current</b>	<b>41,101</b>	<b>34,474</b>
<b>Total Provisions</b>	<b>356,887</b>	<b>249,863</b>
	2023	2022

**11. Cash Flow Statement**

Operating Surplus/(Deficit)	45,759	63,860
Depreciation & amortisation	242,674	190,269
Gain/(loss) to provisions	107,024	47,655
Change in assets and liabilities	-	-
(Increase)/decrease in trade and other receivables	(2,636)	(34,293)
Increase/(decrease) in trade and other payables	1,266	463,833

	2023	2022
(Increase)/decrease in prepayments	(11,650)	(12,653)
<b>Net Cash Flows provided by/(used in) Operating Activities</b>	<b>382,437</b>	<b>718,671</b>

## 12. Significant Events After Balance Date

There are no matters or circumstance which have arisen since 30 June 2023 that has significantly affected, or may significantly affect the incorporated association's operations, the results of those operations, or the incorporated association's state of affairs in future financial years.

## 13. Contingent Liabilities

There are no contingent liabilities existing of a material nature as at 30 June 2023 and as such no provision has been raised in the accounts (2022: \$0).

## 14. Key Management Personnel Disclosures

### Compensation

The aggregate compensation made to directors and other members of key management personnel of the entity for the 2023 financial year is \$406,777.

## 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 2023

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*.



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Dated this 30 day of October 20 23

# Board Report

## Aged Rights Advocacy Service (S.A.) Incorporated For the year ended 30 June 2023

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 2023:

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: 30 October

2023



Chairperson



Treasurer





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**DECLARATION OF INDEPENDENCE**  
**BY JOSH CARVER**  
**TO THE DIRECTORS OF AGED RIGHTS ADVOCACY SERVICE (SA) INCORPORATED**

As lead auditor of Aged Rights Advocacy Service (SA) Incorporated for the year ended 30 June 2023, 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-profits Commission Act 2012* in relation to the audit; and
2. No contraventions of any applicable code of professional conduct in relation to the audit.

Josh Carver  
Director

**BDO Audit Pty Ltd**

Adelaide, 31 October 2023

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

### Report on the Audit of the Financial Report

#### Opinion

We have audited the financial report of Aged Rights Advocacy Service (SA) Incorporated (the registered entity), which comprises the statement of financial position as at 30 June 2023, 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 (SA), 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 2023 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 Regulations 2022*.

#### Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the Financial Report* section of our report. We are independent of the registered entity in accordance with the 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 registered entity's board report, but does not include the financial report and our auditor's report thereon.

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

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

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

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

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

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

#### **Auditor's responsibilities for the audit of the Financial Report**

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

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

This description forms part of our auditor's report.

**BDO Audit Pty Ltd**

Josh Carver  
Director

Adelaide, 31 October 2023

# aras

**Aged Rights  
Advocacy Service**

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



**Interested in becoming an ARAS member?  
Visit our website [www.sa.agedrights.asn.au](http://www.sa.agedrights.asn.au) to register**

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

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