



# Annual Report 2011-12





zdravo      وسهلا أهلا      benvenuto  
 歡迎      maligayang pagdating      நல்வரவு  
 Welcome      καλωσόρισμα  
 הבא ברוך      मैं आपका स्वागत है      ようこそ  
 добро пожаловать  
 환영      မိမိတို့၏ အထိမ်းအမှတ်      afio mai  
 受欢迎      merĥba      Warami  
 powitanie      chào đón      Добре дојдовте

# Contents

Chairperson's & Chief Executive Officer's Report	2
Management Committee and Staff	4
Advocacy Report	5
The Staying Safe and Connected Project	8
Legal Services Report	10
Education & Promotion Report	16
"I've been everywhere man..."	20
Aboriginal Outreach	22
Front of House and General Administration Report	23
What our Clients say about us	25
Working in partnership	29
Financial statements	40



## Acknowledgment

TARS staff and Board gratefully acknowledge the Gadigal People of the Eora Nation and their Elders past and present. Our workplace is located on the grounds of these people and we thank them for the custodianship of this land.

## Welcome

Welcome to The Aged-care Rights Service (TARS) 2011-2012 Annual Report. This year we have devoted our report to diversity. By doing so we showcase the diversity of people we serve on a daily basis, the geographic regions we reach and the type of services we make available for older disadvantaged and vulnerable people across NSW. We invite you to look through this year's Annual Report and understand the breadth of TARS' work. By gaining a better understanding of the type of activities TARS implements as well as the people we serve, we hope that the work of our organisation is fully known to the people who can benefit from our services. We thank you for taking the time to engage with this report and encourage you to pass it on to others who might be interested or who might gain from our service provision.

Prior permission has been granted by each individual photographed for use in this document.

# Chairperson's & Chief Executive Officer's Report

2011-12 was a very rewarding and busy year for The Aged-care Rights Service (TARS). We achieved a number of matters above and beyond our usual course of business of providing much needed services to vulnerable and disadvantaged older people across New South Wales.

In 2011-12 TARS provided 29,824 initial interactions to older people around the state: legal assistance, legal advice, advocacy and community education all for the purpose of improving the lives of older people. More details about these services are included in this report.

TARS acknowledges the vital support and financial assistance that it receives from key government funding bodies. As a result TARS services are available to many older people across the state who might not be able to afford or access any other kind of support to assist them in their matters. We would like to thank the Commonwealth Department of Health and Ageing, the Department of Services, Technology and Administration / Fair Trading (NSW), Legal Aid (NSW), Ageing Disability and Home Care, Department of Family and Community Services, Office for Ageing and the Commonwealth Attorney General's Department.

Along with other key stakeholders, TARS played an important role in contributing to the development of the NSW Ageing Strategy. TARS commends the Minister for Ageing, the Hon Mr Andrew Constance for his leadership in the whole-of-government approach of the Strategy.

TARS would also like to thank the NSW Office for Ageing for making available an additional \$100,000 for TARS to provide advocacy services to older people receiving Home and Community Care (HACC) services. To date HACC recipients have had only one avenue of recourse and that has been directly to the NSW Ombudsman. TARS hopes that by offering a more user-friendly community service that a greater number of people receiving HACC services who require advocacy will now be able to access it through TARS. We are also currently liaising with the Commonwealth to ensure advocacy services will continue for NSW older people as HACC funding moves across to Commonwealth responsibility under the new health care arrangements.

TARS contributed to the Office of Fair Trading Expert Committee that developed a standardised Retirement Village contract. TARS gratefully acknowledges the leadership of the Minister for Fair Trading, the Hon Mr Anthony Roberts, for making this a priority. TARS believes that, as a result, future retirement village residents will find it easier to navigate what was a complex maze for many older people.

Last year TARS celebrated its 25<sup>th</sup> Anniversary. In recognition of this important milestone TARS held a one-day seminar for workers in the aged sector – service providers, policy makers, advocates, solicitors etc. The feedback from the seminar was extremely positive. It provided attendees with important information about elder abuse and the various

responses available to workers in the field.

Reaching the 25 year milestone also gave TARS an opportunity to look at its constitution to consider if it still met the needs of the organisation. TARS' Management Committee and senior management agreed that the constitution had outlived its usefulness and reform was needed. TARS consulted with a solicitor who specialises in not-for-profit governance and constitutional matters.

On June 6, 2012 at a Special General Meeting of the TARS membership it was unanimously agreed that a new constitution be adopted. TARS now has authority to operate under the new constitution and began doing so in July 2012. The new constitutional arrangements will ensure that TARS is overseen by more contemporary governance.

As did many organisations that operate in social services, TARS transitioned its staff to the Modern Award known in this sector as the Social, Community, Home Care and Disability Services Award. As of July 1, 2012 all TARS staff are now contracted under the new award and this brings TARS in line with its 'sister' organisations in each state and territory as well as other Community Legal Centres around NSW.

In this period the Commonwealth's Productivity Commission released its report on Caring for Older Australians. TARS welcomes the Commission's recognition of the need for a strong advocacy arm in the sector. This is great recognition of the advocacy

# Going Strong, 25 Years On

work TARS and similar organisations in other states already provide to recipients of Commonwealth funded aged-care.

In closing, TARS welcomes the news from the NSW Ageing Strategy about a proposed Elder Abuse Hotline for NSW. TARS sees this as an important step forward and thanks the NSW Government for showing leadership on this issue. Given the range of TARS services, we hope that TARS will play a pivotal role in the development and implementation of any such hotline. Given that some 50,000 older people each year in NSW alone are believed to experience some form of elder abuse, TARS already sees on a daily basis the need for such a service.



**Barbara Squires**  
Chairperson



**Russell Westacott**  
Chief Executive Officer



Russell Westacott CEO, Marie Ficara NSW MLC (representing the Minister for Ageing the Hon. Mr Andrew Constance), Barbara Squires Chairperson

## 25th Anniversary

In November of 2011 TARS held a seminar to celebrate its 25th Anniversary. About 80 people who work in the aged sector attended. The focus of the seminar was on elder abuse and the day was structured with eminent speakers in the field providing presentations about specific data. Some of these speakers included founding members of TARS from back in the 1980s. The day concluded with an interactive scenario-based workshop that involved the audience around how they might respond to elder abuse if it was an issue among their client group. The day was evaluated extremely positively and raised the profile of TARS and its place in dealing with elder abuse. Hence improving the knowledge of attendees of what services TARS might be able to assist their clients with.



Stella Topaz, Maya Zetin and Julie McCrossin (from left)



Michael Fine



Paul Sadler

# Management Committee and Staff

## Volunteer Management Committee

Chairperson – Barbara Squires  
B.Soc.Studs (Hons)  
Illawarra Retirement Trust

Sue Field  
DNE, MEd Admin, BA, LLB  
University of Western Sydney

Maree O'Halloran (left Dec 2011)  
AM, Ba/Dip Ed, LLM, Dip Legal Practice  
Welfare Rights

Dr Robert Markham  
PhD, MSc(Med), FAIMS, FACBS  
University of Sydney

Lisa Ralphs  
Ass Dip in Soc Welf., BSW (Hons 1)  
Presbyterian Aged Care NSW & ACT

Dr Stan Bongers (joined May 2012)  
Mpsych, PhD, MAPS  
Retirement Village Resident

Craig Gear (joined August 2012)  
MBA, BN, MN (Critical Care)  
CGA Consulting

## TARS Staff

### Administration

Russell Westacott  
Chief Executive Officer  
  
Charmian Powell  
Receptionist/Administration Assistant  
  
Stella She  
Finance Officer

Bernadette English  
Administration Assistant

### Retirement Village Legal Service

Nalika Padmasena  
Solicitor

Robert Stoyef  
Solicitor

Plus one additional  
part-time Solicitor

### Older Persons' Legal Service

Tom Cowen  
Manager Legal Service  
Principal Solicitor

Margaret Small  
Solicitor

Melissa Chaperlin  
Solicitor

Tim Tunbridge  
Solicitor

### Education and Advocacy

Rosalene Jones  
Manager Education and Promotion

Pat Joyce  
Manager Advocacy

Margaret Crothers  
Advocate/Education Officer

Jill McDonnell  
Advocate/Education Officer

Ray Horsburgh  
Advocate/Education Officer

Irene Turnbull  
Advocate/Education Officer (part-time)

### Acknowledgement & Thanks

We gratefully acknowledge and thank the following funders. Without the support of these funding bodies TARS would not be able to achieve its goals.

- Commonwealth Department of Health and Ageing
- Department of Services, Technology and Administration / Fair Trading (NSW)
- Legal Aid (NSW)
- Human Services / Ageing, Disability and Home Care (NSW), Office for Ageing
- Commonwealth Attorney General's Department
- City of Sydney

Identifying information has been modified for privacy reasons

### ADVOCACY CASE SCENARIOS

► An older person entering an aged care home was told he had to purchase a hospital-style bed, commode chair and chair for his personal comfort. The new resident was told after 3 weeks at the home that now he would have to pay

extra because he required assistance to shower. The advocate assisted the resident and his family to meet with the care manager and discuss the resident's rights to be upheld under the *Aged Care Act 1997* and the *Quality of Care Principles 1997*. All these services should be provided at no cost to the resident. When the aged care home failed to respond appropriately to a complaint

by the resident's family, the matter was referred to the Aged Care Complaints Scheme.

► A man was caring for his wife at home with the assistance of an Extended Aged Care at Home (EACH) package. Communication between the carer and the coordinator of the service had broken down, and now the man only emailed the provider

# Advocacy Report

I would like to thank the National Aged Care Advocacy Program (NACAP), advocacy team at TARS for their commitment and integrity and at times tenacity on a daily basis in defending and promoting the rights of older vulnerable people who receive aged care services. Our clients often feel powerless in a system which at times fails them markedly, and this can have consequences which affect the family and the whole community.

During 2011-2012 the NSW NACAP service had a potential client population of 94,350 people who received permanent or respite residential care, and 24,900 people who received either low or high care community aged care packages. Advocates answered 2390 general enquiries from care recipients, their families, health professionals and aged care staff. Callers were from metropolitan, rural and remote areas of the state. Callers knew about our service from the distribution of TARS or NACAP brochures, education and information sessions and word of mouth.

Advocates responded to 726 advocacy matters. The majority were given information about care recipients' rights with regards to

their care and services and were able to self advocate to address their concerns. Less than half were actively assisted to advocate for the older person by approaching management either by phone, in writing or at a face-to-face meeting with the care recipient, their representative and the manager of the home or care service. The majority of NACAP clients were family members in the Sydney metropolitan area assisting a relative in a high care facility who has previously been given a diagnosis of dementia. Our clients were made aware of the NACAP service through the TARS or NACAP brochures, which are produced in English and 9 other translated community languages, previous contact with TARS, word of mouth from other people, TARS website or another website, and information sessions by TARS advocates at aged care homes or other community venues. One woman from an Arabic background was delighted that the advocate could involve a female Arabic interpreter to assist her to communicate her concerns, and told TARS that she was previously not aware of the interpreter service as no one had offered it to her before. Advocates endeavour to visit the aged

and refused to speak with managers. TARS advocates attended a face to face meeting in the home to discuss the concerns about the care package, expectations, and long term needs of the man's wife who had dementia and whose condition was deteriorating as the disease progressed. At this meeting the carer was able to feel supported as he raised several

concerns about the skills of staff in behaviour management, and his wife's rights and responsibilities. At the end of the meeting it was agreed that referral to another community care provider would be an acceptable solution. Shortly after this meeting, following a fall, the older person was admitted for respite where she settled and informed her husband that she

## Major issues addressed

### CARE RECIPIENT AGREEMENTS

50

### PERSONNEL/STAFFING

93

### CARE PLANS

120

### BEHAVIOUR MANAGEMENT

34

### SOCIAL

8

### THEFT

7

### MEDICATION

31

### HYDRATION/NUTRITION

25

### TENURE

93

### FALLS/CRITICAL INCIDENTS

24

### PERSONAL HYGIENE

140

### SPECIFIED CARE AND SERVICES

188

### ABUSE

26

### CHOICE/DECISION MAKING

39

### COMPLAINTS PROCESS

32

### DUTY OF CARE

75

wanted to stay in the aged care home as she knew it was time. Through this process, the aged care provider gained a better understanding of the role of advocates in contributing to a resolution of the issues.

► A 92 year old woman had been in a high care facility for 2 years. Following a hospital admission, the aged care home refused to accept the woman

>

care recipient face to face, and we have also utilised the technology of Skype and teleconferencing in order to be actively involved in discussions with the care provider in raising the older person's concerns on their behalf.

145 referrals were made to the Aged Care Complaints Scheme. The majority of these cases were in relation to security of tenure, where a resident was refused the right to return home following treatment at hospital particularly where their level of care needs has remained unchanged. The calls in regards to services being charged for, which should be provided at no cost to the resident, has become more systemic, with some care providers across all services asking residents to purchase hospital style beds, chairs and commode chairs, as well as providing their own wheelchairs. There has been an increase in the numbers of calls in regards to abuse of residents including physical, financial and sexual abuse instances. 21 matters were referred by the Complaints Scheme for advocacy assistance, some of which failed to be resolved at the internal complaints level and were referred back to the Complaints Scheme. All NACAP services including TARS were asked to take part in an audit of the Complaints Scheme in June 2012. This report will be tabled in federal parliament. Our clients referred to the Scheme report that the current process of resolution has been very effective in many cases as the care recipient and their representatives finally feel heard and their concerns

when ready for discharge home. The advocate explained the woman's rights in regard to Security of Tenure, and the social worker who contacted us was able to contact the aged care manager and uphold the resident's rights to return as her condition was stable and she was now ready to go home. The health worker was able to refer the woman's family to TARS and we were

taken seriously. The main concern with the access process to the Complaints Scheme is that only care recipients, their family, staff or an advocate may make a complaint, not "anyone" as stated in their brochure, which frustrates many health professionals as their complaints are not accepted and there is no other channel of complaints about aged care services.

TARS advocates were again invited to speak at the Aged Care Standards and Accreditation Agency Better Practice Conference this year on a panel discussing a complex scenario. The panel discussed issues that aged care management are now facing in regards to capacity to make decisions, and assessing financial and emotional risks for residents living in aged care homes. Interestingly, a quarter of aged care staff and providers at the forum had not previously used the services of NACAP advocates or the NSW Guardianship Tribunal. The Agency requested a response to the Case in Point scenarios which are featured in the Standard newsletter in two issues this year.

It is encouraging to observe that some aged care providers who were previously cautious about involving advocacy services are now understanding the benefits for their residents and clients and their organisation, as issues can be more easily addressed if raised sooner rather than later.

**Pat Joyce**  
Manager Advocacy

able to discuss the complaints process and refer them to the Aged Care Complaints Scheme if the management still refused to accept the woman back.

► A resident of an Extra Services nursing home was being charged for continence aids, which should be provided free of charge to the resident as he was receiving high care. The resident was given information by

## Feedback from advocacy surveys

*"When you're old and alone things will seem like mountains, just to be able to talk to someone about what is worrying you is a tremendous help. Thank you."*

*"The explanation was very helpful because at the time of placement into a nursing home it is very stressful, especially when the person is not going there willingly. The information and assistance was calming."*

*"This is a very helpful service, essential to people with aged parents or relatives who need professional direction and assistance and done in a professional, considerate and compassionate way."*

*"M was very helpful for the two years my husband was in aged care. Many of the carers are not trained as to how to feed and look after dementia patients who are not able to express how they feel. Very few of them are dedicated and compassionate and caring. God bless M and TARS who look after the residents' welfare."*

*"In the country there is no choice of services. This results in a degree of fearfulness for the client, and with the improvement in care after TARS' intervention there is an "uneasy truce". It is reassuring to know that should there be a deterioration again in the care and attitude to that care, we have the knowledge that TARS is a means by which advocacy can be sought and it is reassuring that there is a body that is not local which can assist."*

the advocate about his rights and he chose to approach the manager and advocate for himself in the matter.

### **RETIREMENT VILLAGE CASE STUDIES**

► TARS represented a 79 and 81 year old couple of middle European background who live in a retirement village in Sydney. The Solicitor attended an appointment with them

*"I am glad I have contacted TARS. I learned about my rights and feel more confident to face the people I have to deal with. I also feel more secure knowing that I'll have TARS to assist me to solve my problems about aged care for my husband."*

## Negative feedback

*"I did not know this service existed. Went to a solicitor, Fair Trading, Department of Health and Ageing who told me of your existence. It has cost me a lot of money for a solicitor, and time to achieve no result. My complaint seems unable to be handled by any department."*



at their unit and took photographic evidence. The unit and parts of the village were quite run down. In particular their electricity supply was inadequate and they could not cook on their old stove, or have the computer and the TV on at the same time. They found it necessary to have half of their cooking equipment in the lounge room. There was mould

## Advocacy Stats 2011-2012

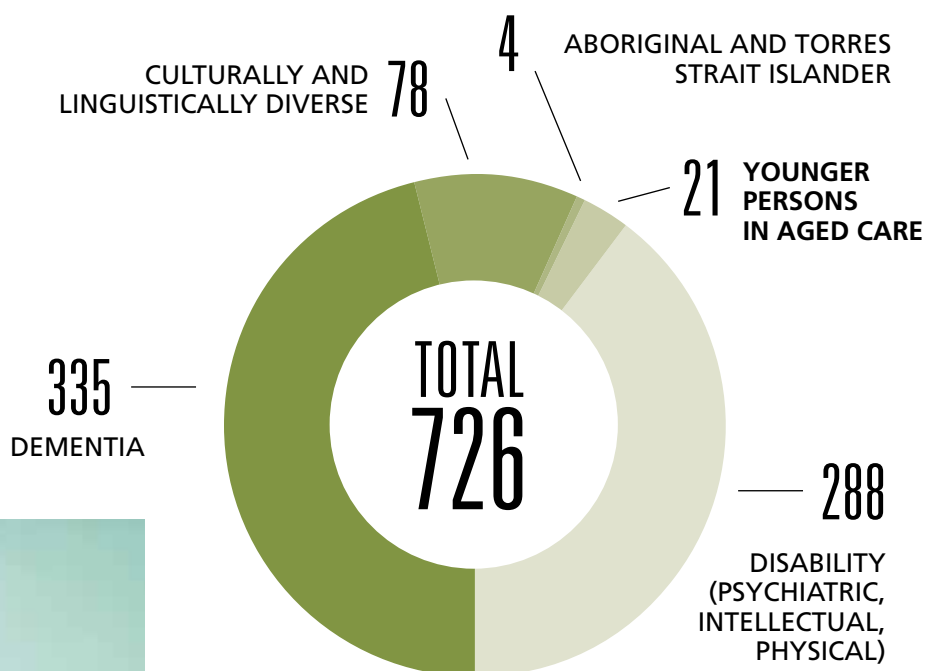
### TOTAL ADVOCACY CASES

726

### GENERAL INFORMATION ENQUIRIES

2390

## Special needs groups



in the unit and the carpets were in disrepair since the hot water heater in the kitchen had exploded. The clients instructed us that they were told by the operator that they could take their deposit and leave if they didn't like it there. After some negotiation with our solicitor, the operator agreed to have an independent expert attend the property and prepare a report. As a

result, the operator agreed to provide a new oven, to upgrade the electricity, repair outside plumbing which was causing the mould inside the property, and carry out further works which were identified by the report. After the works were carried out the clients told TARS that they are "on Cloud 9," thanks to TARS.

# The Staying Safe and Connected Project

The Staying Safe and Connected Project was funded by the Department of Veterans Affairs, from March 2011 to March 2012. It was implemented in the Sutherland Shire by South Eastern Sydney Local Health District in partnership with TARS and other non-government, government and university sector partners.

This project was aimed at increasing awareness about identifying and responding to domestic/family violence and elder abuse, among non-government organisations, local government, aged care staff and older women themselves.

The Staying Safe and Connected Committee was established following consultations with a number of older women's groups, women's services, advocacy groups, local government, aged care staff, the local Division of General Practice and the University of Western Sydney. The Committee met bi-monthly and participated in the supervision, organisation and implementation of:

- Talks and Forums to older women's groups: inviting older women to spread the word about abuse issues among other older women and where to get help

- Development and distribution of brochures
- Development and distribution of a DVD "Don't Knock Your Granny" designed for and by older women, about verbal, emotional, physical, sexual and financial abuse
- training for community workers and aged care staff about domestic/family violence and elder abuse.

The Staying Safe and Connected Project addressed several of the NSW 2021 32 Goals of the NSW Government's 10-year plan to deliver on community priorities through effective partnerships with a diverse range of organisations. Innovative and inclusive strategies have resulted in a greater awareness in identifying and responding to abuse among non-government and aged care services, and among the community of older women.

Elder abuse has been recognised as a significant problem for older people (Women's Health Australia 2010.) One in four women who have experienced an incident of physical violence in the past 12 months is aged 45 years and older (ABS 2006). Older women living alone are less likely to be physically or psychologically abused, but may be

more at risk of financial abuse by an adult child after the death of a partner (Brozowski & Hall 2004). Many forms of domestic violence/family violence are offences under the *NSW Crimes Act 1900*.

*"Older women experiencing abuse are an invisible group because they fall into the gap between two overlapping definitions of family violence, namely domestic violence and elder abuse and the two government sectors responsible for policy development and service delivery for each – the domestic violence sector and the ageing sector. There needs to be increased communication between the domestic violence sector and the ageing sector around issues of abuse of older women."*

(Bagshaw, Wendt & Zannettino 2009)

► We received enquiries from many residents in the same retirement village, who were very concerned about the operator's proposal to increase recurrent charges. The proposal involved different residents in the village receiving different rates of increase to their charges: some fees would increase substantially, while other residents

would receive a decrease. We wrote to the operator, pointing out that: (1) the notice informing the residents of the proposed changes to their recurrent charges was faulty, and (2) that the operator's intention to have all residents vote on the various proposed changes to individual resident's recurrent charges was unfair, and contrary to the *Retirement*

*Villages Act*. The operator was forced to cancel a meeting of residents, where it intended to obtain the residents' vote of approval to its increases to recurrent charges, and instead decided to issue a 'blanket' increase of 1% to recurrent charges for all residents for 2012-13. The residents were very happy with the outcome.



## Partners in the project:

- The Aged-care Rights Service Inc
- War Widows' Guild NSW
- Cronulla-Sutherland War Widows' Guild NSW
- The Older Women's Network NSW Domestic Violence Committee
- Older Women's Network NSW Sutherland Wellness Centre
- Older Women's Network - NSW Theatre Group
- Sutherland Shire Council
- South Eastern Sydney Medicare Local
- Caringbah Women's Health and Information Centre
- Shire Community Services
- Crossroads Community Care
- Department of Social Science and Psychology: University of Western Sydney
- University of Western Sydney: School of Law
- South Eastern Sydney Local Health District
- Ambulatory and Primary Health Care
- Child, Youth, Women and Families Health
- Violence and Abuse (Adults) Prevention Program

### Jill McDonnell

Advocate/Education Officer

**Pat Joyce** Manager Advocacy

(2012 SESLHD Premier's Awards Nomination Application)



## OLDER PERSONS' LEGAL SERVICE CASE STUDIES

► Mr Z aged 89, was assessed by Department of Veterans' Affairs in March 2007 as eligible to be a concessional resident under the *Aged Care Act 1997*. As a concessional resident in a nursing home Mr Z was not required to pay an accommodation bond or an accommodation charge.

In May 2007 Mr Z. entered a nursing home in a rural town. In December 2010 Mr Z was transferred to another nursing home with no break in residential care. Mr Z's status was re-assessed upon transfer to the new nursing home. He disclosed assets valued at about \$49,900. The Delegate of the Department of Health and Ageing determined that he was no longer eligible to be a concessional

resident and is now liable to pay an accommodation bond or charge. The Delegate's decision was affirmed by an internal review determination on 10 March 2011.

Mr Z. has appealed the determination to the Administrative Appeals Tribunal [AAT]. The appeal was listed for a conference before the AAT. OPLS has assisted Mr Z. in his appeal by drafting

# Legal Services Report

It has been a very diverse and interesting year. The legal service is doing more casework, more community educations (CLE) delivered to culturally and linguistically diverse (CALD) groups and provided more advices and legal assistance to marginalised groups within our community.

TARS primarily offers legal assistance to disadvantaged and vulnerable older individuals in our community. TARS will provide phone advice in the first instance to all callers but if further assistance is required TARS will refer callers who are not vulnerable or disadvantaged to either private legal practitioners or to other suitable organisations. Whether a client is disadvantaged or vulnerable is determined on a case by case basis and will involve looking at the client's problem and their general circumstances as well as their income and assets. It will also include considering any public interest aspects of their case, where a resolution of their specific issue will have broader implications for older people generally.

The diversity of issues that confront our clients is illustrated by reference to the top 5 issues. Advice on

Enduring Powers of Attorney tops the list with advice on Enduring Guardianship a close second. Financial exploitation, consumer law and financial arrangements have also been prominent issues for our elderly clients.

We have also been busy assisting clients with Guardianship Tribunal and Consumer, Trader and Tenancy Tribunal matters. We have also seen an increase this year in assisting clients to settle neighbour disputes. Tables and charts at the end of this report give the figures for the 22 most common issues that have been of concern to our clients in the past 12 months.

Our staff have remained stable this year. Only Nalika Padmasena, one of our Retirement Village solicitors, has taken a year's leave to assist in a refugee settlement organisation. Her place was taken by Robert Stoyef, who had previously worked as a locum with the Older Persons' Legal Service team. Robert has many years of experience working in community legal centres and we thank him for his valuable contribution throughout the year. Robert has been particularly active in representing clients before local courts in civil matters.



detailed submissions addressing the errors of law contained in the Department's Statement of Reasons for Determination. Mr Z's appeal was successfully settled when a senior legal officer with the Department agreed with OPLS solicitor's reading of the law.

► This 90 plus year old woman is in receipt of HACC Services. She owns a property and is in dispute with her neighbour about the dividing fence. The neighbour wants a colorbond

dividing fence that is 1.8 metres high. The client wants to keep the current wire fence. She states the fence is in accordance with local council planning requirements as the land is prone to flooding. The client was issued with a Notice to Fence under the *Dividing Fences Act 1991* with a fence quote attached. The client needed to reach agreement with the neighbour within 1 month of the notice otherwise the neighbour could apply for a fencing

work order with the Local Land Board or Local Court. We prepared a letter of advice to the client setting out her obligations under the *Dividing Fences Act 1991* and advising as to the evidence that she should provide at a Local Land Board / Local Court hearing. We also provided the client with the contact details of the mediator at the Local Court. The client contacted us to thank us for our assistance when the matter settled.



This year two solicitors have undertaken a management diploma arranged through Legal Aid NSW and we extend our appreciation to Legal Aid NSW for providing this very valuable opportunity. It has proven to be a very practical course with the participant, Melissa Chaperlin producing material that can be applied to the service TARS offers. Melissa has produced a DVD providing information about enduring powers of attorney and enduring guardianships.

Tim Tunbridge and Meg Small have been active in representing clients before Tribunals. Meg has represented, with success, clients from remote regions of NSW who could not attend Tribunal Hearings in person. Tim has successfully represented clients who either have no English or very little English before the Guardianship Tribunal.

This increase in diversity and range of clients (both culturally and geographically) has required efficiency improvements in the allocation of our scarce resources. That we have delivered more service to our diverse community more effectively is a credit to all the solicitors and staff who work at TARS.

## Highlights of the year

Last year we announced a pilot project where two solicitors were seconded from Sparke Helmore Lawyers for a three month period. Now we can announce after a review of the merits of the pilot project that Sparke Helmore have agreed to second two solicitors for a half day each week to assist TARS clients with legal advice. This takes the pressure off our intake list and we greatly appreciate the

Sparke Helmore contribution to the effectiveness of our service delivery. We give our unqualified thanks to Sparke Helmore for their generous support of the provision of legal services to older people.

This year we have refined our data collection service. Solicitors can now deliver 4 types of service to callers – Legal Advice, Legal Minor Assistance, Legal Case and Enquiry/Advice. The shift to the new categories will enable TARS to report more accurately on the type of assistance that we provide to callers. We have also reconfigured our database so that we can more readily produce statistics on the issues that our clients seek help for. These changes were introduced in March this year.

The whole organisation has embarked on an accreditation process this year. As a Community Legal Centre (CLC) TARS participates in a national Risk Management Scheme which includes Professional Indemnity Insurance. Part of this scheme involves becoming accredited under a very rigorous audit of TARS policies and procedures. The Accreditation Program is conducted by the National Association of Community Legal Centres. All staff and Board members were involved in this process. All existing TARS policies and procedures were reviewed for currency and appropriateness and new policies and procedures were adopted where needed. The accreditation ensures that TARS is delivering its service at the highest standards and is meeting

► Client is in her 90s. She has one daughter and one son who are adult children. The adult son has an intellectual disability. She wants to set up a testamentary trust so that her son may reside in her home when she passes away and there are funds for him to maintain the property. She does not want her son to go to a group home. She is concerned her daughter will talk her into changing her mind about these arrangements. Blake

Dawson agreed to take the client under its pro bono program and shall prepare the relevant documents in accordance with the client's instructions.

► Mr A. aged 89 sold his house interstate and moved to Sydney to be closer to relatives. He purchased a house for about \$480,000 and contributed \$425,000 of his own money to the price. One of his children borrowed the balance of the purchase

price from the bank. The house was put in the child's name alone, apparently in order to satisfy the bank's lending requirements. There has been a falling out in the relationship and the child has threatened to evict Mr A. from the house. We provided legal advice to Mr A. and assisted him to prepare an application for legal aid. A grant of legal aid was made so Mr A. can pursue court action to recover his interest in the house.

the needs of its diverse clientele. Congratulations to all staff and Board members who have contributed to the accreditation program.

The National Conference was held in Hobart on October 17-20. TARS staff, including Meg Small, Margaret Crothers and Russell Westacott delivered papers at this conference on the place of older persons in our society and the assistance that the CLC sector can provide to help them. The papers included "The Hidden Cost of Ageing" and "The Five Key Issues Clients Have Who Attend TARS".

TARS not only delivers services to our culturally diverse clientele but also to our geographically diverse callers. Meg Small delivered a talk to the Rural Remote Regional (RRR) network entitled *Making the Most of a Minute* at the February Quarterlies which provided 10 Tips in 10 minutes for services assisting older clients in regional NSW.

A new edition of *Elder Law* by Rodney Lewis was launched at Parliament House. The keynote speaker was Justice Bergin who spoke about elder people's rights. TARS accepted a donated copy of the text for our library.

TARS solicitors participated in the Strategic Planning Meeting for CLCNSW on 21 February 2012 which began the process of developing the next 3 year strategic direction of community legal centres in NSW. Addressing the needs of our culturally diverse community is fundamental to TARS and the CLCNSW ethos.

Ministerial Meetings were attended by TARS managers this year including meetings with Minister Constance and Minister Roberts both of whom expressed appreciation of the role TARS plays in assisting older disadvantaged people in our community and promised continued support for TARS programs.

TARS has continued its successful partnership this year with the Legal Aid section, Older Persons' Legal Education Unit (OPLEU) dedicated to assisting older people. Tim Tunbridge has been very successful in the past year in obtaining Legal Aid grants for disadvantaged clients to pursue legal remedies, particularly in property disputes that older people have with their adult children.

TARS solicitors staffed a stall in Martin Place during Law Week.

## Community Legal Education

This year has seen an increase in the delivery of education seminars by TARS solicitors to members of the community. Particularly noteworthy is the increase in delivery of seminars to non-English speaking groups. This year we have given seminars with the assistance of interpreters to Arabic, Chinese (Mandarin), Greek, Italian, Vietnamese, Portuguese, Japanese and Chinese (Cantonese). We received funding from Legal Aid for interpreters to assist in delivering these CLEs. We have delivered seminars to such diverse groups as The Men's Shed and Probus, the Retirement and Lifestyle Expo and the Royal Easter Show. We have delivered seminars in rural NSW and metropolitan Sydney.

## Retirement Villages Legal Service

TARS continued to provide a specialist retirement villages legal service with two solicitors employed (one full time and one part time) throughout the year. We have been very active on the telephone advice line and in provision of minor assistance and casework.

## Retirement Village Community Legal Education

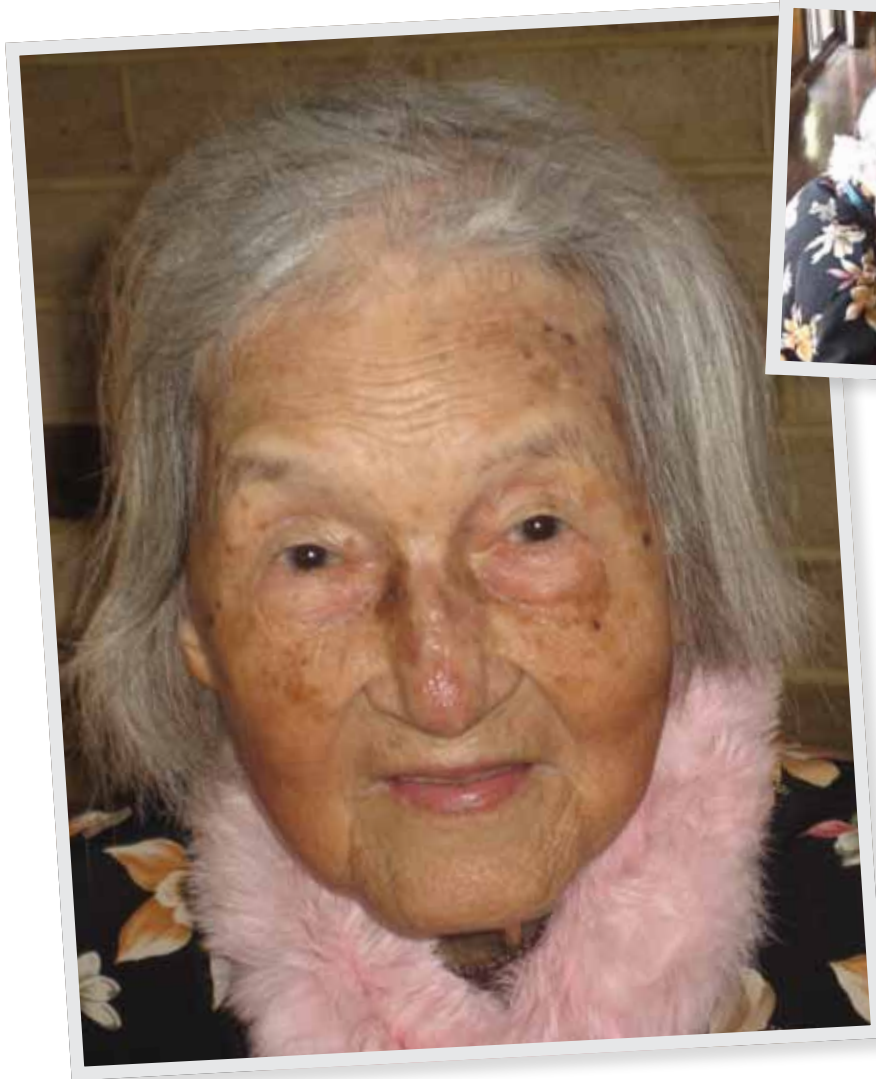
As expected there has been an increase in older people considering retirement village accommodation. Our solicitors provided CLEs at various retirement villages around NSW. Our solicitors gave talks in Bathurst, Lane Cove, Bondi, Port Macquarie, Wollongong and Peakhurst.

We also provide retirement village information to all community seminars that we deliver (see Education Report).

We have presented retirement village education sessions in community venues that allow residents from several retirement villages in the vicinity to attend.

One of our audience members wrote a letter of thanks to us after hearing a talk:





*"Just a short note to thank you for your most interesting talk on Tuesday. I'm sure we all received a lot of information from it. I can see our way ahead a lot clearer now. On behalf of the residents once again many thanks."*

## Consumer, Trader and Tenancy Tribunal

Our solicitors represented clients in a number of matters this year at the NSW Consumer, Trader and Tenancy Tribunal. Of those matters, 89% were successfully resolved by settlement prior to Hearing, mediation prior to Hearing or by obtaining a number of Orders from the Tribunal in our clients' favour. One client wrote to us stating:

*"It has been a pleasure having her guide my case to a successful conclusion in my favour. Many thanks indeed."*

Whilst it is good news for our clients to achieve results at the Tribunal, it is also important to note that a large number of our matters resolved without having to file proceedings at the CTTT. Disputes are often resolved by means of a letter from TARS, making phone contact with a retirement village operator, or both. A client's daughter and formal representative gave us the following feedback by email on behalf of her mother:

*"I wish to pass on to you her extreme gratitude for the efforts you have gone to preparing the letter. This*

*letter perfectly outlines and addresses all my mother's concerns...I myself work in Community Services and from time to time I have offered a pamphlet from TARS to a client in need of assistance. This is my first personal experience of the reality of the help that TARS can provide to the older, more vulnerable members of our society who are frequently limited in their capacity to deal with unjust situations which can impact so negatively on the later and last years of life."*

## Retirement Villages Standard Contract Expert Committee

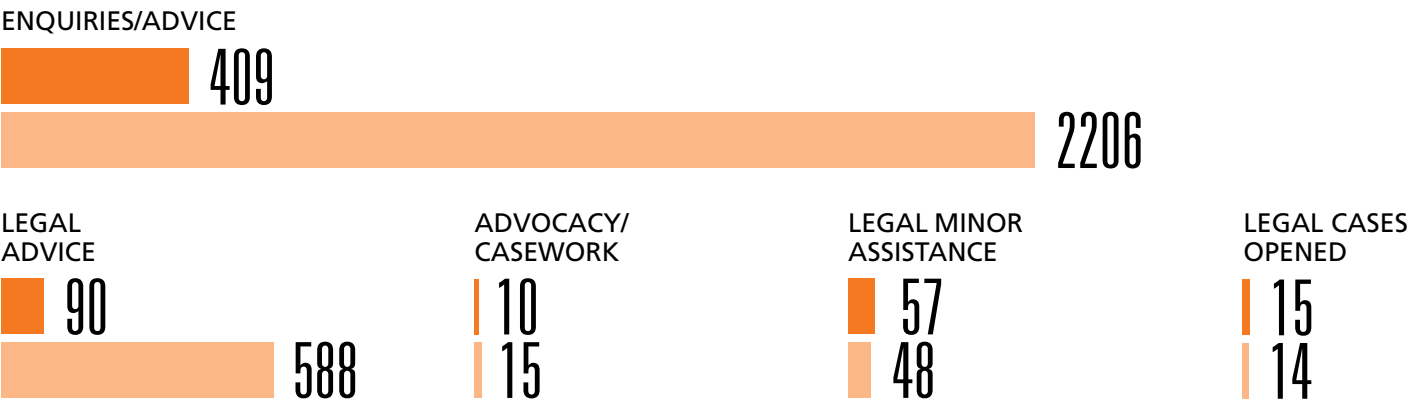
TARS was invited by the NSW Minister for Fair Trading to be represented by a solicitor on this Committee. We have been involved for over a year and our staff have provided much input into the proposed standard contract, based on the experiences of our clients and on our expert knowledge of the legal issues involved. The public consultation period for the standard contract has now passed, and the expert committee is in its final stages.

**Tom Cowen**  
Principal Solicitor

# Legal Service Statistics

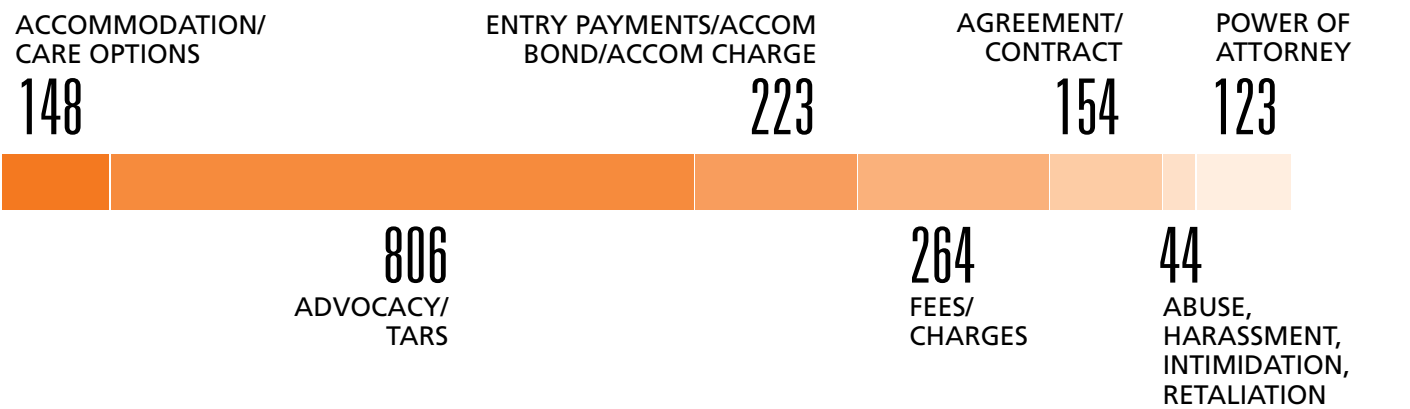
## Service Type

Retirement Village   Older Persons' Legal Service

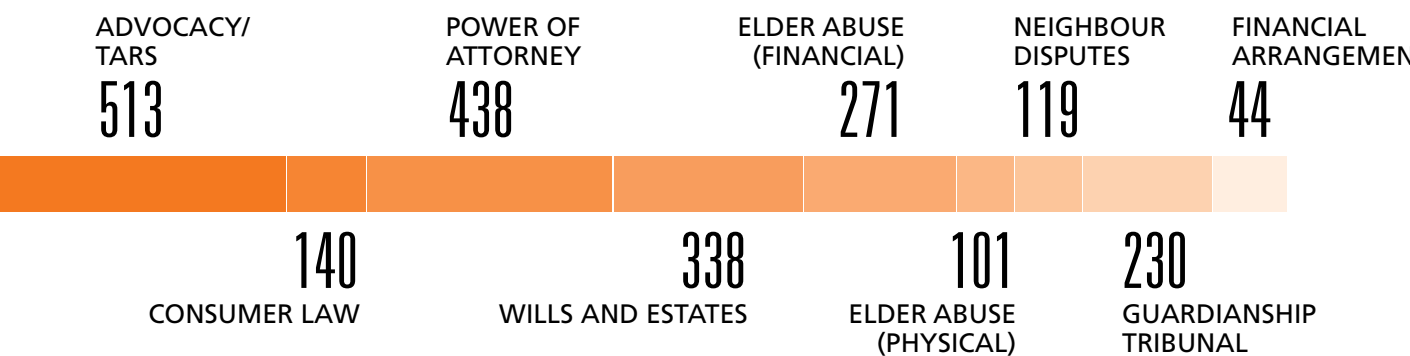


The work type was changed on 1 March 2012 to better reflect the type of work that the solicitors were engaged in. The Enquiries/Advice and Advocacy/Casework therefore include numbers for legal cases and legal advices up to that date.

## Retirement Village Issues



## Older Persons' Legal Service Issues



While there are many issues that the legal service assists clients with these are the top categories of issues in raw numbers for this year. It can be seen that Powers of Attorney, Wills and Estates and Financial Exploitation are big issues for older people, and in retirement villages the need for an advocate and fees and charges are key issues of concern for residents.



# Education & Promotion Report

TARS is committed to meeting requests to provide information sessions and to promoting our services at community events, aged care homes and services and for professional groups. Our audiences over the past 12 months have included people from a range of culturally different and diverse groups.

During the period July 2011 to July 2012 TARS provided 558 information sessions and audience attendees at the sessions totalled 11,561 persons. A large number of these people had never heard of TARS prior to attending the session. Attending an Information session is enlightening to many people who had not been aware of, or considered that they had the right to, make decisions on their aged care needs, or that of a person to whom they were the "carer". Until attending that session they may not have been aware that they were a "carer", just someone looking after a loved one, or who hadn't considered their rights. Information sessions, which include community

legal education sessions are provided by our aged care advocates, and the solicitors from the OPLS and retirement village services. At every session, information is included on all services TARS provides and by whom they are funded.

I have been attending meetings of the Good Service Mob over the past 12 months. Good Service Mob is a collaboration of Indigenous and non-Indigenous staff from complaint-handling agencies who help consumers in New South Wales. The aim is to ensure all Aboriginal and Torres Strait Islander communities are aware of their rights as consumers, and the free services available to help them.

TARS signed an Agreement for 2012 with The Good Service Mob to host free Community Information Days/ Forums for Aboriginal and Torres Strait Islander communities across New South Wales. Forums were held in March at Newcastle and Singleton, in May at Nowra and Moruya.

Working relationships with people from CALD groups were established with the communities and the staff through the 'Community Partners Program' now 'Partners in Culturally Appropriate Care'. We continue to have good working relationships and requests for our services continue to be forthcoming.

TARS statistics for this reporting period identifies 386 information sessions where the audiences were from culturally diverse backgrounds. Statistics identify that at all sessions for staff in aged care homes there are staff members from culturally diverse backgrounds.

Our statistics identify people attending our information sessions having been from: Aboriginal, Arabic, Bosnian, Chinese, Filipino, Greek, Hindi, Italian, Japanese, Jewish, Korean, Laotian, Mandarin, Maltese, Macedonian, Polish, Samoan, Spanish, Tamil, and Vietnamese backgrounds. Where required TARS sessions are presented with the aid of interpreters to ensure





the presentation is understood by all the participants. Printed material in languages appropriate to the audience is provided when available.

Information sessions were provided for people from diverse groups including: hearing impaired, vision impaired, lung support group, Parkinson's support, Heart support, Dementia support, Carer support groups, including dementia, younger onset dementia, and Cerebral Palsy groups and for groups with varying cultural backgrounds.

Publications prepared and printed by TARS, Legal Aid and Fair Trading are valued resources and referred to at TARS information sessions. At least one sample of these publications are included in a presentation folder that is handed to the organiser for the session. Audiences are provided with a TARS brochure and a flyer listing other relevant publications and where to obtain copies. A number of relevant publications are also taken for the audience on their request.

Promotions and Expos attended have included:

- Seniors Information Day, Willoughby
- Sydney Royal Easter Show Seniors' Days for two days at Sydney Olympic Park
- Sydney Retirement and Lifestyle Expo, Rosehill Function Centre
- CAREX Expo, Rosehill Function Centre
- Life Style and Future Planning Expo, Umina
- ACAA NSW Congress – sponsorship brochures and pens
- Mardi Gras Fair Day, Broadway
- Homeless Connect, Sydney and Newcastle
- Seniors' Week events at venues in Marrickville, Lidcombe, and Randwick

## Feedback from Revesby Workers' Bowling Club

*"clear and concise"*

*"very interesting"*

*"I was very grateful for the information"*

*"very informative and enjoyable"*

*"thank you"*

*"very well done"*



## Feedback from information sessions – community and professional groups

<b>The following are samples of comments written by people attending an Information Session for community groups.</b>	<i>EXCELLENT I was not expecting so much information about anything</i>	<i>Old people have rights</i>	<i>Makes me feel a lot more comfortable about my future, thank you</i>
<i>Gave insight into many different sides of care</i>	<i>Great opportunity to learn and understand more about one's rights to services provided</i>	<i>Very informative, Great work TARS!!!</i>	<i>Gave easy to understand information without being overwhelming – excellent presenter and presentation</i>
<i>I've learnt so much today. This visit was so worthwhile, Thank you</i>	<i>Presenter was so approachable and information was clear and well presented</i>	<i>Doing good job for our elders</i>	<i>Made us aware of the pitfalls we need to know and that there is help out there</i>
<i>Clear, concise, professional information – great interaction with group – Excellent speaker</i>	<i>Knew very little about these matters, but everything was well explained and helpful. Excellent presentation</i>	<i>Very useful – also good to know we can ring if unsure what to do next</i>	<i>The room was open and noisy</i>
<i>The speaker was quietly spoken</i>	<i>Unfortunately not enough time</i>	<i>I live alone with no family and so all comments and information is/will be relevant to me, thank you so much</i>	<i>I was pleased to have such topics explained to me</i>

## Advertisements

Seniors Newspaper bi-monthly: July, September, November, January, March, May

DPS Guide to Aged Care

## Articles Published

Centrelink News for Seniors  
Distribution: March 2012 TARS 25th Anniversary

Advertisement on SBS TV in rural and remote areas continued in some areas

into this financial year. (Foundation Grant 2010)

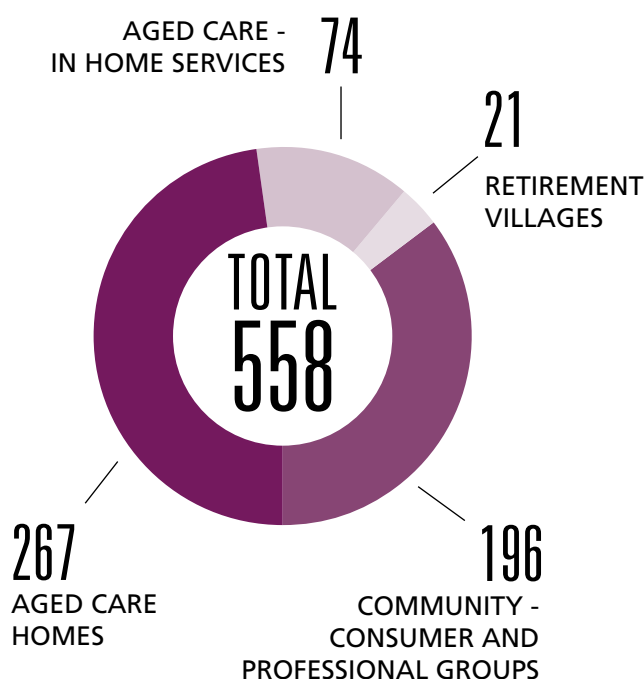
The experience, professionalism and commitment of our staff has continued. I believe this to be the essence of the high standard of services provided to our audiences and clients, evident in feedback received.

I appreciate greatly our staff's willingness when requested, to travel to areas within our state to provide information sessions.

**Rosalene Jones**  
Manager Education and Promotion Service



## Education by Audience -Sessions



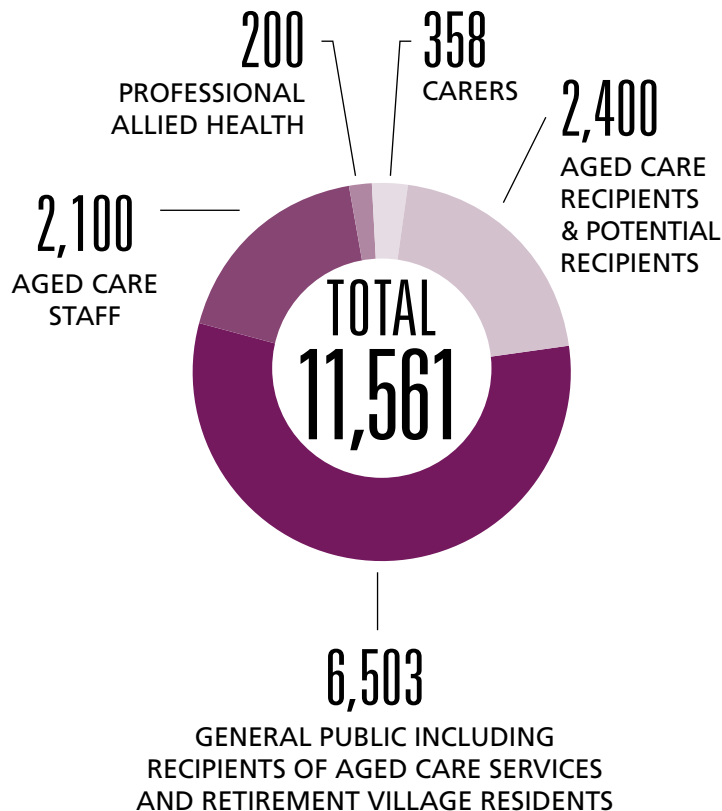
## Promotional visits / Personal contact promotion of services



## Audiences



## Audience attendees



## Total personal contacts

23,256

### TARS presented Information Sessions for groups whose audiences included:

- Community groups
- People receiving aged care services
- People living in retirement villages or those thinking about moving as they retire
- Carers
- People who work in the ageing sector

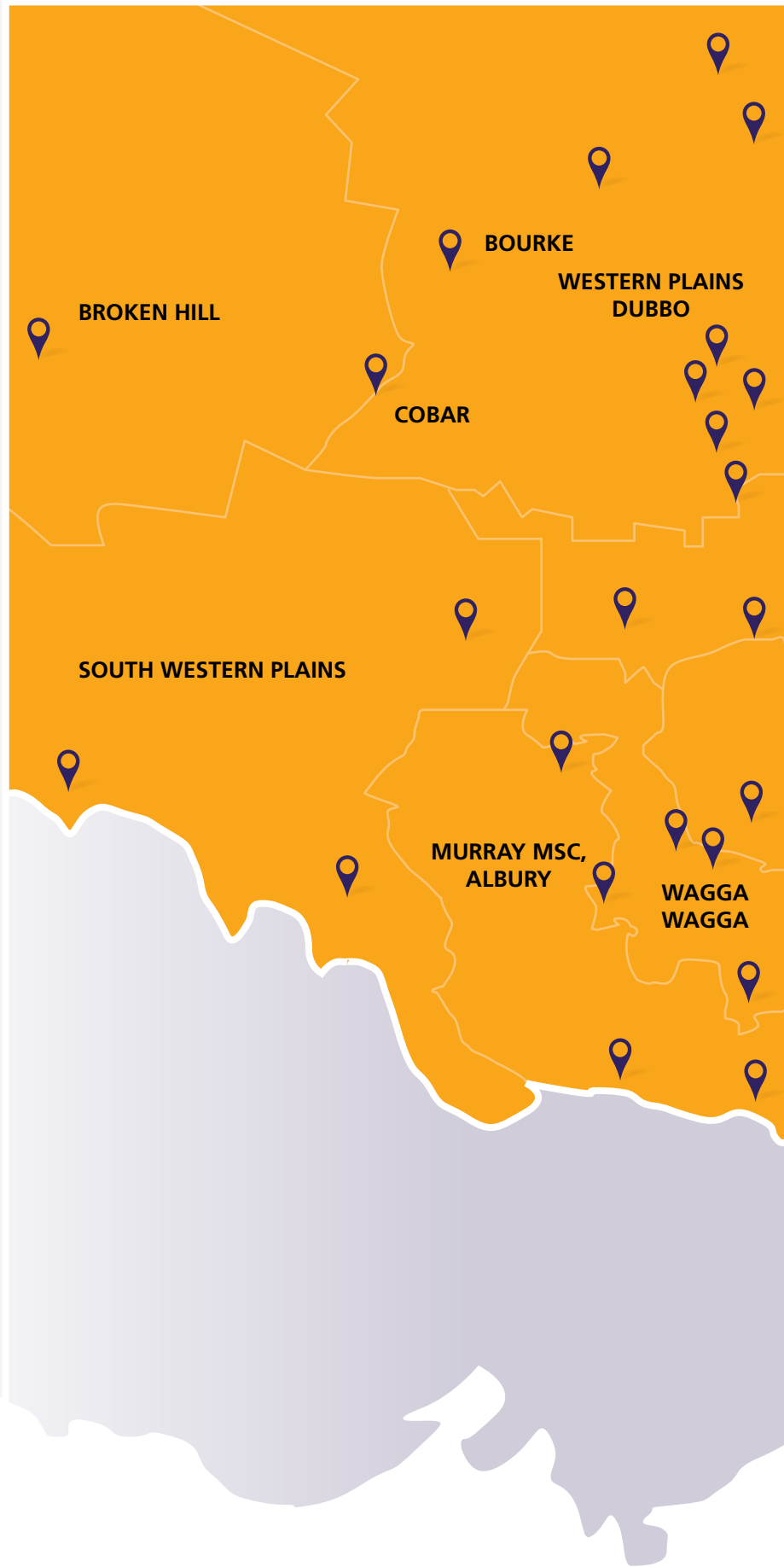
### Presentations include the details of all TARS services:

- Aged Care Advocacy
- Retirement Village Living
- Older Persons' Legal Service
- Home and Community Care Advocacy

# "I've been everywhere

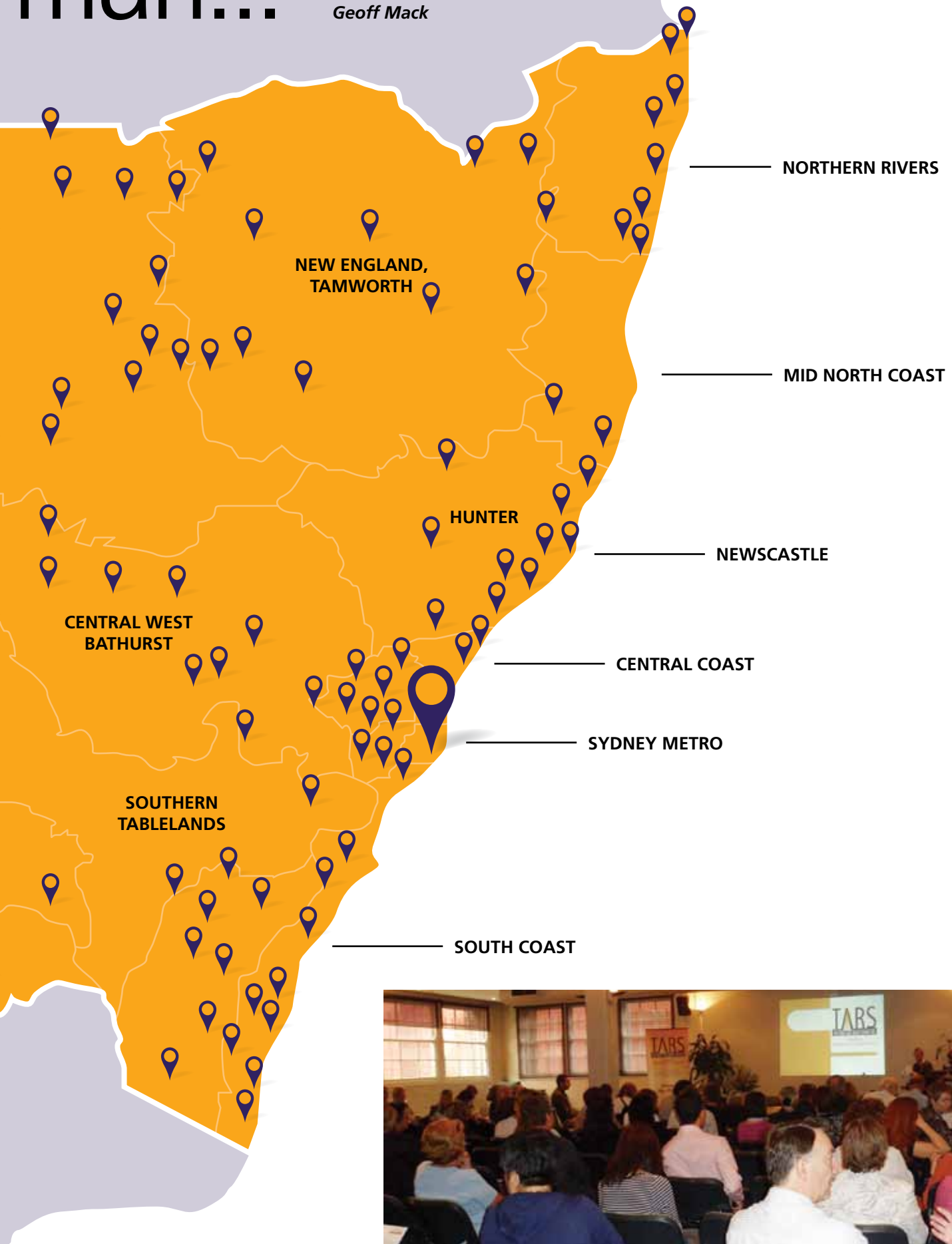
*I've been everywhere, man.  
I've been everywhere, man.  
Crossed the deserts bare, man.  
I've breathed the mountain air, man.  
Of travel I've had my share, man.  
I've been everywhere...*

*Mulwala, Hay, Inverell, Bourke,  
Kogarah, Albury, Dalmeny, Dubbo,  
Unanderra, Milton, Taree, Yass,  
Coffs Harbour, Alstonville, Forbes,  
Sussex Inlet, Cessnock, Goodooga,  
Balranald, Lake Cargelligo, Baradine,  
Bateau Bay, Bathurst, Boggabri,  
Largs, Tenterfield, Brewarrina,  
Broken Hill, Warrawong, Rose  
Bay, Singleton, Coolah, Walgett,  
Coonabarabran, Kootingal,  
Dunedoo, Narrabri, Tottenham,  
Forster, Nyngan, Yeoval, Young,  
Glen Innes, Erina, Grafton, Grenfell,  
Gulargambone, Ultimo, Ulmarra,  
Armidale, Laurieton, Lightning  
Ridge, Temora, Yamba, Trangie,  
Menangle, Merimbula, Orange,  
Parramatta, Queanbeyan, Redhead*



man..."

Geoff Mack



# Aboriginal Outreach

TARS meets regularly with members of the 'Good Service Mob' for the purpose of ensuring TARS services are known and accessible to older members of Aboriginal communities around the state. Our Aboriginal specific brochure is widely distributed throughout these targeted communities.

This year TARS was invited to a yarn with older Aboriginal people from across the state. The evaluation indicated that we are successfully communicating elder law issues that are relevant to Aboriginal people.

Firstly, we spoke to a group of Elders on the Mid-North Coast who have invited us to return at a later time. The group is keen for TARS to provide information and education to other older people within their group as well as a group in another town.

Also this year, TARS provided two very successful sessions at an Aboriginal Women's Healing Retreat at the

Billabong Retreat at Windsor. The first retreat was held in May while the second was held in June.

We were invited to the June retreat to discuss elder abuse. The session also included the importance of 'Planning Ahead' to avoid elder abuse. The participants were from different areas in rural, regional and metropolitan NSW. We discussed the various types of elder abuse.

The session highlighted the differing nature of abuse within the elder community and the importance of issues such as powers of attorney, guardianship and wills.

In addition we have had requests from Aboriginal communities in both rural, regional and metropolitan NSW.

It was a pleasure for TARS staff to participate with these communities in a very relaxed atmosphere. The evaluations of our sessions were all very positive. Comments included:

*"Meg came early and built a rapport with the women before the workshop. This ensured an interactive session where women could open up."*

*"Very informative. Easy to understand. Lovely lady. Good info for my community."*

*"Good respectful, relevant, relaxed environment."*

*"Definitely an asset for our Koori communities."*



# Front of House and General Administration Report



Charmian Powell, Receptionist

The Aged-care Rights Service (TARS) general administration and front of house roles are shared by 2 staff, a full time receptionist/administrative assistant and a part-time administrative assistant.

TARS receives between 70 and 80 calls each day and these are administered through our central switch. Many of these calls involve a range of matters which need to be assessed by the staff to ascertain which area of TARS the call should be directed to. These assessments can sometimes be lengthy due to the complexity of many calls.

When needed the administration staff organises telephone interpreters to assist callers from culturally and linguistically diverse backgrounds who may find English difficult to understand. Over the past year we have dealt with various interpreters including Cantonese, Russian, Arabic, Greek and Polish.

Staff also administer general enquiries and requests for publications received via TARS' website or direct email address. This involves referring emails to the relevant TARS staff member and mailing out publications produced by TARS and other services including Legal Aid, Fair Trading and National Aged Care Advocacy Program.

Feedback data and comments from clients assisted by the advocates and solicitors and those participating in TARS information sessions are recorded for reporting purposes. This year over 3000 feedback forms were recorded.

TARS finance officer is responsible for preparing and administering the annual budget, payroll, bank accounts, personnel and general accounting duties. Our current finance officer has been on maternity leave for part of this year. In the absence of the finance officer a part-time accountant has worked overseeing the budget and reporting requirements to our key funding bodies.

The TARS team are excited to announce the birth of the organisation's first baby, Declan.

*"I was delighted and surprised that I was assisted with an advocate and interpreter. I had no idea that such a service was available to me. The three way conversation resolved my issues instantly."*

– An older Arabic women provided this feedback through an interpreter service

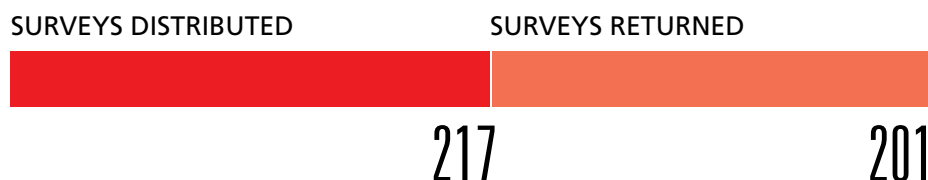
## TARS brochures distributed throughout the year

ENGLISH	ARABIC	ATSI	CHINESE	GREEK	HINDI
47,000	1,750	3,000	2,600	1,900	800
ITALIAN	KOREAN	SPANISH	TAMIL	VIETNAMESE	TOTAL
600	800	1,000	450	1,100	61,000



# What our Clients say about us...

## Advocacy Service

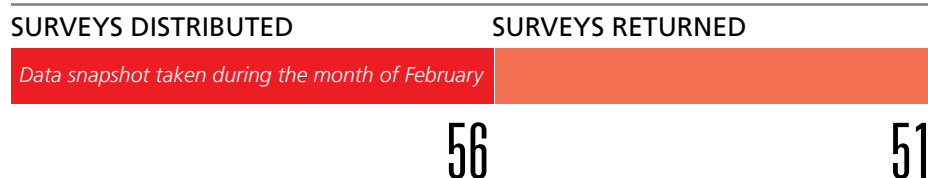


## Satisfaction Rates

98%

## Older Persons' Legal Service

Periodical snapshot



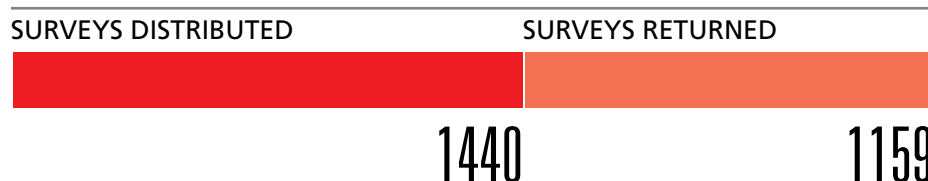
96%

## Retirement Village Legal Service



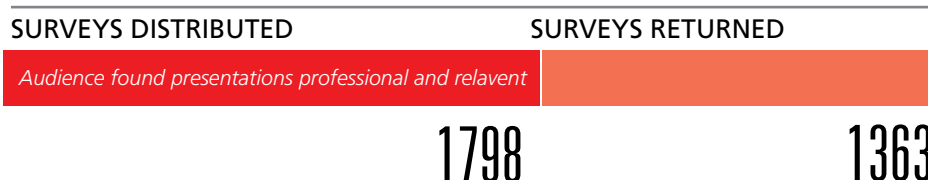
92%

## Education - NACAP



98%

## Education to Community Groups



88%

## Community Legal Education



84%

14 September 2012

The C.E.O.,  
TARS,  
418A Elizabeth Street,  
SURRY HILLS. N.S.W. 2010

Dear C.E.O.,

Ku-ring-gai Council has organized a series of seminars for older residents. I attended the seminar of 13 September presented by your Organisation's representative, Jill.

I was unaware of TARS, its role and the assistance it can give to persons such as myself. Jill's presentation was excellent. She held my attention throughout the 1 ½ hours she was on her feet. (Off the record, I forgot to have my unofficial mid-morning snooze.)

The address was informative, clearly and simply expressed. Questions (and there were a number) were answered as an issue arose. I admire the patience and good humour Jill displayed throughout. What an asset she is. I have toasted her good health with a nip of my favourite single malt.

May I also thank TARS for its service in meeting my request for a set of the brochures "Legal Issues for Older People". I phoned mid-day and spoke to Bernadette. The set arrived the next morning.

I shall be grateful, C.E.O., if you would convey my thanks to Jill and Bernadette for the excellence of the service they are providing. Also, C.E.O., you are worthy of thanks and appreciation. A sincere "Thank-you".

Yours sincerely,

*Alex. Newton*  
A. E. NEWTON

Thanks from a Retirement Village Resident in Regional NSW



Dear Robert,

Just a short note to thank you for your most interesting talk on Tuesday. I'm sure we all received a lot of information from it. I can see our way ahead a lot clearer now. Hope you were not too late arriving home. On behalf of the residents once again many thanks.

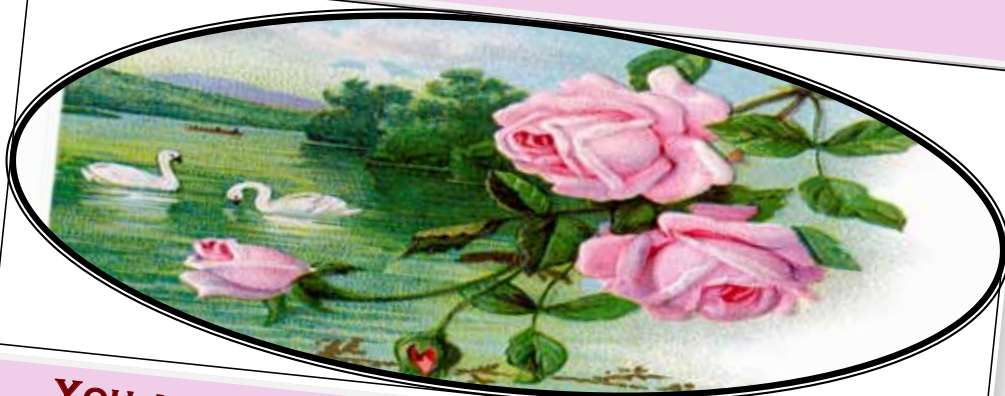
Mary Irwin  
Residents Councillor



# Working in partnership...

**NORTHERN SETTLEMENT SERVICES LTD**

**MULTICULTURAL DEMENTIA AND DISABILITY  
CARER SUPPORT GROUP-INVITATION**



**YOU ARE INVITED TO OUR NEXT INFORMATION  
SESSION—**

**DATE: TUESDAY 12 JUNE 2012**  
**PRESENTER/S: MARGARET CROTHERS**  
**ROSALENE JONES FROM**  
**"THE AGED-CARE RIGHTS**  
**SERVICE" (TARS)**  
**TIME: 10.30AM-12 NOON**

**MORNING TEA & LUNCH PROVIDED**

**COST: GOLD COIN DONATION**

**FOR CATERING PURPOSE,**  
**PLEASE REPLY BY 8TH JUNE 2012—**  
**RING TINA ON 4969 3399 .**



## Nepean Volunteer Services Inc.

Suite 106, 114-116 Henry Street, Penrith. NSW. 2750

ABN 25 933 251 660

12th September, 2012

Rosalene Jones  
Manager Education & Promotion  
The Aged-care Rights Service Inc.  
Level 4, 418a Elizabeth St  
SURRY HILLS NSW 2010

Dear Rosalene,

I would like to convey my sincere thanks for the wonderful presentation Irene Turnbull did at our Expo on March 7<sup>th</sup>, 2012. Our feedback forms also showed that the presentation was very informative and interesting for our volunteers.

The Nepean Volunteer Services Inc. auspice four programs, all of which involve the training of volunteers. Our programs support and work in aged care so the training on Aged Rights was very valuable information for us.

I have made a note of other training which you can run, namely Power of Attorney, Guardianship and Advanced Care Directives and I will keep this in mind when making up our Calendar of events.

Thank you once again.

Kind regards,

Brigitte Madeiski  
NVSI Executive Officer  
4721 1717

Volunteer Referral Service  
P: 02 4731 6523 | E: [vrs@pnc.com.au](mailto:vrs@pnc.com.au)

Community Visitors Scheme  
P: 02 4721 7042 | E: [cvs@pnc.com.au](mailto:cvs@pnc.com.au)

Nepean Neighbour Aid Service  
P: 02 4721 7572 | E: [nna@nvsi.org.au](mailto:nna@nvsi.org.au)

Nepean volunteer Support Program  
P: 02 4721 1717 E: [coordinator@nvsi.org.au](mailto:coordinator@nvsi.org.au)



## ST HEDWIG VILLAGE

ABN 24 003 159 224

140 Reservoir Road, Blacktown NSW 2148

P.O. Box 457, Blacktown 2148

Telephone: (02) 9831 4744 Fax: (02) 9831 7440

email: admin@sthedwigvillage.com website: www.sthedwigvillage.com

Mrs. Rosalene Jones  
Manager Education and Promotion Service  
The Aged-care Rights Service Inc  
Level 4, 418a Elizabeth Street  
Surry Hills 2010

June 2012

Dear Rosalene

On behalf of our residents who attended your presentation on Aged Care Rights and Advocacy, I want to say thank you. Our residents found it very informative and interesting which was indicative of the many questions you were asked throughout your presentation.

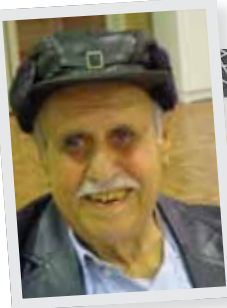
Thank you also for the German and English information leaflets you supplied. As you are aware our facility is predominately German but also with English speaking residents. The leaflets both in German and English were much appreciated.

I wish you continued success in your role and look forward to meeting with you again in the future.

Kindest Regards.

Maria Lynam  
Pastoral Care Team





ABN: 24001347691

## Tripoli and Mena Association

*With You Through All Stages Of Your Life*

Dear Jill,

Enclosed you will find a Certificate of Appreciation that the Tripoli & Mena Association would like to award you and your organisation with, on behalf of the Arabic speaking Muslim elderly whom we represent.

We would have preferred to give you this certificate in person but due to our busy schedules, mailing it seemed like an easier alternative. We hope you don't mind.

This certificate is a token of our appreciation for your valuable contribution to the Community Partners Program and our information sessions. Your presentation was one of the best we have had so far so once again, thank you!

Your cooperation is very much appreciated. We look forward to continually work with you in the future.

With Kind Regards,

Roewaa Elsayed  
Community Partners Program  
Project Officer



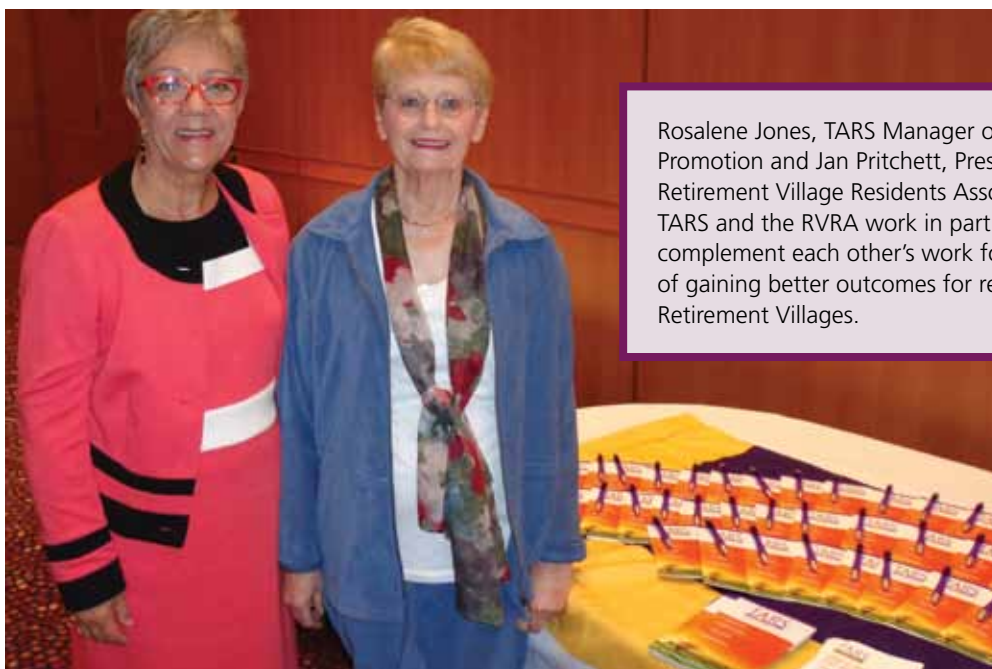
**Social Welfare Centre**  
48 - 50 Taylor Street, PO Box 130  
Lakemba NSW 2195  
T: 02 9758 1366  
F: 02 9740 6057  
E: info@tripolimena.org.au

**Arabic Aged Centre**  
54A Railway Parade, PO Box 130  
Lakemba NSW 2195  
T: 02 9759 3436  
F: 02 9759 2761  
E: info@tripolimena.org.au

**Arabic Australian Childcare Centre**  
48 - 50 Taylor Street, PO Box 130  
Lakemba NSW 2195  
T: 02 9758 2256  
F: 02 9750 0846  
E: info@tripolimena.org.au

*Serving the Arabic Speaking Community since 1975*

[www.tripolimena.org.au](http://www.tripolimena.org.au)



Rosalene Jones, TARS Manager of Education and Promotion and Jan Pritchett, President of the Retirement Village Residents Association (RVRA). TARS and the RVRA work in partnership to complement each other's work for the purpose of gaining better outcomes for residents in Retirement Villages.



21 August 2012

Russell Westacott  
Chief Executive Officer  
The Aged-care Rights Service  
Level 4, 418A Elizabeth Street  
Surry Hills NSW 2010

Dear Russell

I am writing to you as I understand The Aged-care Rights Service (TARS) is focusing on diversity for this year's annual report.

ACON is Australia's largest community-based gay, lesbian, bisexual and transgender (GLBT) health and HIV/AIDS organisation. ACON is a multi-faceted organisation working in systemic policy, service provision, health promotion and community building for GLBT people across NSW.

As you are aware, ageing issues that relate to GLBT people have received increased focus in recent years. As the experience of being GLBT becomes less stigmatised within the broader community, we see a growing number of people identifying as GLBT. As a result, these people have particular needs as they grow older due to both discrimination and perceived discrimination, and remaining connected to a supportive community while they age.

It is with this backdrop in mind that we see our partnership with TARS as vital for ACON to conduct our work across the state while developing new initiatives for an ageing GLBT population. TARS has assisted in this process by having a representative on the ACON Ageing Working Group, the purview of which is to identify areas of need where ACON could play a role, either by itself or in collaboration with other stakeholders.

It has also been wonderful that TARS has participated in the Mardi Gras Fair Day in recent years. The exposure of TARS to the GLBT community, and that TARS legal and advocacy services are available to them, is a great step forward in breaking down barriers of either real or perceived discrimination.

I commend TARS for its work in the GLBT sector and look forward to working with you and your team into the future.

Kind regards



Nicolas Parkhill  
Chief Executive Officer

courage • empathy • diversity • equality • partnership • community

ACON Health Limited trading as ACON • 414 Elizabeth St Surry Hills NSW 2010 • PO BOX 350 Darlinghurst NSW 1300  
Freecall 1800 063 060 • Tel (02) 9206 2000 • Fax (02) 9206 2069 • [acon@acon.org.au](mailto:acon@acon.org.au) • [www.acon.org.au](http://www.acon.org.au)



@ACONhealth



/ACONhealth

Hunter • Illawarra • Mid North Coast • Northern Rivers • Sex Workers Outreach Project (SWOP)

ABN 38 136 883 915 • Authority to Fundraise CFN/21473

ACON acknowledges the support of its primary funder, NSW Health



COTA NEW SOUTH WALES

Level 6, 280 Pitt Street  
Sydney NSW 2000

[www.cotansw.com.au](http://www.cotansw.com.au)  
ABN 31 090 328 955

P:(02) 9286 3860  
F:(02) 9286 3872

September 17, 2012

Russell Westacott  
Chief Executive Officer  
The Aged-care Rights Service Inc.  
418A Elizabeth Street  
Surry Hills NSW 2010

Dear Russell,

Thank you for the opportunity to contribute to The Aged-care Rights Service Inc (TARS) 2011 – 2012 Annual Report.

The Council on the Ageing (NSW) considers TARS to be an integral partner in improving the lives of older people in NSW.

The services offered by TARS – legal, advocacy and education – are essential to ensure older, vulnerable and disadvantaged people across the state are given a voice and have a place to seek representation.

COTA NSW enthusiastically works alongside TARS on a range of projects during any given year. Both organisations believe our areas of expertise are complementary, and this ultimately benefits older people in this state.

We are excited to see TARS focus this year's Annual Report on the theme of diversity. It is often the case that people from non-mainstream backgrounds experience social marginalisation, thereby increasing the levels of vulnerability and disadvantage that they experience.

COTA NSW commends TARS for its work throughout the year and also in raising the issues faced by Aboriginal Australians, people from culturally and linguistically diverse backgrounds as well as people from the gay, lesbian, bisexual and transgender community, as detailed in this year's report.

COTA NSW joins TARS in embracing diversity..... We are proud to work alongside TARS and hope to continue to do so well into the future.

Yours sincerely,

Ian Day

Chief Executive Officer

Come along!

# Community Information Day

Lots of **FREE** information and giveaways!

The Good Service Mob will be visiting communities on the NSW South Coast to talk about the free complaint handling services available for Aboriginal and Torres Strait Islander peoples.

**Cost:** FREE

**Refreshments:** A light lunch will be provided.

**Enquiries:** Caine Carroll phone (02) 9268 5541

**For more information visit**

**[www.goodservicemob.com.au](http://www.goodservicemob.com.au)**

## Nowra

**Tues 22 May 2012**

Time: 10:30am-2.30pm

South Coast Aboriginal Medical Corporation  
51-53 Berry St, Nowra

**RSVP:** Caine Carroll

Ph (02) 9268 5541

## Moruya

**Wed 23 May 2012**

Time: 10:30am-2.30pm

SEARMS

41 Queen St, Moruya

**RSVP:** Caine Carroll

Ph (02) 9268 5541

come and  
have a yarn,  
it's free!



**FOS**  
FINANCIAL  
OMBUDSMAN  
SERVICE



**ASIC**  
Australian Securities &  
Investments Commission



**Legal Aid**  
NEW SOUTH WALES



**Fair  
Trading**

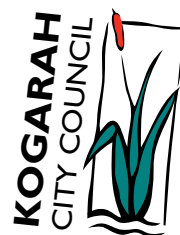


**ewon** Energy & Water  
Ombudsman NSW

**TARS**  
THE AGED CARE RIGHTS SERVICE INC.  
Supporting Older Persons' Legal Services

Planning for Aged Care - free seminars  
免費專題系列講座

# 計劃和安排晚年養老生活



Presented by Kogarah City Council in conjunction with Centrelink and TARS  
高嘉華市政府、中心連接署和養老權利服務社合辦

## 第一講：高齡人士的住房選擇 (Housing Options for Seniors)

時間：2012年5月11日星期五上午10時至12時

主講嘉賓：養老權利服務社(TARS)

- 不同程度種類的養老護理住宿 - 養老護理的標準 - 養老的權利和申訴程序

## 第二講：養老護理的財務計劃 (Financial Planning for Aged Care)

時間：2012年5月18日星期五上午10時至12時

主講嘉賓：Centerlink 財務資訊服務官員(FIS Officer)

- 選擇擁有房子或不擁有 - 財務考慮如何可以改變選擇  
- Centrelink如何評估每種選擇 - 財務上的優勢和劣勢  
- 不同程度的養老護理住宿收費 - 處理舊居選擇和養老金問題



講座地點：高嘉華市政廳二樓

Level 2, Civic Centre, 2 Belgrave Street, Kogarah

訂座和查詢：高嘉華市政府華人社區發展主任林潔 (Jane Lin)  
電話：9330 9420 (可留言訂座) 或 0401 682 032



# Jill Hall MP

FEDERAL MEMBER FOR SHORTLAND • GOVERNMENT WHIP

26 Macquarie Street, Belmont NSW 2280, PO Box 499 Belmont NSW 2280

Tollfree: 1300 301 792 Ph: (02) 4947 9711 Fax: (02) 4947 9722 Email: [Jill.Hall.MP@aph.gov.au](mailto:Jill.Hall.MP@aph.gov.au) Web: [www.jillhall.com](http://www.jillhall.com)

Dear Rosalene

I would like to express my appreciation for the valuable support which The Aged Care Rights Service Inc (TARS) has provided to older people in my electorate through participation in our community senior's forums.

TARS have been a valued contributor to our Positive Living and Lifestyle forums for older people in Swansea and Budgewoi this past financial year. The TARS presentations are always one of the most popular and greatly enhance the forum.

Our forums are open to everyone over 65 years of age and are attended by a diversity of people from many walks of life. I always receive so much positive feedback from people of different ages, lifestyles and cultural backgrounds who are able to easily access information and assistance of which they may not otherwise have been aware.

The presentations are informative and easy to follow and their impact is significant. Many people who attend the forums are unaware of their rights and the wide range of services which TARS offers. Attendees are empowered and supported by the information which TARS provides and are encouraged to access the services offered by the organisation.

I would like to acknowledge the TARS staff, who always conduct themselves with professionalism, openness and a genuine passion and willingness to offer assistance and information to the people of my electorate. Special thanks to Ray Horsburgh and Margaret Crothers who have made themselves available to people at each forum, answering questions and personally engaging with individuals well after the presentation has concluded.

I extend my sincerest thanks to TARS for continuing to be involved in our community forums and the willingness of people within your organisation to travel to the electorate each and every time.

Kind regards

Jill Hall MP

**Federal Member for Shortland**



THE AGED - CARE RIGHTS SERVICE  
INCORPORATED  
(ABN 98 052 960 862)

# Financial Statements

---

YEAR ENDED 30 JUNE 2012

Management Committee Declaration	42
Auditor's Report	43-44
Lead Auditor's Independence Declaration	45
Income Statement	46
Balance Sheet	47
Notes to the Financial Statements	48-50
Statement of Cash Flows	51
Detailed Income and Expenditure Statement	52

# Management committee declaration

As detailed in Note 2 to the Financial Report, in Management's opinion, the Organisation is not a reporting entity because there are no users dependent on general purpose financial reports. This is a special purpose Financial Report that has been prepared to meet the Organisation's reporting requirements to the Members.

The Financial Report has been prepared in accordance with Accounting Standard APES 205 Conformity with Accounting Standards and other Australian Accounting Standards and mandatory professional reporting requirements to the extent described in Note 2 to the Financial Report.

The Management Committee declares that the Financial Report and Notes set out on pages 42 to 52:

- a) comply with Australian Accounting Standards and other mandatory professional reporting requirements as detailed above; and,
- b) give a true and fair view of the Organisation's financial position as at 30 June, 2012 and of its performance as represented by the results of its operations and its cash flows for the financial year then ended.

In the Management Committee's opinion, there are reasonable grounds to believe that the Organisation will be able to pay its debts as and when they become due and payable.

**Signed** in accordance with a resolution of the Committee.

**BARBARA SQUIRES**

Committee Member - Chairperson

**LISA RALPHS**

Committee Member - Treasurer

Sydney

19<sup>th</sup> October, 2012

# Auditor's report



**CCS PARTNERS**  
CHARTERED ACCOUNTANTS

www.ccspartners.com.au  
ABN 94 360 221 249

**Partners**

Emanuel Calligeros FCA  
George Cassim FCA  
James Cassim CA  
Giorgio Manuli CA  
John Tsoutras CA  
Roger Zande CA

## INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS FOR THE YEAR ENDED 30 JUNE 2012

### Report on the Financial Report

We have audited the special purpose financial report of THE AGED – CARE RIGHTS SERVICE INCORPORATED (the organisation), which comprises the income statement, balance sheet, notes to the financial statements and management committee declaration for the year ended 30 June 2012 as set out on pages 42 to 52.

### Committee members' responsibility for the Financial Report

The committee members are responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies described in Note 2 to the financial statements, which form part of the financial report, are appropriate to meet the needs of the members. The committee members responsibility also includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

### Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used, as described in Note 2, are appropriate to the needs of the members. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial

#### Sydney

Ground Floor 154 Elizabeth Street, Sydney NSW 2000.  
Correspondence to: PO Box K355 Haymarket NSW 1240.  
Tel: (02) 9264 2266 Fax: (02) 9261 1992

#### Hurstville

1/20 Dora Street (Queens Road entrance), Hurstville NSW 2220.  
Correspondence to: PO Box 760 Hurstville NSW 1481.  
Tel: (02) 9579 2000 Fax: (02) 9579 2001

Liability limited by a scheme approved under Professional Standards Legislation

report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee members, as well as evaluating the overall presentation of the financial report.

The financial statements have been prepared for distribution to members for the purpose of fulfilling the committee members financial reporting requirements under various funding agreements. We disclaim any assumption of responsibility for any reliance on this report, or on the financial report to which it relates, to any person other than the members, or for any purpose other than that for which it was prepared.

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

### Independence

In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements and the Corporations Act 2001. We confirm that the independence declaration provided to the committee members of The Aged – Care Rights Service Incorporated on 19 October 2012, would be in the same terms if provided to the committee members as at the date of this auditor's report.

### Audit Opinion

In our opinion, the financial report presents fairly in accordance with applicable Accounting Standards and other mandatory professional reporting requirements the financial position of the organisation as at 30 June 2012.

(a)

- i) giving a true and fair view of the organisation's financial position as at 30 June 2012 and of its performance for the year ended on that date in accordance with the accounting policies described in Note 2; and

ii) complying with Accounting Standards in Australia, to the extent described in Note 2, and

(b) other mandatory professional reporting requirements to the extent described in Note

### CCS PARTNERS

Chartered Accountants

#### Emanuel P Calligeros

Partner

Date: 19th day of October, 2012  
154 Elizabeth Street,  
SYDNEY NSW 2000

#### Sydney

Ground Floor 154 Elizabeth Street, Sydney NSW 2000.  
Correspondence to: PO Box K355 Haymarket NSW 1240.  
Tel: (02) 9264 2266 Fax: (02) 9261 1992

#### Hurstville

1/20 Dora Street (Queens Road entrance), Hurstville NSW 2220.  
Correspondence to: PO Box 760 Hurstville NSW 1481.  
Tel: (02) 9579 2000 Fax: (02) 9579 2001

Liability limited by a scheme approved under Professional Standards Legislation



**CCS PARTNERS**  
CHARTERED ACCOUNTANTS

www.ccspartners.com.au  
ABN 94 360 221 249

#### Partners

Emanuel Calligeros FCA  
George Cassim FCA  
James Cassim CA  
Giorgio Manuli CA  
John Tsouras CA  
Roger Zande CA

## Lead auditor's independence declaration

---

To the Members of **THE AGED - CARE RIGHTS SERVICE INCORPORATED**.

As lead engagement partner for the audit of **THE AGED - CARE RIGHTS SERVICE INCORPORATED** for the year ended 30 June 2012, I declare that, to the best of my knowledge and belief there have been:

- i. no contraventions of the independence requirements of the Corporations Act in relation to the audit; and
- ii. no contraventions of any applicable code of professional conduct in relation to the audit.



**CCS PARTNERS**  
CHARTERED ACCOUNTANTS

[www.ccspartners.com.au](http://www.ccspartners.com.au)  
ABN 94 360 221 249

**Partners**

Emanuel Calligeros FCA  
George Cassim FCA  
James Cassim CA  
Giorgio Manuli CA  
John Tsouras CA  
Roger Zande CA

### CCS PARTNERS

Emanuel P Calligeros  
Partner  
Sydney

19th October, 2012

**Sydney**

Ground Floor 154 Elizabeth Street, Sydney NSW 2000.  
Correspondence to: PO Box K355 Haymarket NSW 1240.  
Tel: (02) 9264 2266 Fax: (02) 9261 1992

**Hurstville**

1/20 Dora Street (Queens Road entrance), Hurstville NSW 2220.  
Correspondence to: PO Box 760 Hurstville NSW 1481.  
Tel: (02) 9579 2000 Fax: (02) 9579 2001

Liability limited by a scheme approved under Professional Standards Legislation

# Income Statement

	Note	2012 \$	2011 \$
<b><u>ORDINARY ACTIVITIES</u></b>			
Revenue from Ordinary Activities		1,466,026	1,414,036
Transfer (to)/from Grants Unexpended (Net)		-	-
	6	1,466,026	1,414,036
Employee Benefit Expenses		(990,481)	(892,000)
Depreciation & Minor Asset Acquisitions		(12,726)	(6,856)
Other Expenditure from Ordinary Activities		(484,418)	(499,853)
<b>Net Surplus (Deficit) from Ordinary Activities</b>		(21,599)	15,327
<b><u>Add/(Less):</u></b>			
Proceeds on Sale of Vehicles		-	28,000
Transfer (to)/from Reserve for Replacement Assets	3	-	(28,000)
Transfer (to)/from Provision - Contingent Liabilities		-	-
		(21,599)	15,327
<b><u>Add:</u></b>			
<b>RETAINED EARNINGS</b> – Balance 1 July, 2011		243,823	228,496
<b>RETAINED EARNINGS</b> – Balance 30 June, 2012		222,224	243,823

This Income Statement is to be read in conjunction with the Notes to the Financial Statements as set out on pages 48 to 50.

# Balance Sheet

	Note	2012 \$	2011 \$
<b><u>FUNDS &amp; PROVISIONS</u></b>			
Retained Earnings		222,224	243,823
Provision for Contingencies		-	-
<b><u>TOTAL FUNDS &amp; PROVISIONS</u></b>		222,224	243,823
Represented by:			
<b><u>CURRENT ASSETS</u></b>			
Cash at Bank & on Deposit		487,362	482,784
Sundry Debtors & Prepayments		5,889	350
<b><u>Total Current Assets</u></b>		493,251	483,134
<b><u>NON-CURRENT ASSETS</u></b>			
Furniture & Equipment - at Cost		179,158	169,208
<b>Less</b> Amounts Expensed & Provision for Depreciation		(129,036)	(116,310)
Leasehold Improvements		7,227	7,227
<b><u>Total Non-Current Assets</u></b>		57,349	60,125
<b><u>TOTAL ASSETS</u></b>		550,600	543,259
<b>Less:</b>			
<b><u>CURRENT LIABILITIES</u></b>			
Payables		125,455	132,961
Provision for Staff Entitlements	5	174,921	138,475
Reserve for Replacement Assets	8	28,000	28,000
Grants in Advance & Unexpended		-	-
<b><u>Net Current Liabilities</u></b>		328,376	299,436
<b><u>NET ASSETS</u></b>		222,224	243,823

This Balance Sheet is to be read in conjunction with the Notes to the Financial Statements as set out on pages 48 to 50.

# Notes to the Financial Statements

## 1) ORGANISATIONAL STRUCTURE

---

The Organisation is incorporated under the Associations Incorporation Act 1984. Its main aim is to provide an advocacy service for residents of nursing homes, hostels and retirement villages. Funds are supplied to the Organisation in the form of Grants received from the Federal and State Governments and other interested bodies. The income and assets of the Organisation are applied solely towards the promotion of the aims for which it was established and no portion, thereof, is to be applied to the benefit of the members or to that of any interested person.

## 2) SIGNIFICANT ACCOUNTING POLICIES

---

a) The Organisation is not a reporting entity because, in the Management's opinion, there are no users dependent on general purpose financial reports. This is a "special purpose" Financial Report that has been prepared for the sole purpose of the requirements to prepare and distribute a financial report to the Members and must not be used for any other purpose. Management has determined that the accounting policies adopted are appropriate to meet the needs of the Members. The Organisation has applied Accounting Standard APES 205 Conformity with Accounting Standards, which amended the application clauses of all standards existing at the date of its issue so that they now apply only to entities that qualify as reporting entities. However, the Financial Report has been prepared in accordance with Accounting Standard AASB 101: Presentation of Financial Statements and other applicable Australian Accounting Standards and Urgent Issues Group, Consensus Views, with the exception of the disclosure requirements in the following:

AASB 8 - Operating Segments

AASB 124 - Related Party Disclosures

The Financial Report has been prepared in accordance with the historical cost accounting convention. The accounting policies are consistent with those of the previous year.

### b) **Fixed Assets & Depreciation**

Fixed Assets are depreciated on the prime cost basis so as to write off the cost of the assets over their estimated useful lives.

# Notes to the Financial Statements

3) RESERVE FOR REPLACEMENT ASSETS	2012 \$	2010 \$
Balance – 1 July, 2010	28,000	0
Add Transfer from Net trading	-	28,000
	-	-
<b>Balance – 30 June, 2011</b>	<b>28,000</b>	<b>28,000</b>

## 4) INCOME TAX

The Organisation has been recognised by the Australian Taxation Office as an Income Tax exempt charitable entity. No provision for taxation has been raised in the Financial Report.

## 5) PROVISION FOR STAFF ENTITLEMENTS

Provision for Relief Staff	-	-
Provision for Parenting Leave	18,797	14,184
Provision for Long Service Leave	83,564	60,029
Provision for Redundancy/Staff Payout	72,560	64,262
	174,921	138,475

## 6) OPERATING RESULTS

The excess of Income over expenditure for the year is arrived at:

- after charging:

i) Auditor's Remuneration (Refer to Note 7)	9,600	10,350
ii) Minor Fixed Assets acquired during the year expensed through the Income Statement	5,383	24,467
iii) Long Service, Annual & Sick Leave Provisions	33,045	25,850
iv) Depreciation of Non-Current Assets	12,726	6,857

- after crediting:

v) Grants Received	1,422,261	1,376,774
vi) Interest Received	34,448	35,398
vii) Other Income	9,317	1,864
<b>Gross Revenue</b>	<b>1,466,026</b>	<b>1,414,036</b>

# Notes to the Financial Statements

## 7) AUDITOR'S REMUNERATION

2012  
\$

2011  
\$

Amounts received or due and receivable by the Organisation's Auditor for Audit of the Financial Year

Report	8,200	8,350
Other Services	1,400	2,000

The Auditor received no other benefits from the Organisation.

## 8) RESERVE FOR REPLACEMENT ASSETS

	28,000	28,000
--	--------	--------

# Statement of Cash Flows

	2012 \$	2011 \$
<b><u>CASH FLOWS FROM OPERATING ACTIVITIES</u></b>		
Cash Received from Government Grants, etc	1,431,578	1,378,638
Cash payments for Operating Activities	(1,451,498)	(1,323,724)
<b>Net Cash Inflow from Operating Activities</b> (Note 2)	(19,920)	54,914
<b><u>CASH FLOWS FROM INVESTMENT ACTIVITIES</u></b>		
Interest Received	34,448	35,398
Proceeds on Sale of Vehicles	-	28,000
Payments for Plant & Leasehold Improvements	(9,950)	(47,465)
<b>Net Cash Inflow from Investment Activities</b>	24,498	15,933
<b><u>INCREASE (DECREASE) IN CASH HELD</u></b>	4,578	70,847
<b><u>Cash Balance at Beginning of Year</u></b> (Note 1)	482,784	411,937
<b><u>CASH BALANCE AT END OF YEAR</u></b> (Note 1)	487,362	482,784
<b><u>Note 1: Reconciliation of Cash</u></b>	<b><u>Cash at End of Year</u></b>	<b><u>Cash at End of Year</u></b>
Cash at Bank & on Short-Term Deposit	486,962	482,384
Cash in Hand	400	400
	487,362	482,784
<b><u>Note 2: Reconciliation of Net Cash Inflow from Operating Activities to Operating Surplus (Deficit)</u></b>		
Operating Surplus (Deficit) for the Year	(21,599)	15,327
<b><u>Add/(Less):</u></b>		
Depreciation	12,726	6,857
(Increase)/Decrease in Other Current Assets	(5,539)	(200)
(Increase)/Decrease in Fixed Assets	(9,950)	(51,330)
Increase/(Decrease) in Payables	(7,505)	49,074
Increase/(Decrease) in Provisions	36,445	23,119
(Increase) in Investment Activity	(24,498)	(15,933)
Increase/(Decrease) in Reserves	-	28,000
<b>Net Cash Inflow from Operating Activities</b>	(19,920)	54,914

# Detailed Income & Expenditure Statement

	2012 \$	2011 \$
<b>INCOME</b>		
Grants Received - Recurrent	1,422,261	1,362,009
- One-off funding (DoHA)	-	14,765
Interest Received	34,448	35,398
Sundry Income	9,317	1,864
<b>Gross Income</b>	1,466,026	1,414,036
<b>Less EXPENDITURE</b>		
Accounting & Audit Fees	9,600	10,350
Advertising	14,421	41,880
Bank Charges	1,365	1,056
Conferences, Expos, Seminars & Workshop Expenses	24,581	21,006
Depreciation & Scrapped Assets	12,726	6,857
Insurances	5,213	5,543
Legal & Consultants Fees	575	1,732
Long Service, Annual & Sick Leave Provisions	33,045	25,850
Motor Vehicle Costs	9,018	7,382
Office Equipment Acquisitions	5,383	24,467
Office Expenses & Amenities	30,216	24,062
Postage, Printing, Stationery & Publication Costs	28,587	27,327
Project Costs - One-off funding (DoHA)	-	12,158
Reference Literature & Software, etc	3,813	8,622
Rent & Outgoings	138,863	130,155
Repairs & Maintenance	42,170	29,683
Salaries - Permanent & Relief Staff (including Workers Compensation Insurance)	970,347	883,330
Solicitors' Expenses	3,689	4,765
Subscriptions	11,148	6,374
Superannuation	84,018	74,915
Telephone	18,484	18,798
Travel & Accommodation	23,613	16,705
Utilities (including Cleaning)	13,167	13,003
Website Expense	3,583	2,689
<b>Total Expenditure</b>	1,487,625	1,398,709
<b>Add: Proceeds on Sale of Vehicles</b>	-	28,000
<b>Add/(Less):</b>		
Transfer to Reserve for Replacement Assets	-	(28,000)
<b>OPERATING SURPLUS (DEFICIT) for the Year</b>	(21,599)	15,327





**TARS - The Aged-care Rights Service Inc.**

Level 4, 418A Elizabeth Street, Surry Hills NSW 2010

**Phone:** (02) 9281 3600

**Fax:** (02) 9281 3672

**Country callers:** 1800 424 079

