



**aras**

**Aged Rights  
Advocacy Service**

# **Annual Report 2024/2025**



**Years of supporting  
older South Australians  
1990–2025**

The background of the entire page is a vibrant Indigenous Australian artwork. It features a dense pattern of yellow and orange dots, with various traditional symbols including concentric circles, wavy lines, and stylized figures in shades of red, brown, and blue. A large, dark red, irregular shape with a white outline is prominent on the left side. The overall composition is rich and culturally significant.

## Acknowledgement of Country

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

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It is customary for some First Nations communities not to mention the names or reproduce images of people who have recently passed away.

Care has been taken to obtain permission for the inclusion of images and written material in this report; however, some content may be sensitive for particular individuals and communities.

\*Permission has been obtained to publish stories and testimonials shared in this Annual Report, and names have been changed to maintain confidentiality and protect privacy.

# Celebrating 35 years of supporting older South Australians

Since 1990, ARAS has been a trusted voice for dignity, respect, and fairness in aged care, and for the prevention of the abuse of older people. What began as a small advocacy service has grown into a statewide organisation, championing the rights of older people in every corner of South Australia.

Guided by our vision of *a community in which all older people are valued and respected*, ARAS continues to uphold the principles of *integrity, inclusiveness, justice, and respect* in everything we do. Our purpose is to *encourage and support older people and the community to uphold the rights of older people through information, education, advocacy, and personal empowerment*.

From our main office in Dulwich and regional outlets in Nuriootpa, Victor Harbor, and Berri, we provide advocacy and support to older South Australians wherever they live. As the South Australian member of the Older Persons Advocacy Network (OPAN), we proudly collaborate with our national partners to strengthen the rights of older people across Australia.

Over the past three and a half decades, we have:

- Advocated for individuals and groups, ensuring older people and their representatives can exercise their rights through a free, confidential, and equitable process
- Provided timely and accurate information, empowering people to make informed decisions and strengthen their capacity for self-advocacy
- Promoted the rights of older people across the aged care sector, government, and the wider community
- Delivered education and community development programs that build awareness and understanding of aged care rights
- Driven systemic advocacy, influencing policies and reforms to create a more just and inclusive aged care system
- Managed our organisation responsibly, ensuring strong governance and stewardship of resources
- Upheld access and equity, providing a high standard of service to all who seek our support.



## ARAS funding and services

### **National Aged Care Advocacy Program (NACAP), Home Care Check-In trial and ARAS' Internal Legal Advisory Service**

- Australian Government funded program through the Department of Health, Disability and Ageing, delivered via the Older Persons Advocacy Network (OPAN)
- Supporting individuals receiving or seeking to receive aged care services in South Australia
- Supporting older individuals who are experiencing or at risk of abuse
- Providing in-home safety checks for older people who are vulnerable due to social isolation and at risk of harm or neglect
- Implementing and evaluating a model that provides legal support to aged rights advocates working with clients facing legal issues in aged care services.

### **Care Finder program**

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

### **First Nations Intergenerational gathering**

- Australian Government funded through the Department of Health, Disability and Ageing
- Promoting intergenerational respect between Elders and youth.

### **Retirement village program and Safeguards for Ageing Well**

- Government of South Australia, Department of Human Services
- Supporting individuals with their retirement village concerns
- Promoting living a positive life by encouraging strategies that help people age well.



# Message from the Chairperson and Chief Executive

Once again, it has been an extremely productive year for ARAS as we commenced the year collaborating with Elder Abuse Action Australia (EAAA), delivering the Australian Elder Abuse Conference 'Turn Up the Volume' at the Adelaide Convention Centre. We worked hard to ensure the conference focused on hearing from older people, and their voices were heard through their stories about their lived experience. There were many highlights, which are referred to later in this report, but most importantly we are gaining momentum on this complex problem of abuse of older people.

Reflecting on the last ten years of ARAS has reminded us of the significant changes at an organisational, sector and systemic level that have occurred and are still occurring. The one thing that is constant is change. Alongside state legislative changes to retirement village regulations and updated safeguarding legislation, there is imminent national change with the aged care reforms, which are close to fruition, and whilst by no means perfect, it is pleasing to see us moving forward with a human rights approach that puts older people first.

ARAS' close collaboration with OPAN continues, going from strength to strength since ARAS became a founding member and the first successful national tender by OPAN for NACAP in 2017. Fast forward to 2025, following the successful independent evaluation of NACAP in 2024 and another successful OPAN tender this year, ARAS is delighted to continue as the only South Australian member of OPAN delivering NACAP until June 2029.

At an operational level, ARAS has a long-standing history of innovation by trialling pilot programs that identify gaps in support services impacting older people. Such



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

examples include the Elder Abuse Phonenumber trial, which transitioned into the Adult Safeguarding Unit, the Aged Care System Navigator Trial, and most recently the Home Care Check-In trial, which are now both embedded into the Care Finder program. By highlighting such gaps and trialling support services, we add to improved outcomes for older people. Through our collaboration with OPAN, and data outlining evidence of the need for expertise and knowledge related to aged care fees, charges and financial statement issues for older people, we have embedded financial advocacy officers within NACAP.

After listening to our internal and external stakeholders, who identified a gap in aged care legal services for older South Australians, we established Aged Rights Advocacy & Legal Service (ARALS) Ltd. Working alongside our current advocacy service, and with research, regulatory support, and funding from OPAN, we launched the Internal Legal Advisory Service (ILAS) trial to assist eligible aged care clients experiencing legal issues related to advocacy matters. With highly skilled and experienced legal support from ARALS, and in collaboration with ARAS advocates, we now provide clients and advocates with timely, seamless access to expert legal advice. The ILAS project also supports OPAN nationally through input on aged care reform legislation and education for advocates. Looking ahead, we aim to expand this model to other areas of advocacy support.

We encourage you to read Phoebe's story (page 28) to see how, in practice, the ARAS financial advocate and the ARALS team worked efficiently to resolve an aged care-related debt matter successfully for the older person.

ARAS' impact this year has led to us reaching just over 26,000 older people in South Australia, with 817 education and community events and 17,395 attendees who are now better informed about their aged care and retirement village rights, elder abuse prevention, how to live a positive life and how to self-advocate. We also directly assisted 4,910 older people with information and advocacy, with 116 financial advocacy cases, 566 Home Care Check-Ins and 188 people supported by Care Finders to access aged care. For the eight-month period that the ILAS trial has been fully operational, they received 81 ARAS client referrals and dealt with 140 service type issues that required legal advice.

We continue to look for ways in which we can support older people through individual and systemic advocacy. Our partnerships with government and non-government organisations are vital, not only in enhancing support but also in raising the concerns of older people to achieve greater impact.

Our funding bodies underpin our work, and we extend our sincere thanks for their continuing belief in what we do: the Australian Government Department of Health, Disability and Ageing, NACAP, OPAN, the Office for Ageing Well, the Department of Human Services and the Adelaide Primary Health Network. A special thank you to all sponsors of the Australian Elder Abuse Conference, the EAAA Board, Executive Officer and team, and the ARAS team who worked tirelessly. Additionally, whilst we farewelled Age Discrimination Commissioner Dr Kay Patterson AO, we also welcomed Age Discrimination Commissioner Robert Fitzgerald AM. We also extend our thanks to Her Excellency the Honourable Frances Adamson AC, Governor of South Australia, and Mr Rod Bunten, both Patrons of ARAS, for hosting the conference reception.

We also acknowledge the extraordinary work of Professor Wendy Lacey, who has stepped down from the ARAS Board, for her support of ARAS and the aged care reforms. We encourage you to read more about our achievements in this annual report, particularly the case studies that highlight the work done every day by our passionate staff, supported by our dedicated volunteer Board.

**Thank you**  
**Anne Burgess AM, Chairperson**  
**Carolanne Barkla, Chief Executive**

# Our impact



**26,013**  
contacts from  
the public

**4,910**  
advocacy cases and  
information  
enquiries

**817**  
education and  
community  
engagement activities  
conducted

**17,395**  
attendees at  
education  
sessions and  
events

**116**  
advocacy cases  
managed by aged  
care finance  
advocates

**566**  
Home Care Check-in  
activities conducted  
(via phone or face to  
face)

**188**  
cases supported  
through the Care  
Finder program

**81 and 140**  
referrals to legal  
team and issues  
(service types)  
*reporting from  
1 November 2024*

**333**  
callers provided  
with information on  
other services

**175**  
strategic, network  
and community of  
practice meetings  
attended

**1,490**  
followers on  
Facebook and  
LinkedIn

# Our Board



**Anne Burgess AM**

**Chairperson**

Anne was appointed to the ARAS Board in 2016 and became the ARAS Chairperson in 2017. Anne has a strong background in equal opportunity, planning, strategy and problem solving from her years at senior levels within the health, mental health and equal opportunity sectors. Anne is a member of the Governance & Performance Committee, Chair of the RAP Reference Group, and the Champion for our RAP. Anne was appointed to the OPAN Board in 2018 as the ARAS representative and currently serves as OPAN Deputy Chair. In 2023, Anne was also appointed Chair of the Aged Care Council of Elders.



**Paul Brown**

**Deputy Chairperson**

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



**Michael Dwyer**

**Treasurer**

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



## Our Board



**Helena Kyriazopoulos  
OAM**

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



**Wendy Lacey  
(until May 2025)**

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



**Desmond Ford**

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



# Our Board



**Alex Houthuysen (Hill)**

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



**Nicki Dantalís**

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



**Angela Catinari**

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

# Our Executive team



**Carolanne Barkla**  
**Chief Executive**

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

Carolanne has worked in both rural and metropolitan environments across South Australia and New South Wales, including with culturally and linguistically diverse communities, and has lived experience as a military family member and supporter of veterans.

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



**Anna Barton**  
**Operations Manager**

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

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



**Lyndon Prior**  
**Corporate Services Manager**

Lyndon joined ARAS as Corporate Services Manager in 2020, bringing over 15 years of experience in finance and corporate management, primarily within local government in South Australia. Lyndon's expertise includes strategic planning, long-term financial planning, and financial reporting.

Prior to this, Lyndon served as acting CEO of the Mornington Shire Council in Queensland, where he facilitated the onboarding of newly elected members. With a background in banking at BankSA and experience as a business consultant, mortgage broker, and hotel owner, Lyndon possesses comprehensive knowledge of governance, compliance, and business operations across various sectors.

# Our staff

Our team at ARAS is passionate, skilled, and dedicated to supporting older South Australians. Guided by our staff-developed Code of Conduct, which reflects the principles of *integrity*, *inclusiveness*, *justice*, and *respect*, our people bring their best to every role.

During the year, 63<sup>#</sup> staff worked across our programs, services, and outlets. Our team is proudly diverse, including Aboriginal Advocates who provide culturally appropriate support, alongside staff from Malaysia, the Philippines, Poland, Italy, and India, among others.

With expertise spanning social work, psychology, counselling, human services, nutrition, accounting, and management, our staff continue to learn, adapt, and make a meaningful difference in the lives of older South Australians.



The photos above are of staff who have provided their consent to have their photo included in the Annual Report.  
# Including ex-employees who worked during this period.



# Our journey continues: 2016-2025

As we celebrate 35 years of service, we reflect on our proud history of impact and growth. Building on our first 25 years, as featured in our 25th Anniversary Annual Report, we now continue the story by highlighting key milestones from the past decade (2016–2025), showcasing the moments that have shaped ARAS into the organisation it is today.

## 2016-2017

- Established through a Memorandum of Understanding (MoU), OPAN was formed with ARAS as a founding member
- OPAN granted the National Aged Care Advocacy Program (NACAP) after a successful tender process
- Supported ARAS client speak out on the 7.30 Report regarding abuse of resident captured on camera
- Developed ARAS Position Statement on the use of CCTV cameras in aged care
- Submissions to Australian Law Reform Commission Elder Abuse papers
- Released *Stay Connected* wellbeing toolkit
- Launched new ARAS website.

## 2018-2019

- Founding member of Elder Abuse Action Australia (EAAA), with subsequent funding for Compass (National Knowledge Hub) and the national peak body
- Contributed to Royal Commission into Aged Care Quality and Safety Terms of Reference
- Contributed to Aged Care System Navigator Trial
- Launched Safeguards for Ageing Well initiative
- Hosted Stolen Generations Summit with resulting story book in national archives
- Released *Recipes for Living Well* (APEA initiative)
- Contributed to national consultations on Powers of Attorney and Aged Care reforms
- Supported older people to give evidence to the Royal Commission into Aged Care Quality and Safety.

## 2020-2021

- Adapted services during COVID-19 with online delivery and interstate support
- Member of the SA Health COVID-19 Emergency Response and Daily Emergency Management meetings
- Achieved ASES three-year accreditation
- Contributed submissions to key legislative and reform consultations
- Commissioned research on unmet advocacy needs statewide
- Implemented Salesforce client management system
- Updated Constitution
- Launched new membership program
- Released *It Is Not Your Fault!* sexual assault awareness brochure
- Supported OPAN's *Stay Connected, Stay Supported* initiative.

## 2022-2023

- Participated in the Home Care Check-In trial
- Opened regional offices in Victor Harbor and Nuriootpa
- Launched inaugural *Reflect* Reconciliation Action Plan (RAP)
- Hosted first legal roundtable with the Hon. Kyam Maher
- Released Humbugging awareness materials
- Contributed submissions on key aged care and safeguarding legislation
- Secured Care Finder funding (from Aged Care System Navigator Trial)
- Opened Berri regional outlet and expanded outreach to APY Lands
- Welcomed new patrons, Her Excellency the Hon. Frances Adamson AC and Mr. Rod Buntin
- Enhanced our marketing reach through radio, billboards and digital media.

## 2024-2025

- Co-hosted National Elder Abuse Conference with EAAA
- Established Aged Rights Advocacy and Legal Service Ltd (ARALS) to support advocates managing complex legal cases
- Participated in the national evaluation of NACAP, with strong outcomes
- Joined SARAA and delivered Silver Rainbow LGBTI+ inclusion training
- Developed diversity resources and translated materials into Pitjantjatjara
- Submitted feedback on the new Aged Care Act
- Received formal endorsement for the *Innovate* RAP (2025–2027)
- Secured continued OPAN funding until 2029, ensuring ongoing advocacy and support for older South Australians.

# Advocating for systemic change

ARAS continued to play a strong and influential role in championing the rights of older South Australians within the aged care system and beyond. Throughout the year, we shared our expertise and insights through consultations, formal submissions, parliamentary inquiries, high-level roundtables, and media engagement, ensuring the voices and lived experiences of older people were heard where key decisions are made.

Working closely with OPAN, ARAS contributed to national advocacy efforts focused on the new Aged Care Act. While the commencement of the legislation was deferred, ARAS continued to call for timely implementation to ensure the Act genuinely reflects the rights, dignity, and preferences of older people.

At a state level, the Chief Executive demonstrated strong leadership through active participation in a wide range of strategic forums. These included the South Australian Ministerial Aged Care Roundtables, where issues such as the Integrated Care Support Program, Home Support Program, delayed discharge of patients and aged care reforms were discussed. ARAS also contributed to national discussions through the National Aged Care Alliance, advocating for service models that are person-centred and grounded in human rights principles.

ARAS continues to be a key voice in addressing the issue of long-stay older patients in South Australian hospitals—people who are medically ready for discharge but unable to transition due to systemic barriers in aged care availability. Through participation in the Ministerial Roundtable and public forums, ARAS highlighted the need for coordinated responses that uphold the dignity and wellbeing of these individuals while alleviating strain on the health system.

Collaboration continued with the South Australian Law Reform Institute (SALRI) to support work on financial abuse, property law reforms, and supported decision-making frameworks. ARAS also participated in the SA Innovation Hub Governance Session and the Health & Aged Care Interface Symposium, contributing to sector development and the advancement of inclusive service models.

To further drive policy reform and accountability, ARAS made a number of significant submissions during the year to state and federal inquiries and consultations, which were:

- Establishment of a National Aged Care Mandatory Quality Indicator for in-home aged care services 02/07/2024
- Royal Commission: Domestic Family and Sexual Violence 25/09/2024
- Supported decision making 25/09/2024
- Inquiry into Aged Care Bill 02/10/2024
- Adult Safeguarding Unit 16/10/2024
- Chapter 4 – Aged Care Rules 02/12/2024
- Supplementary Consultation regarding the Mental Health Act 2009 – Government Review 10/02/2025
- National Plan to End the Abuse and Mistreatment of Older People 19/02/2025
- Financial Elder Abuse Information Survey 27/02/2025
- Community engagement on the Accommodation Diversity Code Amendment 04/03/2025
- Aged Care Act: Stage 3 Release – Provider Obligations 12/03/2025
- New Aged Care Act Rules – release 2c-funding and regulation 26/03/2025
- Aged Care Act: Stage 4a Aged Care rules release 10/04/2025
- DHS draft Suicide Prevention Action Plan 23/04/2025
- Draft Retirement Villages (Miscellaneous) Amendment Regulations 2025 – Community Consultation 08/05/2025
- State Disability Inclusion Plan 2025 – 2029 04/06/2025.



Engagement extended beyond policy spaces into the community, with the Chief Executive presenting at the Positive Ageing Forums hosted by Rebekha Sharkie MP and other public events to highlight aged care rights. The Chief Executive has also been active in the media, providing expert commentary on aged care reform and the rights of older people. Media engagements, including interviews with The Senior newspaper and the ABC, have helped amplify ARAS' advocacy, ensuring the voices and concerns of older South Australians remain in public focus.

ARAS also maintains strong community engagement through monthly radio interviews, including on Radio Italiana, and the distribution of quarterly newsletters, a combined effort between OPAN and ARAS, to all aged care homes across South Australia. These newsletters help keep residents informed about their rights and how to raise concerns. Through community events and education, ARAS distributed over 100,000 brochures and other materials throughout the year, with many more reaching the community through ongoing engagement activities. Through these ongoing initiatives, the ARAS team continues to demonstrate leadership in systemic advocacy, working collaboratively with government, industry and the community to influence policy, strengthen accountability and keep the rights of older people at the heart of aged care reform.



*In November 2024, ARAS Chief Executive Carolanne Barkla (third from left) joined other peak bodies representing older Australians in Canberra, urging politicians to act now on the new aged care reforms to protect the rights and dignity of older people.*

## ARAS' Internal Legal Advisory Service

In November 2024, ARAS established a legal practice known as the Aged Rights Advocacy and Legal Service Ltd (ARALS).

With funding provided by OPAN, ARALS is trialling an in-house legal advisory service (ILAS) model for providing legal support to ARAS clients and advocates who are experiencing legal issues related to their aged care service provision.

The ARALS' highly skilled practitioners also provide in-house education and training sessions for ARAS advocates on clients' legal rights and responsibilities, identifying legal issues, referring clients when follow-up legal action is necessary, handling complaints and resolving client disputes.

In 2024/2025 (eight months operational), ARALS received 81 referrals from advocates, involving 140 service types that required legal advice.

*We encourage you to read Phoebe's story (page 28) to see how, in practice, the ARAS financial advocate and the ARALS team worked efficiently to resolve an aged care-related debt matter successfully for the older person.*



ARALS team with ARAS Chief Executive Carolanne Barkla (second from left)

## Innovate Reconciliation Action Plan

In February 2025, ARAS proudly received the formal endorsement of its *Innovate* Reconciliation Action Plan (RAP) 2025–2027 from Reconciliation Australia.

This milestone strengthens our commitment to embedding reconciliation into everything we do and building respectful relationships with First Nations peoples through learning, collaboration, and inclusion.

Our vision for reconciliation is a community where all older people are valued and respected, and where reconciliation with First Nations peoples is central. ARAS is committed to honouring the wisdom of First Nations Elders and promoting understanding and equitable opportunities for all.

Throughout the year, ARAS has advanced reconciliation in meaningful ways. In May, Board members and staff attended the Reconciliation SA Breakfast. Every two months, our Aboriginal Advocates facilitate yarning sessions with staff, and ARAS proudly participated in NAIDOC Week events. We are proud of what we have achieved, but we also recognise there is always more to learn. Continuous learning is essential, and we are always seeking ways to deepen reconciliation in meaningful, lasting ways.

We thank Reconciliation Australia, our Reconciliation Working Group, and all who contributed to this achievement. Their partnership has helped us turn intention into meaningful action.

Through our *Innovate* RAP, ARAS aims to ensure reconciliation is not only an aspiration but an active, lived practice — where respect and cultural understanding guide every interaction.

# First Nations advocacy and community engagement

This year, ARAS continued to build strong connections with First Nations communities, supporting 120 cases across South Australia. The main issues raised with advocates included communication challenges, navigating or changing service providers, access to equipment and assistive technology, quality of care, fees and charges, and choice and decision-making.

A major focus was raising awareness about humbugging, recognising its links to Elder abuse while respecting genuine cultural obligations. Aboriginal Advocates delivered community talks and collaborated with organisations such as EAAA and SAHMRI (South Australian Health and Medical Research Institute), helping to build understanding and increase the identification of Elder abuse.



*Aboriginal Advocate out and about in rural communities, sharing our popular “Humbugging – Is this happening to you?” poster and raising awareness about Elder abuse.*

Aboriginal advocates also worked closely with clients to connect them with community services, ensuring they received the support needed to live safely and independently.

Another Intergenerational gathering, held in Murray Bridge, brought Elders and young people together to share stories, discuss Elder abuse, and inspire youth to become advocates for change (*you can read more about the gathering on page 36*).

The team continued to engage with regional communities in Yalata and Port Augusta, with plans to visit additional First Nations communities in the year ahead. Advocates also participated in the OPAN Aboriginal Network Meeting, contributing to national discussions on improving access and support for First Nations older people.



*Aboriginal Advocate with Board member Alex Houthuysen (Hill) at the Tauondi Aboriginal Community College event, sharing information with Elders about aged care rights.*



# Aged care advocacy and information

ARAS provides advocacy support, information and education to older people living in residential aged care, receiving or seeking aged care services, or at risk of or experiencing abuse related to the aged care system.



## Residential aged care

**1,258**

**Total information enquiries and advocacy cases**

Supporting older people living in aged care homes to have their voices heard and rights respected.

**Key advocacy issues raised to advocates by older people included:**

- Fees and charges
- Communication
- Food, meals, nutrition, and hydration
- Accessing or changing service providers
- Choice and decision-making.



## Home care

**2,832**

**Total information enquiries and advocacy cases**

Supporting older people receiving or seeking to receive Commonwealth Home Support Programme (CHSP) or Home Care Package (HCP) services.

**Key advocacy issues raised to advocates by older people included:**

- Accessing, changing, or engaging with service providers
- Equipment, assistive technology, and goods
- Communication
- Fees and charges
- Support for reassessment or changed needs.



## Financial advocacy

**116**

**Total fully managed advocacy cases**

Supporting older people to make informed decisions about their aged care services by understanding fees and charges.

**Key advocacy issues raised to advocates by older people in residential aged care and home care included:**

- Fees and charges
- Errors or overcharging
- Provider communication and transparency
- Financial hardship
- Invoices and statements.

# Abuse of older people and Home Care Check-In trial



## Abuse of older people

**545**

### Total information enquiries and advocacy cases

Supporting older individuals experiencing or at risk of abuse.

#### Top abuse reported to advocates included:

- Financial abuse
- Family conflict impacting client
- Psychological or emotional abuse
- EPOA/Guardianship issues
- Coercive control.

#### Top alleged abusers reported to advocates included:

- Daughter
- Son
- Spouse
- Niece/Nephew
- Grandchild.



## Home Care Check-In trial

**566**

### Total Home Care Check-Ins

Supporting older individuals receiving in-home aged care services, ARAS delivered OPAN's Home Care Check-In trial across the Adelaide metropolitan area. The trial provided vital support to those who were socially isolated and vulnerable to harm or neglect. The trial concluded in June 2025.

#### Key issues raised to advocates by older people included:

- Accessing or changing service providers
- Isolation
- Lack of personal social networks
- Choice and decision making
- Lack of community networks.

#### Top risks identified by Home Care Check-in advocates included:

- Social isolation
- Living alone
- Limited mobility
- Loss of driving independence
- Cognitive impairment.

# Retirement village program and Care Finder program



## Retirement village program

**275**

### Total information enquiries and advocacy cases

ARAS is funded by the Government of South Australia, Department of Human Services 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.

#### Key issues raised to advocates by older people included:

- Communications between the resident and the Village Operator
- Contracts
- Bullying or intimidation
- Maintenance repairs
- Leaving a village - understanding and paying exit fees.

During this period, ARAS also assisted 10 clients with the South Australian Civil and Administrative Tribunal (SACAT) matters, including providing information, supporting with documentation, and attending hearings.



## Care Finder program

**188**

### Total cases

ARAS is funded by the Adelaide Primary Health Network to deliver the Care Finder Program in the City of Salisbury and City of Playford Councils (Northern Metropolitan Councils), to assist vulnerable older Australians by connecting them with My Aged Care and identifying the home care services that best meet their needs.

#### Key issues identified by Care Finders included:

- Ongoing shortages in domestic assistance, transport, home maintenance, and social support
- Long wait times for CHSP access, assessments (3+ months), and package upgrades (12+ months)
- Misclassified care levels, inaccurate plans, and limited accountability to correct errors
- Older people receiving inadequate support, facing isolation, safety risks, and health deterioration while waiting
- Inconsistent advice and unreliable information from call centre staff
- Fragmented assessment model, outdated service data, and no clear escalation pathway for urgent reassessments.





**Top** – ARAS Board members and staff came together to celebrate community and culture at the Reconciliation SA Breakfast, strengthening our commitment to inclusion and respect.

**Bottom left** – Our Community Engagement Liaison Officer connected with older South Australians at Claire Clutterham's Seniors Morning Tea, sharing information about rights, supports and available services.

**Bottom right** – ARAS staff attended Erin Thompson MP's Seniors Expo, engaging with community members and sharing information about aged care rights and supports.



# Residential aged care: Agnes' story

## Background information

Agnes\*, a resident of a rural aged care home in South Australia, faced significant challenges due to her health conditions, including paralysis in her left arm, incontinence, and dementia.

Brian\*, who is her legal guardian, raised concerns about the care provided to Agnes was receiving at the home. Family members reported instances of neglect, such as Agnes being left soiled and partially clothed, dehydration due to inaccessible water, and hospitalisations caused by constipation and dehydration.

Additional issues included burns from hot soup, overgrown toenails, and communication delays from aged care home staff. The family also reported that Agnes was isolated after a behavioural incident they felt was poorly handled and that she was the subject of a disputed SIRS (Serious Incident Response Scheme) report, which they believed was inaccurately filed and caused further distress.

## Actions taken by the advocate

With Agnes' consent, the advocate worked closely with Brian and his family to address their concerns. The advocate facilitated communication between the family and aged care home staff, attended meetings, and advocated for immediate improvements in Agnes' care.

The advocate ensured that the aged care home updated Agnes' care plan to address hydration, bowel care, positioning, and social engagement. The advocate also requested the retraction of the inaccurate SIRS report and pushed for accountability from the aged care home staff.

The advocate supported the family emotionally during meetings and ensured their feedback was incorporated into the care strategies.



Additionally, they advocated for monthly updates from the aged care home to the family and the implementation of new staff accountability measures.

## Outcome

The advocacy efforts led to significant improvements in Agnes' care. The aged care home implemented changes, including better hydration practices, proper positioning of Agnes' wheelchair, and improved communication with the family.

Staff accountability measures were introduced, ensuring that each resident had a designated caregiver during shifts.

The family reported that Agnes appeared happy and well cared for, and they expressed satisfaction with the aged care homes' efforts to rebuild trust. The family also appreciated the emotional support and guidance provided by ARAS throughout the process.

Involving ARAS was crucial to ensuring Agnes received the care and dignity she deserved. The advocate's expertise helped the family navigate complex issues and achieve real improvements in Agnes' care. ARAS gave Agnes and her family a voice, ensuring their concerns were heard and restoring their confidence in the aged care home's ability to provide compassionate, professional support.



# Disability Support for Older Australians: Arthur's story

The Disability Support for Older Australians (DSOA) Program supports existing clients who were aged 65 years or over (or 50 to 64 years for First Nations people) when the NDIS began in their region, were not eligible for the NDIS, and were clients of state or territory specialist disability services at that time.



## Background information

Arthur\*, a recipient of the DSOA program, suffered a spinal abscess, causing incomplete quadriplegia in late 2010, and encountered significant difficulties after his funding was capped at \$86,000. This capping followed an ACAT assessment conducted in December 2021, which was arranged to access respite care when Arthur's wife and carer, Iris\*, required treatment for breast cancer.

Unfortunately, the ACAT assessor mistakenly marked Arthur as eligible for full aged care services instead of respite care, triggering the funding cap. Arthur was not informed of the potential consequences of the ACAT assessment on his DSOA funding, nor did he provide informed consent for full aged care eligibility.

This error left Arthur with insufficient funding to meet his increasing care needs, placing immense strain on both him and Iris, who is also managing her own health challenges.

## Actions taken by the advocate

The advocate pursued multiple complaint pathways, including initiating an internal review by the Department to address the funding cap imposed on Arthur's DSOA allowance. Unfortunately, the Department upheld its decision despite acknowledging no fault on Arthur's part.

Thereafter, complaints were lodged with the Aged Care Quality and Safety Commission, the NDIS Complaints Commission, and the Commonwealth Ombudsman. While the Ombudsman recommended revoking the funding cap, the Department refused to act on this recommendation.

Legal advice was sought, and ministerial assistance was requested from several government officials, but these efforts were redirected back to the Department. Despite the advocate's extensive actions, the funding cap remained in place, leaving Arthur without the necessary resources to meet his care needs.

## Outcome

The Department recognised gaps in information sharing between ACAT assessors, DSOA Service Coordinators, and recipients, leading to updates in their manuals to prevent similar errors in the future.

However, they refused to lift the funding cap on Arthur's allowance. As a result, Arthur's care needs now exceed his funding limit, with his service provider covering approximately \$15,000 in additional costs.

The provider has warned that weekend care may need to be cut, further worsening the challenges faced by Arthur and Iris. The ongoing funding shortfall has placed significant stress on Iris, who has expressed feeling exhausted as a carer, which is negatively impacting her health.

Involving ARAS was essential in ensuring Arthur's rights were upheld and his concerns were addressed.

The advocate provided critical support and guidance, helping Arthur navigate the complex system and explore all possible avenues for resolution. Their involvement emphasised the importance of informed consent and transparent communication in protecting the rights of vulnerable individuals.

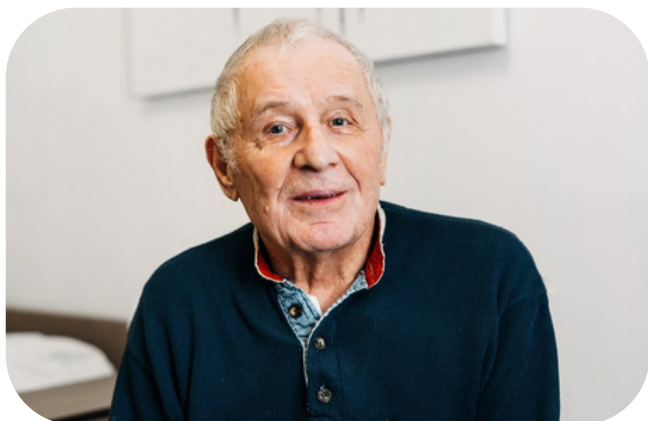
While Arthur's funding cap remains unresolved, the advocate's efforts have led to systemic improvements within the DSOA program, helping to prevent similar issues for other recipients in the future.

“

*I wish I had reached out sooner.*

*The advocate made me feel heard, supported, and empowered. Every concern was treated with care and respect. I'm deeply grateful for the kindness and professionalism shown.*

# Care Finder program: Michael's story



## Background information

Michael\* was referred to ARAS by a local council home support coordinator. Michael had recently settled into a community housing flat and was living independently without a car, relying on walking and public transport.

Michael described himself as a loner who enjoyed reading, listening to classical music, and cooking. Michael also shared that he experienced leg soreness, occasional loss of balance, and had brittle bone disease. Michael expressed concerns about his health and mentioned that he had not undergone a recommended ultrasound. Additionally, Michael shared feelings of regret about past actions and expressed difficulty in discussing these emotions with others.

## Actions taken by the Care Finder

The Care Finder worked closely with Michael to address his needs and concerns. Michael consented to agent support and contact with providers on his behalf. The Care Finder discussed the benefits of a Home Care Package (HCP) and offered Michael a list of available providers for his consideration, and supported him in meeting with a home care provider representative to explore available services.

Although Michael initially declined the HCP, he later reconsidered and agreed to sign up for the package, which included taxi vouchers, meal delivery, and a personal alarm.

The Care Finder assisted Michael in setting up a phone, organising a GP appointment, and completing a Disability Modifications request form for grab rails and a threshold ramp in his bathroom.

The Care Finder also helped Michael with his energy payment plan, ensuring he updated his payment details to avoid late fees. Additionally, the Care Finder supported Michael in creating an email account and an online gas company account to facilitate his SA Household Concession application.

Michael expressed interest in a watch-style personal alarm, which was ordered and set up with the Care Finder's assistance. The Care Finder also helped Michael with a Freedom of Information (FOI) application to access his medical records and provided guidance on seeking legal advice regarding a potential breach of confidentiality.

## Outcome

Through the Care Finder's support, Michael was able to access services that improved his quality of life, including a personal alarm for safety, home modifications for better mobility, and a streamlined energy payment plan.

Although Michael initially declined social support and Meals on Wheels services, he was informed that he could reinstate them if needed. Michael's health also improved with the use of a new inhaler. Michael expressed satisfaction with his living situation and level of independence. The Care Finder ensured that Michael had the necessary resources and support to manage his needs effectively.

With the support of ARAS, Michael maintained his independence and quality of life. The Care Finder helped him navigate complex systems, access essential services, and address his health and wellbeing needs, empowering him to make informed decisions while ensuring his rights and preferences were respected.

# Financial advocacy and legal support: Phoebe's story

## Background information

In late 2024, Phoebe\*, a resident of an aged care home contacted ARAS after receiving a formal letter from the previous operator of the aged care home. The letter threatened legal action if Phoebe did not pay outstanding aged care fees, which were said to relate to a means-tested accommodation supplement claw-back from Services Australia. Phoebe did not understand the basis of the debt and was highly distressed by the tone and threat of legal consequences.

*It is important to note that the new provider of the aged care home had no legal involvement in this matter, as it was related to actions and claims made by the previous operator before the new provider took over.*

## Actions taken by the advocate

With Phoebe's consent, the advocate contacted the previous operator to advise that ARAS was supporting Phoebe to determine whether the monies were owed.

The operator contacted the advocate directly and used aggressive behaviour to pressure for repayment, while repeatedly refusing to provide copies of statements or any evidence supporting the debt.

The advocate supported Phoebe to attend Services Australia to inquire about the debt and also engaged with the current aged care provider to discuss the matter. Despite these efforts, there was no conclusive evidence confirming that the debt was legitimate.





The previous operator engaged legal representation and proceeded to file a claim in the Magistrates' Court seeking repayment of approximately \$12,000. Following receipt of the court application, the advocate sought legal guidance from ARALS (Aged Rights Advocacy and Legal Service).

ARALS provided legal advice and assisted in the preparation and submission of a written defence on behalf of Phoebe. A Directions Hearing was set in the Magistrates' Court. On the Friday evening before the Monday hearing, the legal representative for the previous operator contacted the advocate to offer a reduced settlement of \$7,500 to be paid within 28 days. The advocate informed Phoebe of this offer, which Phoebe declined, as no evidence had been provided to confirm the debt.

The matter proceeded to court, where the Magistrate ordered the previous operator to provide documentary evidence of the debt to Phoebe and directed that the matter proceed to mediation.

### Outcome

The lawyer acting for the previous operator has since issued a Notice of Discontinuance, confirming that the matter will not be pursued further and the operator will no longer be seeking repayment of the alleged debt.

The involvement of both advocacy and ARALS ensured Phoebe was informed of her rights and supported to pursue clarification and justice, rather than feeling pressured into making a payment without evidence.

This case demonstrates the value of financial advocacy in investigating complex matters. It also highlights the complementary role of ARALS in providing legal advice that empowers older people and their advocates to confidently navigate legal proceedings and uphold their rights.

By involving ARAS, Phoebe was able to receive the necessary support to challenge the claim and ensure that her rights were protected. The collaboration between ARAS and ARALS provided Phoebe with the confidence and resources to stand up against unfair treatment and achieve a positive outcome.

“

*You made a profound difference in the quality of my life. I'm now receiving the services I need and feeling well supported. I'm so thankful for your help and the care shown throughout the process.*

# Delayed discharge of older patients:

## Rosa's story

A delayed discharge patient in South Australia is a hospital inpatient who is medically fit to leave but remains in the hospital due to non-clinical reasons, often because a suitable discharge destination or service is not yet available. These reasons can include waiting for aged care placements, NDIS services, home modifications, or necessary community-based support.



### Background information

Rosa\*, a client referred to ARAS, had been hospitalised for eight weeks in a regional hospital and diagnosed with early-onset dementia. Rosa was scheduled for discharge but was uncertain about the services available to support her transition.

Rosa expressed a desire to return home but acknowledged that this might only be a short-term solution, as she felt she might struggle to cope. Rosa hoped to eventually move to more suitable accommodation closer to her sons. Rosa lived in a double-story house, with bedrooms and bathrooms located upstairs, and she now required a walker for mobility. Rosa's situation raised concerns about her ability to manage independently post-discharge.

### Actions taken by the advocate

The advocate visited Rosa in the hospital to discuss her concerns and coordinated with the hospital social worker to ensure proper discharge planning. Rosa requested that the advocate communicate with her youngest son, Daniel\*, regarding her discharge and the organisation of respite care if needed. Rosa also consented to the advocate discussing her situation with her other sons, her friend, and Emily\* (Care Finder).

The advocate explained the Commonwealth Home Support Programme (CHSP) to Rosa, but recognising that Rosa felt overwhelmed, they provided detailed information to her sons, Daniel and James\*, who both held Power of Attorney. The advocate also followed up with emails to ensure they were informed about practical strategies for Rosa's discharge.

Additionally, the advocate contacted the local health network to remove Rosa from the waitlist and release the necessary codes so the CHSP provider could deliver the required support services. James, Rosa's oldest son, planned to stay overnight with her on discharge to assist her transition.

The advocate also spoke with Rosa's care finder, Emily, who was referred by a friend concerned about Rosa being discharged without adequate supports. The advocate coordinated with all parties and ensured that Rosa was discharged with CHSP supports in place. Emily agreed to assist in sourcing respite care and exploring long-term accommodation options if Rosa decided to move.

### Outcome

Rosa was successfully discharged from the hospital with CHSP supports arranged. Rosa's son, James, took her to his home to ensure her safety and comfort, particularly given the challenges posed by the stairs in her own house. Emily continued to assist Rosa in identifying respite care options and exploring long-term placement near her family. Rosa's immediate needs were addressed, and a plan was established to ensure her ongoing care and support.

Involving ARAS was crucial in ensuring Rosa's transition from hospital to home was managed effectively and with the necessary supports in place.

The advocate played a key role in navigating the complexities of discharge planning, liaising with family members, hospital staff, and care providers to address Rosa's concerns and ensure her safety.

ARAS provided Rosa with advocacy and guidance during a challenging time, ensuring her voice was heard and her needs were met. Their involvement highlighted the importance of advocacy in empowering individuals to make informed decisions and access appropriate services, ultimately improving their quality of life.

“

*After speaking with the advocate, I finally felt confident to self-advocate. I've been able to contact several home care providers, arrange support, and take control of the process. I'm so grateful for the information and encouragement that helped me get things moving.*

# Education and community engagement

## Education sessions

At ARAS, we are dedicated to empowering older South Australians and those who support them through education. Our sessions focus on key topics such as the Charter of Aged Care Rights, prevention of abuse of older people, and retirement village rights.

Over the past year, we delivered 593 education sessions, reaching more than 13,000 participants, including older people, families, carers, service providers, and health professionals. Around 95% of these sessions were delivered face-to-face, with the remaining held online via Microsoft Teams and Zoom. This flexible approach allowed us to connect with diverse audiences and tailor our sessions to their needs.

Almost 60% of our sessions took place in metropolitan Adelaide, while 40% reached regional and remote communities. Through both in-person and online delivery, ARAS continues to make learning accessible and meaningful, building awareness, confidence and understanding of aged care rights across South Australia.

## Community engagement

In 2024/2025, ARAS' Community Engagement Liaison Officer, Community Engagement and Education Coordinator and ARAS staff delivered 224 community engagement activities across South Australia, connecting with 4,391 individuals. Outreach focused on metropolitan Adelaide, the Riverland, South-East, Barossa, and Mid North regions, increasing awareness of ARAS and strengthening relationships with older people, service providers, and community partners.

The team also promoted ARAS through local newsletters, social media, and community networks, encouraging membership and sharing key information about advocacy services.

## Key issues discussed with advocates included:

- **Aged care rights and advocacy:** Understanding rights, how to raise concerns safely, and reporting elder abuse.
- **Legal and planning matters:** Awareness of Advance Care Directives (ACDs), Enduring Power of Attorney (EPOA), wills, and misuse of powers.
- **Access to services:** Difficulties accessing My Aged Care, delays in assessments, limited CHSP/HCP availability, and uncertainty around reforms.
- **Quality of care:** Staffing shortages, poor communication, care plan gaps, and delayed or inconsistent service delivery.
- **Residential and retirement living:** Contract clarity, exit fees, resident safety, and staff conduct concerns.
- **Food and lifestyle:** Ongoing feedback about food quality, variety, dining options, and limited activities.
- **Social and cultural inclusion:** Lack of regional services, discrimination experiences, and the importance of family and cultural respect.
- **Positive engagement:** Many residents reported satisfaction with care and requested more ARAS visits and education sessions.

This proactive approach helped reach diverse audiences, including culturally and linguistically diverse groups, First Nations communities, and those living in regional areas.

ARAS strengthened partnerships with local councils, elected representatives, peak bodies, and community organisations, contributing to senior forums, cultural events, and training initiatives. Under the Diversity Framework, ARAS expanded engagement with diverse communities, including a presence at the LGBTQIA+ Feast Festival, where interactive activities encouraged intergenerational conversations and community connection.





**Top** – Advocates and finance advocates delivered a presentation to community members at the City of Salisbury on understanding rights and aged care fees and charges.

**Bottom left** – Finance advocates presented to community members on the upcoming changes under the new Aged Care Act.

**Bottom right** – A team leader, alongside a representative from ARALS, delivered a community presentation in Tailem Bend on the prevention of abuse of older people.





# Who's missing? Planning for diversity workshops

The Who's missing? Planning for diversity workshop series was an OPAN project funded by the Australian Government, and delivered in collaboration with ARAS in South Australia to provide diversity education to Commonwealth funded aged care and home care providers across the state.

The initiative focused on enhancing providers' understanding of inclusive practices, aligning services with strengthened Aged Care Quality Standards, and embedding diversity into continuous improvement processes.

A total of 21 workshops were successfully delivered across seven locations in South Australia, engaging 123 participants.

The workshops were conducted through a combination of face-to-face and online sessions, achieving the highest national attendance rates with an average of 18 participants per workshop.

## Key achievements included:

- Over 99% of participants reported developing high competency in planning and implementing diversity-safe and inclusive practices
- Strong engagement with organisations, including those previously disengaged from cultural inclusion efforts
- Positive feedback from participants, highlighting the value of practical tools, resources, and discussions on diversity and inclusion.



ARAS Diversity Project Officer with OPAN presenters at the Adelaide Pavilion, celebrating the completion of 21 workshops across South Australia.

# World Elder Abuse Awareness Day events

## ARAS' World Elder Abuse Awareness Day online forum June 2025

The 18th annual conference/online forum hosted by ARAS marked a significant milestone in raising awareness and driving action against abuse of older people. The event brought together a diverse group of speakers and attendees committed to protecting the rights of older Australians. The forum theme was *"Rights First: Preventing Elder Abuse in a Changing Aged Care Landscape"*.

Key highlights of the event included presentations from Chief Executive Carolanne Barkla, who shared an overview of ARAS and its key achievements over the past year; Daniella Greenwood, who delivered a passionate address on aged care rights; and Andrea Kelly, Interim First Nations Aged Care Commissioner, who provided valuable insights from a First Nations perspective. The event attracted 555 registrations, and a live poll showed that 98% of participants rated the forum as excellent or good, reflecting ARAS' ongoing commitment to promoting the rights, inclusion, and safety of older Australians.

## Australian Elder Abuse Conference July 2024 – Turn Up the Volume!

In July 2024, ARAS proudly co-hosted, with EAAA, the national Australian Elder Abuse Conference – *Turn Up the Volume!* at the Adelaide Convention Centre.

The event brought together 458 delegates from across Australia, including older people with lived experience, service providers, advocates, policymakers, legal and health professionals, to shine a light on the realities of abuse of older people and the urgent need for reform, respect, and equality for all older Australians.

The conference featured more than 60 presentations across plenary and breakout sessions, with keynote speakers including Jane Caro, Robert Fitzgerald AM, and Dr Kay Patterson AO. Highlights included the launch of the SPARK initiative, discussions on coercive control and financial abuse, and a powerful yarning circle that explored cultural perspectives and experiences of Elder abuse. ARAS' leadership was strongly represented through presentations by our advocates and staff, showcasing our ongoing work in advocacy, systemic reform, and cultural engagement.



ARAS Board members and staff with Her Excellency the Honourable Frances Adamson AC, Governor of South Australia, and Mr Rod Bunten at the Australian Elder Abuse Conference 2024.



# **‘Respect’ - Intergenerational Elders and youth gathering**

In May 2025, ARAS hosted an Intergenerational gathering in Murray Bridge, supported by the Australian Government, Department of Health, Disability and Ageing, Social Support – Group Community and Home Support program. The two-day event brought together Elders and young people to strengthen cultural connections, promote respect, and raise awareness about the rights and wellbeing of older Aboriginal community members. The gathering focused on building intergenerational understanding, fostering youth leadership, and encouraging the community to stand together against Elder abuse.

Elders and participants engaged in storytelling, health and wellbeing discussions, and creative activities such as plant potting and t-shirt making. Guest speakers from BreastScreen Australia, Dementia Australia, Moneycare, and ARAS advocates shared insights on financial literacy, dementia awareness, and Elder abuse prevention. These sessions provided valuable opportunities for education, reflection, and connection within the community.

The event also strengthened partnerships with the Murray Bridge Council and local organisations, supporting future collaboration and community engagement. Elders expressed appreciation for the program and its culturally respectful approach, highlighting its importance in empowering both older and younger generations. The gathering reinforced ARAS’ commitment to supporting First Nations communities through connection, education, and advocacy. The program concluded in June 2025.



*Elders and youth coming together at the Intergenerational gathering in Murray Bridge*

# Key stakeholders

A key focus of the ARAS Strategic Plan 2024–2027 is to build capability and capacity to strengthen and expand our services for older South Australians. To achieve this, ARAS is exploring collaborative models that extend our reach through meaningful partnerships and alliances.

Developing strong relationships with stakeholders and peak bodies is central to this goal, supporting a coordinated, community-wide effort to uphold the rights of older people and prevent abuse of older people. These partnerships play a vital role in creating a safer, more inclusive society where older people are supported, respected, and protected.

## Key stakeholders we work with

- 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, Disability and Ageing (State and Federal)
- Department of Human Services (SA)
- Disability Rights Advocacy
- Flinders University
- JusticeNet SA
- Legal Services Commission of South Australia
- Macquarie University
- Office of the Public Advocate
- Public Trustee
- South Australian Council of Social Service (SACOSS)
- South Australian Retirement Villages Residents Association (SARVRA)

- The University of Adelaide
- Uniting Communities
- University of South Australia
- Westside Lawyers.

## Peak bodies we work with

- Aged Care Industry Association (ACIA)
- Ageing Australia
- 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).

## OPAN Network

- Advocacy, Operations and Practice Advisory Group (Operations Manager and NACAP Quality Officer)
- Community of Practice Financial Advocacy Officers
- Community of Practice Salesforce
- Data Governance Steering Committee (NACAP Quality Officer)
- Diversity Education Rollout
- Home Care Check-in Operations Meeting (Operations Manager)
- Home Care Check-In Project Steering Committee
- Human Rights Advisory Group
- Marketing, Communications & Education (MCE) Advisory Group
- National Aboriginal and Torres Strait Islander Advocate Network
- National Aged Care Advocates Meeting



- Policy and Systemic Advocacy Advisory Group (Co-chaired by ARAS Chief Executive)
- SDO Executive Meeting (ARAS Chief Executive & Operations Manager)
- Rights and Representation Working Group
- Strategic meeting with Aged Care Quality and Safety Commission (ACQSC).

#### **Networks we are members of - National**

- Australian Association of Gerontology
- EAAA
- OPAN.

#### **Networks we are members of - 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)
- Australian Asian Lawyers Association
- Barossa Community Services Network
- CALD Eastern/North Eastern Network
- Central Adelaide Local Health Network (CALHN)
- CHSP Network Meeting (NCP)
- Council on the Ageing (COTA SA) Community of Practice
- Eyre & Western Collaborative Project
- Gawler Region Aged Care Network (GRACN)
- Joining Hands and Minds
- Multicultural Advisory Forum (MAF)
- National CHSP Volunteering Network
- NCP Executive Meeting
- Network for CALD Ageing Services
- Northern Nunga Network Meeting
- Reconciliation SA
- Riverland Murray Mallee Coorong Taskforce Network Meeting
- SA Financial Counselling Association (SACFA)
- Southern Fleurieu and Kangaroo Island Positive Ageing Taskforce
- Southern Services Reform Group

- The South Australian Inter-Agency Hoarding and Squalor Network (SAHSN)
- Turkindi – Indigenous Information Network of South Australia
- Whyalla Interagency Network.

#### **Members of Parliament**

- The Hon Amanda Rishworth MP – Federal Member for Kingston
- The Hon Ann Ruston MP – Senator for South Australia
- Senator Marielle Smith – Senator for South Australia
- Senator Kerryne Liddle – Senator for South Australia
- Ms Claire Clutterham MP – Federal Member for Sturt
- Mr Tony Pasin MP – Federal Member for Barker
- The Hon Peter Malinauskas MP – Premier of South Australia (Member for Croydon)
- The Hon Katrine Hildyard MP – Member for Reynell
- The Hon Stephen Mullighan MP – Member for Lee
- The Hon Andrea Michaels MP – Member for Enfield
- The Hon Blair Boyer MP – Member for Wright
- The Hon Mr Terrance Stephens MLC
- The Hon Jing Lee MLC
- The Hon Dennis Hood MLC
- The Hon Ms Connie Bonaros MLC
- Dana Wortley MP – Member for Torrens
- Olivia Savvas MP – Member for Newland
- John Fulbrook MP – Member for Playford
- Nadia Clancy MP – Member for Elder
- Penny Pratt MP – Member for Frome
- Tim Whetstone MP – Member for Chaffey
- Adrian Pederick MP – Member for Hammond.



**Top** - Advocates attended a Seniors Forum hosted by Senator the Hon David Fawcett, engaging with older South Australians and sharing information on rights, supports, and advocacy services.

**Bottom left** - Advocates connected with community members at Louise Miller-Frost MP's Seniors Forum, promoting education, empowerment, and the rights of older South Australians.

**Bottom right** - Our Victor Harbor advocate engaged with locals at the community library, raising awareness about ARAS services and how older people can access advocacy and support.



# Treasurer's report

## Financial Statements for the year ended 30 June 2025

The Treasurer is pleased to present the Audited Financial Statements and Independent Auditor's Report for the year ended 30 June 2025. The financial statements present a true and accurate record of ARAS' operations and financial position for the reporting period.

ARAS received an unmodified audit opinion, with no anomalies identified with the accounting practices, financial controls, or financial management of ARAS. The audit completion report listed a minor corrected misstatement of \$18,868 relating to the non-accrual of wages for the 30 June 2025.

ARAS reports an operating deficit of (\$199,617) for the year, against a budget deficit of (\$165k). Accrued wages (\$165k) for the last pay period in June, plus the return of unspent grant funds at end-of-contract (\$211k) to OPAN, impacted the operating result. All discretionary expenditure was carefully monitored and managed.

All funded programs were maintained and KPI targets achieved, including the Care Finder Program, Retirement Villages Program, Safeguards for Ageing Well Program, plus the National Aged Care Advocacy Program funded via OPAN.

The operating deficit has resulted in a draw-down of equity, with the Balance Sheet reporting total equity of \$99,720, which reflects the true and correct financial position of ARAS at 30 June 2025. Whilst equity reserves have been drawn down, liquidity remains strong with sufficient cash and cash equivalents retained to meet expenses as and when they arise, and to meet all current payroll liabilities.

**Michael Dwyer**  
*Treasurer*

# Financial Statements

Aged Rights Advocacy Service (S.A.) Incorporated  
For the year ended 30 June 2025



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# Statement of Profit or Loss and Other Comprehensive Income

Aged Rights Advocacy Service (S.A.) Incorporated  
For the year ended 30 June 2025

	2025	2024
<b>Revenue &amp; Other Income</b>		
Grant Income	5,473,896	5,551,312
Other Income	274,896	112,832
Gain/(Loss) on Disposal of Property, Plant & Equipment	1,173	2,114
Total Revenue & Other Income	5,749,965	5,666,258
<b>Expenditure</b>		
Admin & Financial Expenses	162,464	183,202
Employment Expenses	82,824	105,351
Depreciation/Amortisation	265,497	295,062
Office Expenditure	443,184	740,276
Property Costs	82,784	132,042
Salaries & Wages	4,756,944	4,480,784
Travel	155,885	170,874
<b>Total Expenditure</b>	<b>5,949,582</b>	<b>6,107,591</b>
Profit/(Loss)	(199,617)	(441,333)
Other Comprehensive Income for the year	-	-
Total Comprehensive Income for the year	(199,617)	(441,333)

# Statement of Financial Position

## Aged Rights Advocacy Service (S.A.) Incorporated As at 30 June 2025

	NOTES	30 JUNE 2025	30 JUNE 2024
<b>Assets</b>			
<b>Current Assets</b>			
Cash and Cash Equivalents	2	358,963	191,976
Trade & Other Receivables	3	44,697	16,506
Investments	4	637,574	607,766
Prepayments	5	89,472	106,960
GST		48,749	61,776
<b>Total Current Assets</b>		<b>1,179,455</b>	<b>984,984</b>
<b>Non-Current Assets</b>			
Security Deposit		3,925	3,925
Property, Plant and Equipment	6	367,908	502,052
<b>Total Non-Current Assets</b>		<b>371,833</b>	<b>505,977</b>
<b>Total Assets</b>		<b>1,551,288</b>	<b>1,490,961</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
Trade & Other Payables	7	621,173	418,871
Revenue Received in Advance and Grants Carried Forward	8	-	-
Provisions	10	488,688	428,195
Lease Liabilities	9	150,600	147,454
<b>Total Current Liabilities</b>		<b>1,260,461</b>	<b>994,519</b>
<b>Non-Current Liabilities</b>			
Provisions	10	90,266	82,239
Lease Liabilities	9	100,841	114,866
<b>Total Non-Current Liabilities</b>		<b>191,107</b>	<b>197,105</b>
<b>Total Liabilities</b>		<b>1,451,568</b>	<b>1,191,624</b>
<b>Net Assets</b>		<b>99,720</b>	<b>299,337</b>
<b>Equity</b>			
Retained Earnings		99,720	299,337
<b>Total Equity</b>		<b>99,720</b>	<b>299,337</b>

# Statement of Cash Flows

**Aged Rights Advocacy Service (S.A.) Incorporated**  
**For the year ended 30 June 2025**

	NOTES	2025	2024
<b>Cash flow statement</b>			
<b>Cash flows from operating activities</b>			
Grants received		6,253,512	5,494,823
Receipts from other sources		244,298	12,506
Payments to suppliers and employees		(6,167,943)	(6,018,459)
Interest received		37,646	60,319
Interest on lease liability		(13,697)	(13,697)
<b>Total Cash flows from operating activities</b>		<b>353,816</b>	<b>(464,508)</b>
<b>Cash flows from investing activities</b>			
Proceeds on sale of property, plant and equipment		1,173	24,182
Payments for property, plant and equipment		(4,551)	(193,412)
Additional investment		(29,808)	(69,886)
Investment reduction		-	800,004
<b>Total Cash flows from investing activities</b>		<b>(33,186)</b>	<b>560,888</b>
<b>Cash flows from financing activities</b>			
Repayment of lease liabilities		(153,643)	(160,200)
<b>Total Cash flows from financing activities</b>		<b>(153,643)</b>	<b>(160,200)</b>
Net increase/(decrease) in cash held		166,987	(63,820)
Add opening cash brought forward		191,976	255,796
Closing cash carried forward	2	358,963	191,976



# Statement of Changes in Equity

Aged Rights Advocacy Service (S.A.) Incorporated  
For the year ended 30 June 2025

	2025	2024
<b>Equity</b>		
Opening Balance	299,337	740,670
<b>Comprehensive Income</b>		
Profit/(loss) for the year	(199,617)	(441,333)
<b>Total Comprehensive Income</b>	<b>(199,617)</b>	<b>(441,333)</b>
<b>Total Equity</b>	<b>99,720</b>	<b>299,337</b>

# Notes to the Financial Statements

## Aged Rights Advocacy Service (S.A.) Incorporated For the year ended 30 June 2025

### 1. Material Accounting Policy Information

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

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

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

These financial statements have been prepared in accordance with the recognition and measurement requirements specified by the Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB'), and the disclosure requirements of AASB 101 Presentation of Financial Statements, AASB 107 Statement of Cash Flows, AASB 108 Accounting Policies, Changes in Accounting Estimates and Errors, AASB 124 Related Party Disclosures, AASB 1048 Interpretation of Standards, and AASB 1054 Australian Additional Disclosures, as appropriate for not-for-profit oriented entities.

#### Application of AASB 10

The reporting group has not fully applied AASB 10 Consolidated Financial Statements in the preparation of this financial report. This is due to the inclusion of entities within the group that are not registered charities with the Australian Charities and Not-for-profits Commission (ACNC). As a result, full consolidation in accordance with AASB 10 was not practicable.

# Notes to the Financial Statements

## (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.

The estimated useful lives for each class of property, plant and equipment are as follows:

- Furniture & Equipment: 3–10 years
- Motor Vehicle: 5 years
- Fitout/Refurbishment: Term of lease
- Computer Equipment: 2–5 years
- Right of Use Asset: Term of lease.

## (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.

# Notes to the Financial Statements

## **(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).



# Notes to the Financial Statements

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, and other short-term highly liquid investments with maturity lengths not in excess of 3 months 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.

# Notes to the Financial Statements

## (l) Critical Accounting Estimates and Judgements

The responsible persons evaluate estimates and judgements incorporated into the financial statements based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the entity. This estimation has been applied to the determination of the lease term used in calculating right of use assets 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 2025. 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 2024.

	2025	2024
<b>2. Cash and Cash Equivalents</b>		
Bank Operating account	351,238	185,837
Petty Cash Imprest	7,725	6,139
<b>Total Cash and Cash Equivalents</b>	<b>358,963</b>	<b>191,976</b>
	2025	2024
<b>3. Trade and Other Receivables</b>		
<b>Trade Receivables</b>		
Accounts Receivable	33,000	-
<b>Total Trade Receivables</b>	<b>33,000</b>	-
Other Receivables	11,697	16,506
<b>Total Trade and Other Receivables</b>	<b>44,697</b>	<b>16,506</b>
	2025	2024
<b>4. Investments</b>		
Term Deposit	637,574	607,766
<b>Total Investments</b>	<b>637,574</b>	<b>607,766</b>
	2025	2024
<b>5. Prepayments</b>		
Prepayments	89,472	106,960
<b>Total Prepayments</b>	<b>89,472</b>	<b>106,960</b>

# Notes to the Financial Statements

	2025	2024
<b>6. Property, Plant &amp; Equipment</b>		
<b>Furniture &amp; Equipment</b>		
Furniture & Equipment	222,312	222,312
Less: Provision for depreciation	(184,717)	(166,588)
<b>Total Furniture &amp; Equipment</b>	<b>37,594</b>	<b>55,724</b>
<b>Motor Vehicle</b>		
Motor Vehicle	291,530	291,530
Less: Provision for depreciation	(276,491)	(223,293)
<b>Total Motor Vehicle</b>	<b>15,039</b>	<b>68,237</b>
<b>Fitout/Refurbishment</b>		
Office Fitouts	41,219	41,219
Less: Provision for depreciation	(40,390)	(29,746)
<b>Total Fitout/Refurbishment</b>	<b>829</b>	<b>11,473</b>
<b>Computer Equipment</b>		
Computer Equipment	296,318	291,768
Less: Provision for depreciation	(214,941)	(143,442)
<b>Total Computer Equipment</b>	<b>81,377</b>	<b>148,326</b>
<b>Right of Use Asset</b>		
Land & Buildings	799,176	656,416
Less: Provision for depreciation	(566,108)	(438,124)
<b>Total Right of Use Asset</b>	<b>233,068</b>	<b>218,292</b>
<b>Net Written Down Value</b>	<b>367,908</b>	<b>502,052</b>
	<b>2025</b>	<b>2024</b>

## 7. Trade and Other Payables

Trade Payables	21,982	95,386
Accrued Expenses	5,970	19,069
Other Payables	382,106	304,416
Unspent grant funding to be remitted	211,115	-
<b>Total Trade and Other Payables</b>	<b>621,173</b>	<b>418,871</b>

# Notes to the Financial Statements

	2025	2024
<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>Grants carried forward</b>		
OPAN Funding	-	-
OPAN Rights & Representatives	-	-
<b>Total Grants carried forward</b>	-	-
<b>Total Revenue For Unsatisfied Performance Obligations and Grants Carried Forward</b>	-	-

	2025	2024
<b>9. Lease Liabilities</b>		
<b>Current</b>		
Lease Liability	150,600	147,454
<b>Total Current</b>	<b>150,600</b>	<b>147,454</b>
<b>Non-Current</b>		
Lease Liability	100,841	114,866
<b>Total Non-Current</b>	<b>100,841</b>	<b>114,866</b>
<b>Total Lease Liabilities</b>	<b>251,441</b>	<b>262,320</b>

	2025	2024
<b>10. Provisions</b>		
<b>Current</b>		
Provision for Annual Leave	352,275	330,662
Provision for Long Service Leave	136,413	97,533
<b>Total Current</b>	<b>488,688</b>	<b>428,195</b>
<b>Non-Current</b>		
Building Painting & Make Good Provision	27,012	30,512
Provision for Long Service Leave	63,255	51,727
<b>Total Non-Current</b>	<b>90,266</b>	<b>82,239</b>
<b>Total Provisions</b>	<b>578,954</b>	<b>510,434</b>



# Notes to the Financial Statements

	2025	2024
<b>11. Cash Flow Statement</b>		
Operating Surplus/(Deficit)	(199,618)	(441,333)
Depreciation & amortisation	265,497	295,062
(Gain)/Loss on Disposal of Assets	(1,173)	(2,114)
Gain/(loss) to provisions	68,520	153,547
(Increase)/decrease in trade and other receivables	(15,161)	(41,144)
Increase/(decrease) in trade and other payables	218,262	(364,864)
(Increase)/decrease in prepayments	17,488	(63,662)
<b>Net Cash Flows provided by/(used in) Operating Activities</b>	<b>353,815</b>	<b>(464,508)</b>

## 12. Significant Events After Balance Date

There are no matters or circumstance which have arisen since 30 June 2025 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 2025 and as such no provision has been raised in the accounts (2024: \$0).

## 14. Related Party Disclosures

Compensation of key management personnel

The aggregate compensation made to directors and other members of key management personnel of the entity for the 2025 financial year is \$563,357 (2024: \$496,162).

Other Related Parties

Other related parties include Aged Rights Advocacy & Legal Services Ltd (ARALS). ARALS is a Company limited by Guarantee. ARALS was established to provide legal services through a grant funding arrangement managed by the Older Persons Advocacy Network (OPAN). Under this arrangement, the grant agreement is between OPAN and Aged Rights Advocacy Service (S.A.) Incorporated (ARAS), which is the sole member of ARALS.

All grant funds, along with any unspent funding liabilities, are received and administered by ARAS on behalf of ARALS to cover expenses as they arise in delivering the required services under the grant agreement. In the current year, funds incurred amounted to \$285,000 (2024: Nil).

## 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

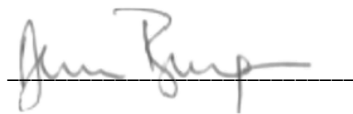
## Aged Rights Advocacy Service (S.A.) Incorporated

For the year ended 30 June 2025

Per section 60.15 of the Australian Charities and Not-for-profits Commission Regulation 2022 The responsible persons declare that it is the responsible persons' opinion of the association declare that, in the board's opinion:

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

Signed in accordance with subsection 60.15(2) of the Australian Charities and Not-for-profits Commission Regulation 2022.

A handwritten signature in dark ink, appearing to read 'Jim Rupp', is written over a horizontal line.

Dated this 27 day of October 2025

# Board Report

## Aged Rights Advocacy Service (S.A.) Incorporated For the year ended 30 June 2025

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 2025:

a)

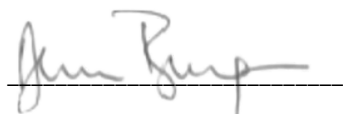
1. no officer of the Aged Rights Advocacy Service (S.A.) Inc;
2. no firm of which an officer is a member; and
3. nobody corporate in which an officer has a substantial financial interest, has received or become entitled to receive a benefit as a result of a contract between the officer, firm or body corporate and the Association.

b)

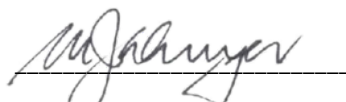
1. Other than for the remuneration of employees involved in the management of the Association as disclosed in Note 14, no officer of the Aged Rights Advocacy Service (S.A.) Inc. has received directly or indirectly from the Association any payment or other benefit of a pecuniary value. Members of the 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: 27 October 2025



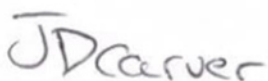
Chairperson



Treasurer

**DECLARATION OF INDEPENDENCE  
TO THE RESPONSIBLE PERSONS OF AGED RIGHTS ADVOCACY SERVICE (S.A.)  
INCORPORATED**

I declare that, to the best of my knowledge and belief, there have been no contraventions of any applicable code of professional conduct in relation to the audit of Aged Rights Advocacy Service (S.A.) Incorporated for the year ended 30 June 2025.



Josh Carver  
Director

**BDO Audit Pty Ltd**

Adelaide, 31 October 2025



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

### Report on the Audit of the Financial Report

**Opinion** We have audited the financial report of Aged Rights Advocacy Service (S.A.) Incorporated (the registered entity), which comprises the statement of financial position as at 30 June 2025, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial report, including material accounting policy information, and the responsible persons' declaration. In our opinion the accompanying financial report of Aged Rights Advocacy Service (S.A.) Incorporated, is in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (i) Giving a true and fair view of the registered entity's financial position as at 30 June 2025 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 annual 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.

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 and the needs of the members. 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**

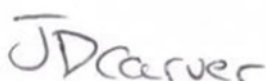
Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that 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 2025



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

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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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(fully accessible)

**Phone:** 61 8 8232 5377

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

**Fax:** 61 8 8232 1794

Regional Outlets (by appointment only)

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Victor Harbor SA 5211 (access from Coral Street)

**Nuriootpa** 1 First Street, Nuriootpa SA 5355

**Berri** 21 Denny Street, Berri SA 5343

**[aras@agedrights.asn.au](mailto:aras@agedrights.asn.au)**

**[www.sa.agedrights.asn.au](http://www.sa.agedrights.asn.au)**

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**Facebook:** saagedrights

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**ARBN** 639 390 140

***For the rights of older people***