## Seniors Rights Service Annual Report 2015-2016

# YOUR RIGHTS YOUR VOICE LEGAL ADVOCACY EDUCATION

Seniors Rights Service

# YOUR RIGHTS YOUR VOICE LEGAL ADVOCACY EDUCATION

## Welcome...

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Seniors Rights Service 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. Mid North Coast: Macquarie/Hastings (Birpai), Kempsey (Dhungutti), Greater Taree (Birapai), Coffs Harbour (Gumbayngirr), Clarence Valley and Tweed (Bundjalung). South Coast: Tharawal (South Coast Northern) and Yuin (South Coast Southern).

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# Seniors Rights Service

### Purpose

The purpose of the Seniors Rights Service is to foster communities where older members of society are aware of, actively exercising and defending their individual rights, in a society that respects and values older people and promotes and upholds their rights.

## Principles

In all of its endeavours, the Seniors Rights Service will:

- empower older people as rights holders and active contributors to society
- provide high quality and timely service
- provide access and equity in service to seniors, regardless of race, colour, national or ethnic origin, gender, marital status, disability, religion, political beliefs, sexual preference, or other characteristic
- support capacity development of staff to ensure they can deliver high quality service
- collaborate with other organisations in pursuit of common goals
- work with broader civil society to foster respect for older members of society and their individual rights.

## **Priority Populations**

The Seniors Rights Service will prioritise engagement with older people who are:

- disadvantaged and vulnerable
- in regional, rural and remote locations
- culturally and linguistically diverse
- Aboriginal or Torres Strait Islander
  - lesbian, gay, bisexual, transgender or intersex.

## President's Report...



I'm pleased to submit this report on another great year for Seniors Rights Service (The Aged-Care Rights Service Incorporated). Put simply, we are here for older people. This year we increased our reach and support – following our rebrand more people got to know who we are and what we can do to support them. We provided more advice, more education, more individual advocacy and more legal support.

The importance of individual advocacy has also been promoted by Seniors Rights Service at the national level through our membership of the Older Persons Advocacy Network (OPAN) and the National Aged Care Alliance (NACA). NACA is a key cross sector advisory body to government. At this time of reform in aged care and a changing aged care provider landscape, it's more important than ever for the ageing agenda to remain front and centre for government. Our membership of OPAN and NACA have provided Seniors Rights Service an opportunity to promote the needs and wishes of older people.

These are exciting times for community aged care with greater choice and control. But these reforms can sometimes have unintended consequences. This is what Seniors Rights Service is here for - to assist older people and their families to get the best supports possible and to know their rights.

Our legal services division goes from strength to strength. In a time of reduced funding for community legal services it is more important than ever for our services to be agile and responsive to community need. We will continue to support free and subsidised legal services for older people, reducing disadvantage and empowering people to stand up for their rights. This may relate to consumer law, financial abuse, physical elder abuse or through contractual arrangements with retirement villages, strata arrangements, residential aged care facilities or other aged care providers.

I am particularly proud of the contribution of Seniors Rights Service to prioritising the longer-term respect and promotion of older people as the elders and leaders in our communities. This has been achieved through a number of government review submissions, advocacy at the individual and systemic level, and our continuing work with people from diverse backgrounds. I'd particularly like to highlight the organisation and the expert work of our staff in the following:

- submission to the NSW Elder Abuse Inquiry
- submission to the Commonwealth Elder Abuse Inquiry
- establishment of the Culturally and Linguistically Diverse Working Group
- representation on the National Aged Care Alliance

- review of the National Aged Care Advocacy Program (NACAP)
- representation on the Older Persons Advocacy Network and its subcommittees
- contribution to the development of the framework for future NACAP services
- submission to the NSW Guardianship Review.

As a Board, we have been particularly focused on strengthening our risk management and governance processes this year. We have come in under our approved budget, with the Board approving additional spending and a slight deficit to allow for the increased reach and appeal our rebranding.

Our front-line work with older people and their families remains our key focus, and I want to recognise our dedicated and expert staff in achieving this. From the first pickup of the phone, through advocacy support and education, to the representation of someone in a legal matter in the Supreme Court - our staff are the bedrock of compassion, empowerment and commitment.

I thank Russell as CEO for his leadership and the staff and volunteer Board for all that they do.

I am honestly personally proud of Seniors Rights Service's achievements this year and of being able to be the President of an organisation that truly embodies the values of respect, community, empowerment and support for older people in NSW.

#### **Craig Gear**

President, Seniors Rights Service



THE BOARD OF SENIORS RIGHTS SERVICE LOOKS FORWARD TO GROWING OUR COMMUNITY ENGAGEMENT AND ENSURING THE RIGHTS OF ALL OLDER PEOPLE ARE UPHELD.

## OVERALL CLIENTS REACHED IN EDUCATION





24,217

LEGAL SERVICES PROVIDED TO OLDER PEOPLE





6,142

ADVOCACY SERVICES PROVIDED TO OLDER PEOPLE



## Chief Executive Officer's Report...



THE HON MR JOHN AJAKA, NSW MINISTER FOR AGEING, WITH RUSSELL WESTACOTT, CEO

The 2015/16 fiscal year was a significant milestone in our 30 year history. We changed our name. The organisation began as The **Accommodation Rights Service,** then became The Aged-care Rights Service in more recent years. As of November 2015 the organisation now trades as Seniors Rights Service. Our new name reflects the diverse range of services we offer older people and provides scope to build even more services under our umbrella so that Seniors Rights Service is recognised as the 'go to' service for older people who want to understand their rights regardless of their issue or circumstance.

Our organisation released its new fiveyear strategic plan in November 2015. The 2020 Strategic Plan provides a framework by which the organisation will develop and grow. The document sets out a range of ambitious yet essential goals to ensure Seniors **Rights Service remains as relevant** 

and effective in the year 2020. Given the challenges of delivering services in a fiscally constrained environment all the while to a rapidly growing ageing population, this is vital. Our organisation would like to thank the Hon. Mr John Ajaka, NSW Minister for Ageing, for launching our new fiveyear strategic plan and our new brand identity.

In the reporting year just past our organisation provided 6,142 legal services and 3,837 aged-care advocacy services. We also engaged with 24,217 people across the state through our education and outreach efforts. Our new website is a growing portal. People come to our site for information about the rights of older people including downloadable material. In the 2015/16 year more than 43,000 people visited our site and of these 72% were new visitors to the site.

With a relatively small advertising budget we promoted our services through local and community

newspapers, targeted state-wide publications such as The Senior. and advertised on community and commercial radio. Through these efforts across multiple media types, each with its own reader and listenership, we are confident that our new brand and 1-800 phone number now reaches over 500,000 older people across all areas of NSW.

Our organisation receives around 500 new enquiries every single month of the year. They are people who have never called us before or clients to whom we have already provided a service who are calling about potential support regarding another matter. New enquiries have moderately increased since our change of name from about 480 per month last year to 500 each month during this reporting period.

During 2015/16 our organisation formed a working group to address improving the organisation's connection and engagement with older people from non-English speaking backgrounds. We gained clarity on the number of people from non-English speaking backgrounds who utilise our services. Although the number of participants from non-English speaking backgrounds at our education sessions is about 15%, the number of those who identify as being from non-English speaking backgrounds who engage with our other services is much lower. In NSW about 25% of the state's 1.2 million people aged over 65 years of age are people from non-English speaking backgrounds. The working group aims to increase the number of people from non-English speaking backgrounds who access Seniors Rights Service. We are seeking to

inform strategies which will ensure all of our services are as inclusive as possible and reflect the broader demographics of NSW.

Seniors Rights Service has played an active role in working with our counterpart organisations who deliver Commonwealth funded aged-care advocacy services in other Australian states and territories. Nine organisations have come together under the banner of the Older Persons Advocacy Network (OPAN). This group now has a Memorandum of Understanding in place. Because it is recognised as a national network - instead of a number of state and territory based agencies - OPAN is able to participate on national bodies such as the National Aged Care Alliance. I first represented OPAN in an observer capacity at the August 2015 NACA meeting in Canberra. OPAN is now regarded as a full member of NACA and is better placed to understand and participate in national discourse and debate about policy issues that affect advocacy services to aged-care recipients across the nation.

A critical example of the benefits of **OPAN** and its participation in NACA is NACA's contribution to the ongoing review of the Commonwealth funded aged-care advocacy services. The review commenced in December 2014. Representatives from the Commonwealth, the Minster and the Shadow Minister have all addressed the NACA delegation over the past year. In these meetings the review of the Commonwealth funded advocacy program has been a key agenda item. This demonstrates the importance of OPAN and Seniors Rights Service participation at the national level.

In addition, OPAN has provided all the advocacy organisations with the opportunity to participate in other discussions such as the NACA sponsored Consumer Support *Platform*. The Platform is an emerging concept across multiple stakeholders that has the capacity to underpin a variety of consumer support services - aged-care advocacy being one of them - into the future. Again, OPAN has an important role to play alongside other consumer stakeholders in ensuring the sustainability of an ongoing advocacy program across the country.

Aged-care advocacy is an important aspect of Australia's aged-care response. As the Commonwealth continues with reforming the delivery of aged-care services across the country, advocacy plays an increasingly integral role. As older people - or their representatives need to understand the changes within the sector, advocacy and its accompanying rights-based education is critical to ensure older people can transition into new care arrangements.

In November 2015 Seniors Rights Service submitted a comprehensive report on elder abuse to the NSW Parliamentary Inquiry into Elder Abuse. It was a substantial body of work that represented the contributions of many staff and volunteers across the agency. In particular I would like to acknowledge the work of the legal team who put a lot of time and focus into finalising the report. As a relatively small nongovernment organisation that deals with a growing client base, ensuring there is time and dedication to develop such an impressive response

"WE ARE PROUD THAT OUR OVERALL CLIENT SATISFACTION RATING IS 95% FOR THE 2015/16 YEAR"

to the Inquiry is remarkable and I congratulate the team. I note that at the time of writing this report the team has just submitted another report to the Australian Law Reform Commission Inquiry into elder abuse - a similar effort was applied to this body of work as well. Both reports can be found on our website.

Our organisation is continuing to evolve and grow. We are working more efficiently than ever. Our previous year's investments into infrastructure and data management are paying off. I would like to close by thanking all the staff, volunteers and Board members of Seniors Rights Service. I would also like to thank our funders – at both state and federal levels. Without this resourcing these achievements would not be possible.

#### **Russell Westacott**

Chief Executive Officer, Seniors Rights Service

## Who We Are...

## "OUR ORGANISATION VALUES THE COMMITMENT AND DEDICATION OF ALL OUR STAFF AND VOLUNTEERS. DUE TO THEIR PASSION FOR SOCIAL JUSTICE WE HAVE MADE MANY ACHIEVEMENTS IN THE 2015/16 YEAR AND HAVE MADE A DIFFERENCE IN THE LIVES OF MANY OLDER PEOPLE."

**Russell Westacott,** Chief Executive Officer

#### Legal

**Tom Cowen,** Manager Legal Service, Principal Solicitor

Margaret Small, Solicitor

Melissa Chaperlin, Solicitor

Tim Tunbridge, Solicitor

Robert Stoyef, Solicitor (part-time)

Nalika Padmasena, Solicitor

Kim Boettcher, Solicitor

#### **Advocacy**

Pat Joyce, Manager Advocacy

Margaret Crothers, Advocate/Education Officer

Jill McDonnell, Advocate/Education Officer

Ray Horsburgh, Advocate/Education Officer

Jenny Samuels, Advocate/Education Officer

Irene Madden, Advocate/Education Officer

Jannette Fitzgerald, Intake Officer

#### Education

**Diana Bernard,** Manager Education and Promotion

#### Administration

Sue Rogers-Harrison, Receptionist/Administrative Support

Stella She, Financial Controller

**Bernadette English,** Administration Assistant

## **Our Reception and Intake**

Our Reception and Intake team are the first point of contact for most of our clients. The team is always busy, answering up to 80 telephone calls a day, as well as greeting visitors and handling incoming mail and email to the general email address.

Incoming enquiries from clients who require our assistance are managed via our Intake service. At times, a client may be facing a distressing or difficult situation so it is always a priority to handle each call with tact and sensitivity. An Intake officer obtains some basic client details, triages the case and refers the caller to the appropriate service within Seniors Rights Service. Where possible, an appropriate advocate, legal staff member or retirement village advice staff member will speak to the client immediately. If our staff are busy with other clients we aim to call the new client back within 24 hours.

OUR RECEPTION/INTAKE RECEIVES AROUND **80 CALLS PER DAY.** OF THESE, APPROXIMATELY 23 ARE NEW ENQUIRIES ON MATTERS SUCH AS: ELDER ABUSE, FINANCIAL ISSUES, LEGAL MATTERS, COMPLAINTS REGARDING CARE SERVICES, WILLS, GUARDIANSHIP AND POWERS OF ATTORNEY.

The team maintains an exhaustive knowledge of the various resources available for older people in NSW and Australia. When someone requires a service we do not provide, we endeavour to refer them to an external service that can meet their needs. The team also manages calls regarding our education services as well as requests for our published resources.

Reception also provides office and administrative support for the office as a whole, including our off-site staff on the Mid-North Coast and South Coast of NSW.

Together, the Reception and Intake team members form the core of our organisation.



#### Board

**Craig Gear,** Board President, MBA, BN, MN (Critical Care), CGA Consulting

Barbara Anderson, BA, MA

Margaret Duckett, BSc, MSc (Med), MScSoc, UNSW FAIDC

Amanda Terranova, PMP, AIMM

**Paolo Totaro AM,** DottJuris (Uni. of Naples), Member, Order of Australia, Commander, Order of the Republic of Italy

Jacqueline Townsend, LLB, MEnvSciLaw

#### Patti Warn, BA (Uni of TAS)

**Elaine Leong** (Associate Member), BA LLB, BA Comms (Hon), Grad Dip Legal Prac, GAICD We would like to acknowledge and thank Henry Davis York law firm for their generosity in offering pro bono support to our organisation. The support from Henry Davis York is invaluable and is greatly appreciated.

We also acknowledge the valuable contribution of our legal, advocacy and general volunteers and those who have offered pro bono services to Seniors Rights Service in the past year.

## We gratefully acknowledge and thank the following funders.

Without the support of these funding bodies Seniors Rights Service would not be able to achieve its goals.

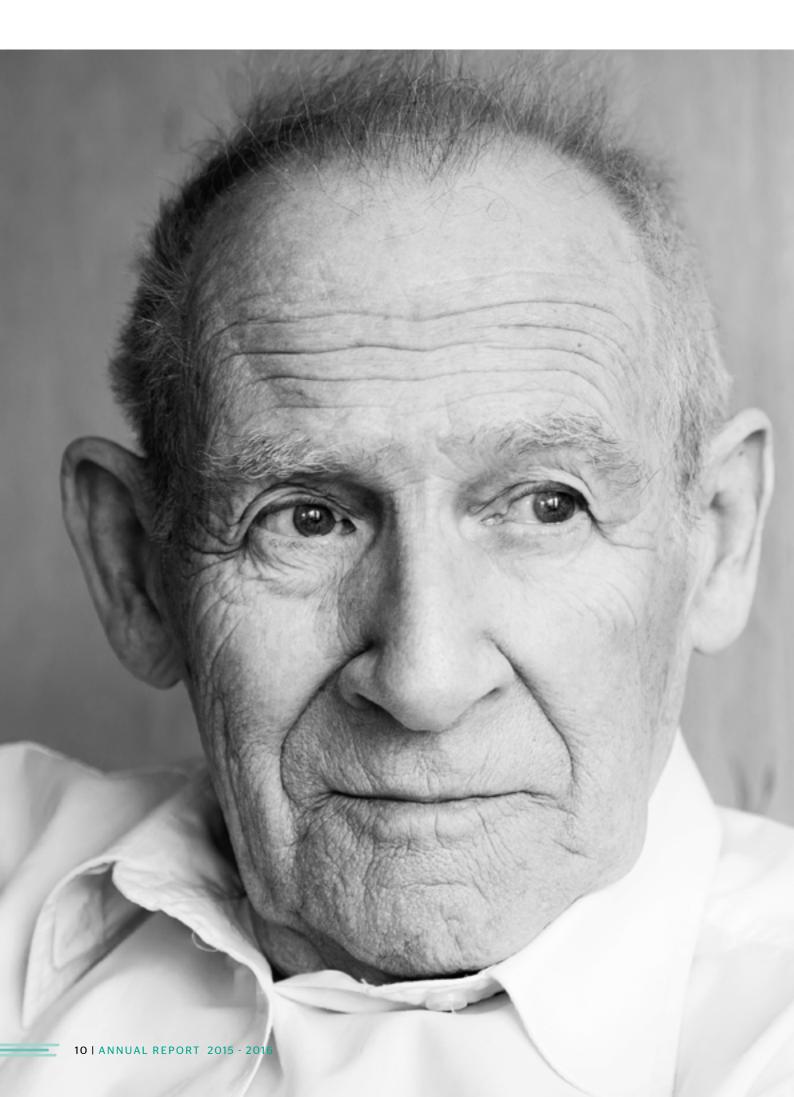
Commonwealth Department of Health

Legal Aid (NSW)

Department of Services, Technology and Administration / Fair Trading (NSW)

Family & Community Services (NSW)

Commonwealth Attorney General's Department



# OUR LEGAL SERVICES YOUR RIGHTS YOUR VOICE

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## **Our Legal Services...**



The Seniors Rights Service legal Service has undertaken substantial changes over the past year. The change of name of the service and streamlining of our administrative processes with clients, community senior's groups and our community generally have been enthusiastically embraced by all stakeholders.

#### Tom Cowen

Manager Legal Services

The quality of service we have provided over the year has been of a particularly high standard and I would like to thank all legal staff for maintaining this standard.

Some of the big achievements of Seniors Rights Service legal service have included:

- 2758 callers were provided with legal assistance: information, advice, casework and referrals
- 713 community education projects were undertaken
- 36 legal cases were opened this year. Elsewhere in this Annual report we provide some case briefs to give a picture of the range and scope of cases we have assisted clients with. These have had identifying elements removed which is necessary to maintain client privacy.
- 142 advices were escalated to legal minor assistances

- 2226 people attended legal education sessions (including General Legal and Retirement Village legal educations - 58 specific legal service sessions)
- 1158 information provisions were made in addition to the legal enquiry referrals.

Seniors Rights Service's core business is to provide phone advice to disadvantaged clients. We also provide additional assistance by way of legal minor assistance and legal casework in certain limited circumstances.

## Community Engagement and Education

Community education continues to go from strength to strength. Over 700 education sessions were provided across the state. Both solicitors and advocates are actively engaged in education and travel to remote, rural and regional centres to educate the state's seniors about their rights and to support them to make their own life decisions. Our staff have travelled from Walgett to Broken Hill, from the far North Coast to the far South Coast and all areas in between.

The Seniors Rights Service Board produced a five-year Strategic Plan that focuses on our service engaging with particularly disadvantaged groups in our target client pool. This focus has resulted in more thorough engagement with culturally and linguistically diverse older people, LGBTI older people and Aboriginal and Torres Strait Islander older people. We have developed specialised community education sessions that address the concerns that are specific to these groups. We have engaged interpreters for many languages when we give these education sessions. Although these sessions do take more time, the feedback we receive from participants and the follow up

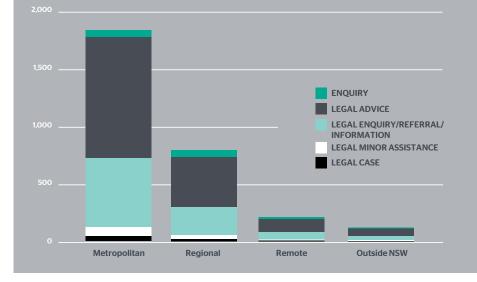
enquiries confirm that they are very worthwhile.

The Principal Solicitor provided legal information to, and discussion with, groups of Aboriginal Elders in Walgett and Moree. These sessions were well attended and the feedback provided was very positive. Aboriginal and Torres Strait Islander people have been made a focus for Seniors Rights Service in the current Strategic Plan. We are developing an office that promotes cultural safety for clients and the community generally and take every opportunity to promote this important aspect of our service. The Principal Solicitor also went to Yass for the Nunerwall Aboriginal Law Access Day. This was a well organised and attended day with over 30 community groups providing services and information to Aboriginal people in the Yass area.

Seniors Rights Service solicitors also provided education sessions to groups of Aboriginal older women at Glebe. Melissa Chaperlin was WE PROVIDED 6,142 LEGAL SERVICES TO OLDER PEOPLE IN THE PAST 12 MONTHS

intensively involved in this program. Meg Small also contributed to furthering our engagement with Aboriginal groups, participating in the Regional, Rural, Remote (RRR) roadshow to the South Coast.

Other Community Education highlights included delivering Planning Ahead seminars to an LGBTI group in the Eastern Suburbs and delivering legal education sessions with interpreters to Arabic, Vietnamese, Spanish, Italian and Chinese groups.



## Where our clients live. Legal enquiries by type and location.

This chart shows the geographical location of clients seeking our assistance for the different types of legal assistance that we provide. more clients live in the metropolitan area but our rural regional and remote reach means that we do service very high numbers of clients from those areas. We have used the Commonwealth Department of Health definition to define the metropolitan area as being bounded by Newcastle, Wollongong and the Blue Mountains. About half of the number of people we assist live outside the metropolitan zone.

## Outcomes of legal issues Jan - June 2015

This Chart shows the OUTCOMES for issues that clients raised with the Seniors Rights Service Legal Service for the year 2015-2016. The OUTCOMES are determined by asking for feedback from the clients and by the professional judgment of the solicitor providing the advice. We cannot determine all outcomes for all issues since we are not



always aware of whether the client acted on the advice provided. Hence we do not know the outcome of 9% of the issues raised. We are also not usually aware of the final resolution of the issue. Now that we have a full year of data we can see that it would be very useful to actually know whether the client implemented the advice given and what the result was. As a consequence we plan to institute a program of call backs after several months have passed to enquire about the longer term outcome for the client. The implementation of this program is subject to resource constraints but we are currently negotiating for volunteers to move this forward.

## Legal Service Work Type 2015-2016

The Chart shows the legal work (excluding general education) undertaken during the past year. Legal advice and legal enquiries make up 92% of the work the legal service does. Taken with legal minor assistance and casework, direct legal work comprises 98% of the legal service's work. It should be noted, for

some perspective, that just one case can take the same time as 40 advices. Excluding general education, information provided and other projects the total legal service activities were 2,757 for the year. Informations were 2192 for the whole Seniors Rights Service. Whole of service Informations means that information was provided about the service or about a specific enquiry which included legal, advocacy and education information.

## Highlights for the Year

- Receiving the ZEST Award this year for our work in Exceptional Community Partnerships Across a Region. Thank you Nalika Padmasena for being on the steering committee for this project. This Award was given for our work in the Borrowers Beware Program. Nalika has also been appointed to the Sydney West Multicultural Advisory Council of the Premier's Office and as a representative on the Anti-Discrimination Board Multicultural Communities Advisory Council.
- Collaborating with TAFE and Auburn Council, to run an Elder Abuse in Human Rights Perspective Awareness Forum, where Susan Ryan was the keynote speaker and attracted over 200 participants. This Forum also laid the groundwork for engaging the TAFE students in participatory learning. This partnership then led to the development of a course on training peer leaders for older people and the course program presented Certificates to 25 students who completed the eight week course. Funding for this project was won through the Liveable Communities Grant and TAFE NSW.
- Involvement in another multicultural collaboration with the India Club to present a day seminar on Elder Abuse as part of Elder Abuse Awareness Day: June 15.
- Undertaking the Community Legal Centre Accreditation process again. We are currently in Phase 2

and have a very comprehensive work-plan to ensure that our already high standards of service delivery and risk management are maintained.

 Successful settlement of two Supreme Court matters in favour of our clients. One matter was a financial exploitation claim, involving a twist on the granny flat type arrangement. The second involved a family provision where the elderly

## TOP 3 SOURCE OF REFERRALS TO SENIORS RIGHTS SERVICE

WORD-OF-MOUTH **35%** WEBSITE **23%** MY AGED CARE **22%** 

client had been left out of the spouse's Will and may have faced homelessness. Congratulations to Tim Tunbridge for bringing these two cases to successful conclusions. They both involved a heavy workload including instructing Counsel.

 Attendance at the Annual Elder Abuse Conference, held this year in Melbourne, and gaining up to the minute information on recognising and managing elder abuse issues. In the past year 167 cases of Elder Abuse were dealt with by Seniors Rights Service. Of these 99 were identified as Financial Exploitation.

### Top 15 Issues Raised by Clients - General Legal Service

WILLS AND ESTATES	286		
POWER OF ATTORNEY	238		
FINANCIAL ARRANGEMENT	176		
GUARDIANSHIP	161		
CONSUMER LAW	159 This chart		
GUARDIANSHIP TRIBUNAL	155 shows the 15		
NEIGHBOUR DISPUTES	122 most common legal issues raised		
ELDER ABUSE (FINANCIAL)	101 by clients of each		
FAMILY LAW 66	legal service. Financial arrangements and		
CREDIT AND DEBT 64	issues concerning Wills		
TENANCY 59	and Estates and Enduring Powers of Attorney are the		
GRANNY FLAT 47	three most common issues		
STRATA TITLE / COMMUNITY TITLE 43	for the general legal service. We note that the issues of Elder		
ELDER ABUSE (PHYSICAL) 38	Abuse (Financial) and Elder Abuse		
PERSONAL INJURY 34	(Physical ) are in the top 15 issues raised and are a growing issue.		

## Top 15 Issues Raised by Clients - Retirement Village



## Legal Case Studies...

## LEGAL CASE STUDY 1 THE CASE OF THE UNWANTED GUARDIAN

Seniors Rights Service was contacted by a client who was a resident in aged care. The NSW Civil and Administrative Tribunal (NCAT) had appointed his son-in-law his guardian with an accommodation function. The client stated that his son-in-law did not visit him. The client stated he wanted to explore moving into a different aged care home but the son-in-law was taking no interest in his desire to move. The client stated there was noone in his family he trusted to be his guardian anymore and he wanted the Public Guardian appointed. An NCAT hearing was scheduled to review the Guardianship Order. The Director of Nursing offered to assist the client at the hearing but Seniors Rights Service had concerns this might raise a conflict of interest as the client had expressed the view he wanted to change aged care homes.

Seniors Rights Service arranged for an advocate to visit the client (as the client had a speech impediment) and relay instructions to our solicitor. The Seniors Rights Service solicitor wrote to NCAT setting out the client's wishes and wrote a letter of advice to the client setting out the law in relation to guardianship appointments. The Seniors Rights Service solicitor and the advocate assisted the client by explaining the letter of advice and assisted the client at the NCAT hearing. NCAT made an order appointing the Public Guardian as a guardian with an accommodation function. The client was pleased with the outcome.

## LEGAL CASE STUDY 2 THE CASE OF THE LOAN GUARANTEE

Our clients were asked to sign loan documents by their youngest son, who was a lawyer at the time. He wanted to purchase a property with his wife and misled our clients into thinking the loan documents were a reference for a loan he was entering into with the bank. Our clients are from Bosnia and speak English as a second language. Our clients were induced to sign documents under the misapprehension that the documents were for a loan between their son and the bank for house in Vaucluse. The clients stated that they trusted their son. The Loan documents were in fact in the clients' names as borrowers with a mortgage securing the clients' home to the Bank.

The clients were never approached by the bank and never received the loan proceeds in their account. The husband was on a disability support pension and his wife had no income as she was the carer for children. Moreover the clients had no capacity to service repayments on the loan.

The Loans were entered into in 2010. The Bank issued a default notice in August 2015 and filed and served a Statement of Claim on the clients in November 2015. Seniors Rights Service prepared a defence for our clients against the bank on the basis that the contract was unjust under the Contracts Review Act 1980, a cross claim against the bank seeking that the loan be declared void and the mortgage be set aside under the Contracts Review Act 1980, and a cross claim against the youngest son in tort of deceit and unjust enrichment in equity.

## LEGAL CASE STUDY 3 THE CASE OF THE NECESSARY GUARDIAN

This elderly client called from a suburban hospital. She has been in the rehabilitation ward since September 2015. She has cognitive impairment (difficulty recalling her daughter's surnames and phone numbers). She also has mobility issues. She wants to return home but the Aged Care Assessment Team (ACAT) advised her that she needs permanent aged care. Her two daughters were not able to agree on what was best and so did not engage in making the decision to place her in aged care.

Seniors Rights Service advised her that any person concerned with her welfare could apply for a guardianship order. In reaching a decision the Guardianship Division of the Tribunal looks at capacity, need, decisions to be made concerning accommodation, services, medical and dental decisions, and what is in the older person's best interests. The Tribunal also examines medical evidence and speaks to the person about their wishes. The Tribunal considers the report from ACAT. The Tribunal then makes a decision whether to appoint a guardian and if so with what functions. Generally the Tribunal prefers to appoint a private guardian, if one is available and suitable, rather than a Public Guardian but may appoint the NSW Guardian where there is conflict between the adult children of the older person. The Guardian when appointed will usually make a decision about what accommodation is best for the older person.



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**COMPANY** 

## LEGAL CASE STUDY 4 THE CASE OF THE FAMILY PROVISION CLAIM

In this case the caller was 65 years old, so just fell into our target age group. His mother passed away in 2014. In 2011 the mother owned a suburban property in her name. She sold this and a property was purchased in the caller's name using the proceeds. There was some \$60,000 left over which was placed in savings in the mother's name. The mother left a will appointing the caller executor and leaving the estate to the caller. The mother had two children, the caller, A, and his brother **B**. B lived in the house of one of his daughters in Sydney. He had an investment property in Cairns which he shared three ways with his daughters. He also had \$90,000 in savings.

The caller stated that he was the full time carer for his mother for ten years prior to her death. The caller stated he contributed to the mortgage of the first property. B had made a family provision claim against the estate.

We advised the caller in relation to a family provision claim where he was the executor of the estate. Firstly, even though the country property was in the caller's name it may be viewed as notional estate. We explained what a notional estate was: where a person disposes of assets whilst they are alive in order to prevent an eligible person (a child) from making a claim against their estate on their death, the Courts have developed the concept of notional estate to recover such assets back to the estate. The relevant property transactions (transfers) must have occurred within three years before the person's death, if done with the

intention of denying the eligible person provision from the estate.

Once the estate is established, the award made to an eligible person for their education, maintenance and advancement in life, is based on a consideration of a wide range of factors including the size of the estate, the competing claims of beneficiaries, the financial contribution of persons to the estate and the relationship of the persons making the claim to the deceased.

The caller was also advised on time limits to commence action. We referred this caller to the Law Society for a solicitor specialising in Wills and Estates and advised him to ask for the names of three solicitors in his location so he could obtain quotes and make a choice about which solicitor he would prefer.

## LEGAL CASE STUDY 5 THE CASE OF THE JOINT-TENANCY GONE WRONG.

An elderly mother owned a half share interest in a home with her daughter as tenants in common. The daughter was an alcoholic and became physically aggressive towards her mother. The mother took out an Apprehended Violence Order excluding the daughter from the home. The daughter sought to evict the mother from the home and sell the property if she did not pay half market rent. The mother was on the age pension and facing the loss of her home. Theoretically the mother may have been able to buy a unit from half proceeds of sale, well away from her friends and other support and with a great deal of stress so she wanted to stay in her home. With pro bono assistance, Seniors Rights Service

helped the mother to defend the claim for market rent by arguing that the daughter had excluded herself from the property by her actions (physical violence) and therefore was not entitled to take advantage of her position and force her mother out.

IN THE PAST YEAR **2,226** PEOPLE HAVE ATTENDED LEGAL EDUCATION SESSIONS

## LEGAL CASE STUDY 6 THE CASE OF THE IRATE NEIGHBOUR

An elderly woman aged 94 and in poor circumstances, had been involved in a long running dispute with her neighbour next door. The neighbour had initially brought an application against the woman in the Land and Environment Court to remove a tree in the woman's back yard. Seniors Rights Service acted for the woman in successfully defending the action on the basis that the neighbour had failed to prove that the tree was a danger to persons or property. The neighbour later demanded that the woman contribute to the cost of a new dividing fence and also a retaining wall made of expensive materials. Seniors Rights Service again acted for the woman in negotiating a settlement with the neighbour whereby the woman's contribution to the new fence be an amount limited to one-half of the estimated cost of a less expensive timber paling fence.

## Legal Case Studies...

## THE CASE OF THE DISSOLVING GRANNY FLAT AGREEMENT

In 2010 Mr and Mrs P, then aged 75 and 73 respectively, received the age pension which was their only income. They owned their own home valued at \$800K but found they could not afford to service the mortgage over their home. The balance owing to the Bank was about \$230K.

Mr and Mrs P entered into an oral agreement with their daughter and son-in-law whereby Mr and Mrs P would contribute \$500K from the sale proceeds of their home to the purchase of a new larger house, the title of which was to be put into the names of the daughter and her husband. In return for their financial contribution Mr and Mrs P would acquire a right of residence in the new house for life. The financial arrangement was never reduced to writing nor did Mr and Mrs P obtain any independent legal advice. Moreover Mr and Mrs P did not lodge a caveat on the title to protect their equitable interest in the house.

Mr and Mrs P did, however, later on notify Centrelink of the financial arrangement they had entered into. Centrelink determined that their contribution of \$500K in return for a right of residence for life was allowable in accordance with Centrelink's granny flat rules. As there had therefore been no 'asset deprivation' there was no reduction in Mr and Mrs P's age pension.

Some years later there was a falling out in the relationship between Mr and Mrs P and their daughter and son-in-law. Mr and Mrs P were told to vacate the house and that none of their contribution to the purchase price would be refunded. Mr and Mrs P's daughter and son-in-law alleged that the contribution had been a gift.

In 2015, Mr and Mrs P sought assistance from Seniors Rights Service. A grant of legal aid was made which funded an advice and representation by Counsel. Action was commenced in the Supreme Court of NSW for recovery of the contribution of \$500K plus interest and costs. The matter settled four weeks before the final hearing date on satisfactory terms whereby Mr and Mrs P recovered most of their contribution.

## THE CASE OF THE ATTORNEY AND THE MARRIED COUPLE

An elderly woman with dementia and resident of an aged care home, had validly appointed her daughter as attorney under an enduring Power of Attorney (EPOA). The woman owned her house with her husband of 30 years who spoke English as a second language. The husband said that it was an intact marriage and separation had been forced upon them by the wife's illness. The daughter was the child of the woman's first marriage. The daughter threatened to use her authority under the Enduring Power of Attorney (EPOA) to start Court action on her mother's behalf to evict her step-father from the matrimonial home so it could be sold. The NCAT Guardianship Division had made orders affirming the EPOA and had refused to make a financial management order appointing an independent manager. Seniors

**Rights Service acted for the client** in lodging an internal appeal to the NCAT Appeal Panel against the decision of the Guardianship Division. Detailed written submissions were made by Seniors Rights Service on the client's behalf as English literacy was a challenge. Seniors Rights Service submitted that the Tribunal member had erred in not properly considering the circumstances of the case where Court action was imminent. Seniors Rights Service submitted that justice required an independent manager such as NSW Trustee be appointed to bring a more objective and professional approach to management of the woman's affairs. Regrettably the woman died before the matter could be heard by the NCAT Appeal Panel. In lodging the Appeal however, Seniors Rights Service succeeded in saving the client from being evicted from his home.

## SOURCE OF REFERRALS TO SENIORS RIGHTS SERVICE FROM EDUCATION

EDUCATION -PUBLICATION PROMOTION **158** 

EDUCATION -AGED CARE **99** 

EDUCATION -COMMUNITY & OTHER **82** 

PROMOTION -EXPO **69** 



# OUR ADVOCACY SERVICES YOUR RIGHTS YOUR VOICE

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## **Our Advocacy Services...**



The last year has been another time of change for older people receiving care and services across Australia. In NSW advocates have assisted care recipients and prospective service recipients to access the information about fees and specific services they may be entitled to have provided to them.

Pat Joyce Manager Advocacy We have used the leverage of our name change from The Aged Care **Rights Service to Seniors Rights** Service to continue to secure education sessions for recipients and aged care staff on rights and responsibilities and the role of advocacy. We noted that the volume of calls increased coinciding with the reforms to aged care law during the year, and advocates recorded an increase in advocacy cases by 500 and enquiries also increased by over 400 calls. We posted a third more brochures and other printed information to callers. Aged care advocates expect a further increase

in caller contacts with the aged care reforms planned for 2017. Similar trends have been recorded for the Commonwealth-funded aged care advocacy services in other states. With the high number of issues raised across Australia, we look forward to a positive outcome from the review of aged care advocacy which is now into its second year.

During the last year advocates assisted 992 recipients or their representatives in issues related to aged care homes, and a further 458 with home care matters and 87 from the Commonwealth Home Support Program. It is always beneficial to address any issues with providers early in order for the care and services to be directed by the older person. Being able to raise concerns about their care or services themselves gives the older person confidence and a feeling of independence. One caller listed 18 issues with her husband's service provider. Another caller I vividly remember had held on to 36 issues and had not approached any staff member or anyone else to support her to voice her concerns. We can listen to these concerns and clarify issues then reduce the list to two or three realistic issues we are able to work with the provider to resolve.

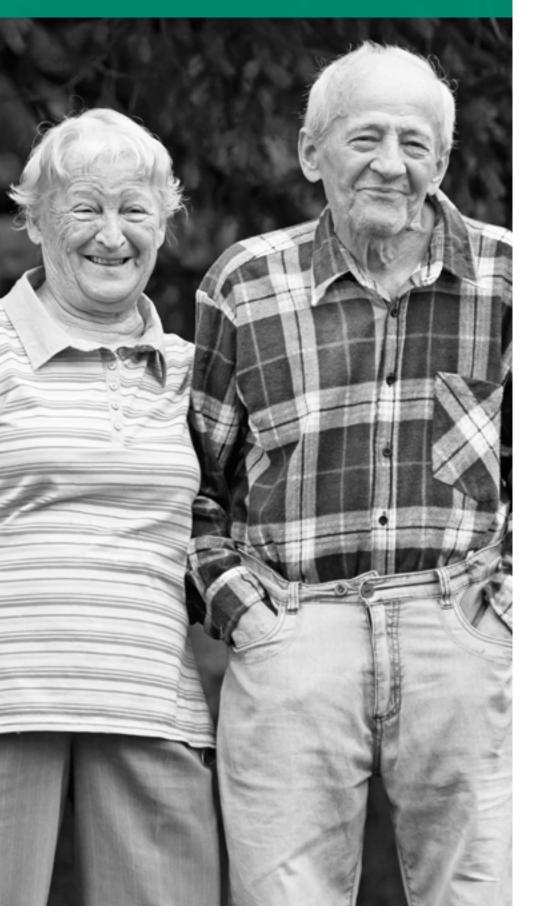
We are pleased to have been able to assist many more clients this year enabling them to improve their outcomes and their quality of life. Advocates have endeavoured to meet and support older frail clients face to face, which they appreciate for the independent advice and support. We have also assisted more rural people due to our workers being based on the south coast and mid-north coast. The most serious concerns reported to us remain about the quality of care in aged care homes, including personal care, oral care, skin care, staffing levels and skills, duty of care, human rights and choice and decision-making and care planning that involves the older person. Fees issues, in particular being charged fees outside of the legislated guidelines are also of concern. We have raised these concerns with the Quality Agency, the Department of Health's State Office and Community Liaison meetings, and the Pricing Commissioner. Information has since been distributed to aged care providers clarifying some of these issues, but prospective recipients do not know these extra fees can be challenged, hence the role of advocacy in educating the community about the rights of clients receiving aged care services.

In January this year the Aged Care **Complaints Commissioner was** appointed in place of the Aged Care Complaints Scheme. We have maintained regular meetings with the NSW office of the Aged Care Complaints Commissioner. These provide a valuable opportunity to discuss referrals and trends in complaints. We have also continued to attend liaison meetings with the federal Department of Health (previously Department of Social Services), and the Aged Care Quality Agency. All these meetings have been productive and affirming for our clients as their issues are reported to the relevant authorities who oversee the industry and respond to systemic issues to further protect the rights of older people accessing care and services as citizens and consumers. We have also provided

## Our Advocacy Work - Quick facts

Advocacy	Total	1458
	Self-advocacy	591
	Assisted advocacy	89
	Representation and face to face meetings	52
Enquiries	Total	1740
Education	Total	551
	Sessions to residents	250
	Sessions to residential staff	145
	Home Care Recipients	57
	Home Care Staff Home Support recipients	35 39
	Home Support staff	25
Education in	Metro	430
Regions	Rural/regional	379
	Remote	61
Information resources posted		900
Who made contact	Residential care	446
	Home Care/CDC	146
	Home Support Program	87
	Carer/Family	365
	Allied Health Worker	42
	Industry staff Other	69 259
Geographical area	Metro 1200	Advocacy
all contacts	Regional 452	Metro 87
	Remote 30	Rural 485
		Remote 7
Issues	Agreements/Deposits/Bonds	85
	Assets	94
	Fees	110
	Financial issues/Hardship	173
	Duty of care/Staffing levels	152
	Choice and decision making	63
	Security of tenure	38
	Quality of health and personal care	200 78
	Care planning for individual	78 135
	Human and consumer rights Abuse (financial, physical, intimidation, theft)	135
	Medication	25
	Food and drink	33
	Alternative decision making/Guardianship	77
Referrals to		165
Complaints Commissioner		
Referrals to	Aged care provider	425
	My Aged Care	101
	ACAT/RAS(Regional Assessment Service)	69
	Community Legal Centre	99
	Community service Guardianship Tribunals	60 48
	NSW Elder Abuse Helpline and Resource	40 2
Referred by	Word of mouth	515
Referred by	Publication	419
	Website/Internet	194
	My Aged Care	156
	Education sessions to aged care homes	127
	ACAT/Health Professional	44
	Aged Care Complaints Commissioner	21
	NSW Elder Abuse Helpline and Resource Service	15
	Member of Parliament Quality Agency	10 9

## Our Advocacy Services...



information sessions for the Quality Agency Assessors and Complaints Commissioner's intake staff to inform and remind them of Seniors Rights Service's legal role and aged-care advocacy.

We were disappointed to see the Consumer Directed Care (CDC) Helpline discontinued earlier this year after only six months of operation, as we receive calls specifically about CDCs. All systemic complaints, especially about unfair fees and charges and altered care agreements which benefit the provider and disadvantage the older person struggling to remain at home with services within their financial reach, are referred to the Aged Care Complaints Commissioner if not resolved with the provider in the first instance. Advocates referred forty more clients to the **Complaints Commissioner compared** to last year. Almost half the referrals were for home care issues.

Although we have provided outreach and information sessions to many Aboriginal and culturally diverse communities, our data does not reflect any increase in calls from the special needs groups identified by the Department of Health. Eight Aboriginal elders contacted us for advocacy assistance. We were also contacted for advocacy assistance by 133 older people from diverse backgrounds, some with interpreters, 187 people living with dementia or their carers, six young people with disability living in aged care homes, one care leaver, and one person identified as LGBTI. Advocates also met many Aboriginal, culturally diverse and LGBTI community members at community events during the year, who all spoke to advocates about aged care. Everyone has an aged care story.

Throughout this year we battled to reach our education goals for aged care recipients and staff in aged care homes. Of our promotions and cold calls, 131 did not result in booking any education sessions. While our rural and remote education plan is on track, many metropolitan providers are slower to take up the opportunity. However the advocacy work we have done with service providers has been a mostly positive experience with good outcomes for the clients and has led to a better understanding of the assistance and support advocates can provide, promoting the care recipients' point of view. For staff and other health professionals who understand the concept of elder abuse, and with more culturally appropriate approaches with diverse communities, we can stress the

importance of raising smaller issues early as a way of preventing financial, physical or emotional abuse of the older people they assist.

We have been meeting with a working group of the Older Persons Advocacy Network (OPAN) to bring more consistency between the agencies. Seniors Rights Service was one of the first services to map the relevant policies and procedures which guide our work, made easier by the Accreditation work done by our Principal Solicitor over the past two years.

My thanks extends to the advocacy team for the hard work they have put in this year, and their commitment to provide advocacy and support for the vulnerable older people we serve. WE PROVIDED **3,837** ADVOCACY SERVICES TO OLDER PEOPLE IN AGED CARE IN THE PAST 12 MONTHS



## GREATEST ADVOCACY ISSUES

QUALITY OF HEALTH AND PERSONAL CARE

ABUSE (FINANCIAL, PHYSICAL, INTIMIDATION, THEFT)

> FINANCIAL AND HARDSHIP ISSUES

DUTY OF CARE AND STAFFING LEVELS

HUMAN AND CONSUMER RIGHTS

## Our Advocacy on the Mid-North Coast...



The Mid North Coast is a country region in the north-east of New South Wales. The region covers the mid to north coast of the state, beginning at Seal Rocks, 275km north of Sydney, and extending as far north as Woolgoolga, 562km north of the city, a distance of roughly 400km.

**Jill McDonnell** 

Mid-North Coast Area Regional Advocate/Educator

From south to north, the region's main towns include the twin towns of Forster and Tuncurry, Taree, Port Macquarie, Kempsey, Walcha, Armidale, South West Rocks, Nambucca Heads, Bellingen and Coffs Harbour. Of these, Taree, Armidale, Port Macquarie and Coffs Harbour are the major commercial centres, all with large shopping centres, public facilities and holiday attractions. Kempsey and Forster-Tuncurry are considered semi-major commercial centres. Smaller towns that are popular tourist spots are North Haven, South West Rocks, Urunga and Pacific Palms.

The Mid North Coast has a subtropical climate and is known for its beaches, wide rivers, national parks, extensive nature walks and beautiful scenery. The major industries are agriculture, forestry, fishing resources and tourism. The region is also regarded as a popular 'sea and tree change' destination for retirees. The Mid North Coast has a significantly higher proportion of people aged 65 years and over (20 percent) than the NSW average (15 percent) (Australian Bureau of Statistics: 2011).

The proportion of people aged 65 years and over on the Mid North Coast is forecast to increase to 30 percent by 2031, compared with 20 percent in the rest of the state of NSW.

Within the region, there are higher concentrations of Aboriginal and Torres Strait Islander people aged 50 years and over including Clarence Valley (Bundjalung), Coffs Harbour (Gumbayngirr), Greater Taree (Birapai), Kempsey (Dhungutti), Port Macquarie/Hastings (Birapai), and Tweed (Bundjalung).

Of those people aged 45 years and over living on the Mid North Coast, 40 percent are in the labour force, compared with 48 percent in the rest of NSW (Australian Bureau of Statistics: 2011).

## Aged Care Services

With the rising ageing population the region is currently serviced by around 57 aged care homes providing a total of 3,127 beds. There are 28 different organisations, both private and not for profit, providing Home Care Packages in the region. The majority of these packages are available for people with Level 2 and Level 4 care needs with smaller numbers of packages for people with Level 1 and Level 3 care needs. With the upcoming changes to the funding and provision of services for Home Care Packages in February 2017 it is anticipated that the numbers of in-home aged care providers will increase significantly.

During the last year in the region I have ensured that in the transition from The Aged-care Rights Service to Seniors Rights Service our organisation is becoming more recognised and accepted in the community through a range of local activities including:

### Interagencies & Networking:

- DVA Community Support Service
- HEAPN Hastings Elder Abuse
   Protection Network
- ACON Port Macquarie
- Northern Rivers Social Development
   Council
- Mid Coast Interagency Taree
- Upper Mid North Coast Elder Abuse
   Interagency Collaborative
- Port Macquarie Welfare Network
- Kempsey Nambucca Cooperative Legal Service Delivery (CLSD) Network
- Legal Aid Port Macquarie
- Kempsey Neighbourhood Centre
- Port Macquarie Neighbourhood Centre

- Wauchope Neighbourhood Centre
- Port Macquarie Dementia Friendly Community Steering Committee

#### Expos:

- Coffs Harbour 2016 Living Well Expo
- Hastings Community Connect Day
- Forster 2016 Seniors Ageing Well Expo
- Port Macquarie NAIDOC Week
   Expo
- Wauchope Health & Lifestyle Expo
- Port Macquarie Community
   Volunteers Day Expo

### **Conferences and Forums:**

- Better Practice Aged Care Forum
- Energy & Water Ombudsman NSW (EWON) Anti-Poverty Forum
- Elder Abuse Helpline & Resource Unit (EAHRU) "Train the Trainer" Forum on Elder Abuse
- Mid North Coast Forum on Community Care
- Kempsey Aboriginal Community
   Workers Forum

## Presentations & Information Sessions:

I presented in excess of 60 Information Sessions to aged care home residents and staff, as well as community groups, local professionals, senior citizens and carers organisations including:

- Broken Bay Day Club
- Older Womens Network (OWN) Port Macquarie along with a local solicitor from Legal Aid NSW
- Mid North Coast Community
   Financial Counsellors Professional
   Development Day
- Forster RSL Seniors Group

## **399** ADVOCACY SERVICES PROVIDED

88 EDUCATION SESSIONS DELIVERED

### **News publications:**

- Articles: "Wauchope Gazette", "The Independent Port Macquarie"
- Articles: Wauchope Neighbourhood Centre Newsletter

### Hastings Elder Abuse Prevention Network

HEAPN was formed in 2012 as a collaborative interagency of a diverse group of legal, health, advocacy and aged care organisations in Port Macquarie Hastings Local Government Area (LGA) who are concerned about elder abuse in their client groups and the wider community. Whilst coordinating the network this year we have:

- Conducted bi-monthly meetings
- Submitted an Abstract for the 2016 Australian Association of Gerontology (AAG) Elder Abuse Conference
- Produced a Submission for the Legislative Council Inquiry "Elder Abuse in NSW"
- Presented an Information Session on Elder Abuse to U3A Port Macquarie members
- Planned, organised and presented Information Sessions at three Morning Teas for World Elder Abuse Awareness Day (WEAAD) for older people in the local communities of Port Macquarie, Laurieton and Wauchope.

## Our Advocacy on the South Coast...



The South Coast of NSW has one of the state's fastest growing ageing populations. It has long been a retirement destination for many people. Seniors Rights Service has an advocate/educator based on NSW's South Coast and our organisation has a growing presence in that area.

#### Margaret Crothers Southern NSW Area Regional Advocate/Educator

As the Southern NSW regional advocate, I operate as though I am in the Seniors Rights Service office when it comes to Intake calls. Calls are put through to me from the main office - callers are not aware that they are talking to an advocate in a regional area. I work as part of the Seniors Rights Service advocacy team, being rostered on during the working week am and pm as either first call recipient or back up. Follow up advocacy and casework is completed as it is in the main office. When face to face advocacy is required for the southern area, callers are referred to me. In the past twelve months I have seen an increase in referrals by local aged care services and providers for face to face advocacy. The introduction of Consumer Directed Care (CDC) Home Care has required face to face meetings with clients, initially to help them through the changes and more recently to understand the fees and charges. I have also worked closely with residents of local aged care facilities.

## **Networking:**

Networking remains an important way to build and maintain relationships with local services and interagency groups in the region. I participate in the following networking activities:

- Attend meetings of the Regional HACC and Community Care forums three times a year - Queanbeyan, Batemans Bay and Nowra
- Member of the Ulladulla Community Resource Centre
- Network with South Coast CLC at Nowra
- Attend monthly meetings of the South Illawarra Interagency in Ulladulla
- Chair the monthly Eurobodalla Aged Care Interagency meeting in Moruya. In 2015 Seniors Rights Service assumed the chairing and co-ordination of these meetings.
- Attend Network Providers Meetings in Nowra [senior staff from major aged care providers in the region]
- Attend meetings of the Eurobodalla Dementia Services Network in Batemans Bay three times a year.

## Presentations/Expos/Forums:

I represent Seniors Rights Service at education and information sessions within the region. In the past financial year this has included:

## **Education sessions**

- Booking and providing ongoing information sessions to aged care providers and recipients from Kiama to Eden to meet NACAP guidelines
- Providing education sessions for community groups, seniors groups and special interest groups as requested
- Organising training for aged care workers on Recognising and Responding to Elder Abuse in Moruya and Nowra (partnered with Elder Abuse Helpline and Illawarra Forum)

• Working with Northcott Queanbeyan to provide education on Planning Ahead to grandparents as carers in Queanbeyan and Goulburn

### Education trips to:

- Cowra
- Tumbarumba, Tumut and and Batlow Local Government Area (LGA)
- Brewarrina, Moree and Narrabri LGAs
- Tamworth and Gunnedah LGAs

## Forums, Symposiums and Expos attended:

- Connecting Health and Justice Forum - I was also part of the organising committee
- Seniors Expo Brewarrina [Seniors Week]

- Parkinson's Forum Nowra, where Seniors Rights Service had a stand
- Forum in Nowra "Know your Rights" for WEAAD 2016 [ part of the organising committee in partnership with Shoalcoast CLC]

I also participated in the Illawarra Shoalhaven Partners in Recovery (ISPIR) Focus Group.

In addition, as part of my ongoing training, I attended conferences in Canberra and Nowra.

## 348 ADVOCACY SERVICES PROVIDED 199 EDUCATION SESSIONS DELIVERED



## Advocacy Case Studies...

## ADVOCACY CASE STUDY 1

An older woman living in her own home had been receiving support from a Home Care Package, and had her hours reduced when she was transferred to a Consumer Directed Care (CDC) Package. The advocate argued that as an existing client, her hours could not be altered by the provider. This advice was backed up by the CDC Helpline and the provider was asked to restore the woman's hours to ensure she had enough care and service hours so she could remain in her home.

## ADVOCACY CASE STUDY 2

Our client lives in the city and has mobility and speech issues due to several strokes. The client was transitioned to Consumer Directed Care, from a Home and Community Care (HACC) service. The client wanted to return to the HACC service which she was happy with, which offered more hours and staff whom she knew and who could communicate with her. The Seniors Rights Service advocate was able to visit the woman in her home and listen to her wishes. The advocate was able to contact the CDC coordinator and relay the client's preference to have her HACC services reinstated. The client had not entered into an agreement with the new CDC service so this service was terminated. The woman was easily returned to the service of her choice, which was happy to accept her back and felt able to continue to provide services and care, with the addition of a case manager. This was arranged with an independent brokered service. The manager of the CDC service was not satisfied with this outcome as she felt

the woman needed more care. But in fact the client has a right to choose what benefits her, and to be assisted with her right to make her own decisions and choices.

## ADVOCACY CASE STUDY 3

An elderly man received home care services for three months, and then opened a letter stating he was in debt to \$3,500.

He had not been read the agreement before he signed it, nor had fees been explained or a care plan discussed. The advocate intervened in the matter and the manager admitted they were at fault for not assisting the man to understand the process and fees. The advocate also suggested the manager assist the man to apply for financial hardship as he did not have the money to pay. The manager assured the advocate their procedure would change and consider the needs of frail older people to access their service.

## ADVOCACY CASE STUDY 4

A woman contacted Seniors Rights Service as she was concerned that the new service provider she was engaging wanted her to agree to allow them to claim an interest in her house if she was unable to pay her Home Care fees. The advocate advised the woman she did not have to agree to any unfair proposals. The advocate took this scenario to the Complaints Commissioner and the Department of Health liaison meeting and another meeting with aged care providers and through this pressure this practice has now ceased.

## ADVOCACY CASE STUDY 5

The husband of a resident in an aged care home felt his wife was being victimised after she complained about being left sitting in her wheelchair all day. Staff said it was too difficult to transfer her back to bed to rest. Following the advice of an advocate, the man wrote to the care manager expressing his concerns and requesting an assessment by the physiotherapist for a suitable lifter and appropriate sling. The woman was soon provided with a sling which was easy for her to take off while she was sitting in her wheelchair, and staff were more aware of her comfort needs. The issue was dealt with promptly and there was no need for a follow up meeting with the advocate to reinforce the residents' rights.

## ADVOCACY CASE STUDY 6

The husband of a resident living with dementia in an aged care home was concerned his wife's teeth were not being cleaned. Staff had not been able to clean the woman's teeth for several days. The advocate explained the role of the Dementia **Behaviour Management Assessment** Service, and the Dementia Helpline in providing assistance in behaviour issues and assisting with clinical care. The man was also advised to contact a mobile dentist to assess and attend to his wife's oral hygiene, which he did. The dentist was disturbed by the lack of oral care for this woman which he viewed as neglect, and planned to inform the Aged Care Complaints Commissioner to look into the matter.

# Seniors Rights Service

Contract.

# Your rights Your voice

Legal

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# OUR EDUCATION SERVICES & PROMOTION YOUR RIGHTS YOUR VOICE

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## **Our Education Services & Promotion...**



Education is an integral part of Seniors Rights Service and a significant number of the referrals we receive for legal and advocacy services originate from these sessions and expo events across NSW.

#### **Diana Bernard** Manager Education & Promotion

In this reporting period our staff provided face-to-face education and educational material distribution to 24,217 older people and/or their representatives in both metro and regional/rural areas across the state. Our 870 education sessions were attended by a broad cross section of the state's population.

The education we provide is diverse. We target rural, regional and metropolitan residential aged care facilities, residents of retirement villages, older seniors living in the community and other groups such as Rotary, Probus and specific cultural groups.

As part of Senior Rights Service's commitment to prioritise engagement with older people from our identified 'priority populations' we have continued our efforts to reach older people who are disadvantaged and vulnerable regardless of cultural background and regardless of what part of the state they are from. We consult with groups when planning our sessions and tailor each session based on the needs of each group.

There were a number of key achievements in the 2015/16 year

which included a collaboration with the Older Women's Network as well as other partner agencies including Arab Council of Australia, Multicultural Network, Creating Links, Bankstown Arts Centre and South West Sydney Local Health District on some community events for older women. The first event was held in Newtown in Sydney's inner-west. The focus of this event was 'Wellness' with about 150 older women in attendance. The forum at the event included a discussion panel that addressed older women and sexuality. The Manager of **Education from Seniors Rights Service** facilitated the panel discussion and it evaluated extremely well.

A second Older Women's Network Forum was held in Sydney's west at Bankstown and was attended by 350 participants primarily from a number of cultural backgrounds around the local area. Seniors Rights Service provided an information stall and the Manager of Education facilitated another panel discussion. This panel focused on the cultural perspectives of older women on gender, migration and connecting with local community. Panel members included older women who were Aboriginal and Torres Strait Islander, African, Arabic and Vietnamese.



In October 2015 Seniors Rights Service, South Western Sydney TAFE and Auburn Council collaborated on the hosting of an Elder Abuse Forum at Auburn Town Hall in Sydney's inner-west. The purpose of the forum was to highlight the human rights perspective of older people and raise awareness amongst grass roots community workers. The keynote address was delivered by Susan Ryan, the Age and Disability **Discrimination Commissioner at** Australia's Human Rights Commission. More than 220 people attended the event including service providers, students, community leaders and representatives from a number of key organisations. Around 20 experts presented on the day including representatives from a number of disciplines such as social support services, legal service, policing, policy makers, community networks, consumer representatives and academia.

The organising of the event was supported by students of Granville TAFE who were studying for a Certificate IV in Community Services. This ensured that many of the logistics and operational aspects of the planning acted as a learning experience for the students and managed to ensure a cost-effective event.

Due to a strong working relationship with the Police Commander Superintendent of NSW Police Vulnerable Person's Program, Mr Rob Critchlow, we have provided education and awareness raising to a number of police commands across the state including the Eastern Suburbs, Inner West and Castle Hill commands. Similar sessions were also conducted

#### Summary of Education 1/7/15 to 30/6/16

Education type	Sessions	Attendees
Aged Care Services including:	551	8562
Residential Care residents/family/carers	250	5162
Residential care staff	145	2236
Home care recipients	57	550
Home care staff	35	250
Home support recipients	39	480
Home support staff	25	250
General legal sessions	47	2731
Retirement Village legal sessions	23	464
Community sessions	98	2110
Carer specific groups	14	253
Professionals	31	572
Relevant student Groups (TAFE/UNI)	7	298
Expos (Retirement Expo/Cultural Expos)	21	5448
Events (Festivals etc)	20	3295
Cold Calls/Promotion	58	484
Total	870	24,217

#### Seniors Rights Service Conference presentations 2015/16

National CLC Conference	"Enticing Stories from Multicultural Elders" -Radio Project	Melbourne, August, 2015
National CLC Conference	"LGBTI Inclusive Service delivery for CLCs"	Melbourne, August 2015
National CLC Conference	"Elder Abuse-for staff from National community legal centres"	Melbourne, August 2015
Elder Abuse Conference	"Overview of all aspects of Elder Abuse"	Sydney, October 2015
General Purpose Standing Committee	NSW Parliamentary Enquiry into Elder Abuse presentation	Sydney, Nov 2015
Carers Conference	"Privacy Issues"	Sydney, May 2016
International Federation on Ageing 13th Global Conference	"An Intercontinental Comparison of Elder Abuse Prevention Models"	Sydney, June, 2016
2nd Annual Aged Care & Retirement Village Conference	"Capacity: A client's right to choose"	Sydney, June 2016

### **Our Education Services & Promotion...**



for the Police Multicultural Network and Probationary Officers. These education sessions to police focus on the identification of elder abuse and how to offer more nuanced responses by the police towards older people. General feedback from many of these sessions is that participants find the information offered by Seniors Rights Service to be useful and practical in their day-to-day operations.

Seniors Rights Service is a coconvenor of the Community Legal Education Workers (CLEW) group that derives from the National Community Legal Centre Network. The group meets regularly throughout the year and networks with the broader community legal sector at events such as the Community Legal Centre (CLC) NSW Quarterlies held in Sydney on a regular basis. CLEW workers disseminate information and share resources that are developed across the whole sector. The group plays an integral role in developing and implementing educational initiatives for CLCs across NSW and Australia. CLEW workers also conduct capacity building exercises for all state-wide CLC staff at the Quarterlies. This year Nalika Padmasena, one of our solicitors who co-convenes the CLEW group, invited Mr Deng Adut, a human rights activist and lawyer who passionately contributes to equitable legal access in Western Sydney. He spoke to the group regarding CLCs working more effectively with some of the most vulnerable people in our society.

Another key client group of Seniors **Rights Service are students of TAFEs** and Universities studying Medicine, Social Work, Welfare and Community Services. We often speak to groups of students about our work and give examples of the types of issues we deal with. These sessions are always interactive as the students are eager to engage with our educators regarding the depth and breadth of issues that our services respond to. The students generally understand our role within the landscape of social services and therefore have knowledge about Seniors Rights Service for when they begin their practice.

Over the 2015/16 year our education efforts crossed over into a number of exciting areas of work. In particular we finalised a project we had been working on with Legal Aid (NSW) titled Borrowers Beware. Over 1,300 radio ads were broadcast on ethnic radio addressing the issue of 'home gifting' targeting the Croation, Serbian, Macedonian and Arabic communities. The organisation also developed a CALD/ Non-English Speaking Background (NESB) Working Group for the purpose of improving our reach to older people of non-English speaking backgrounds.

#### Location and Attendee Identification 2015/16

Location	Sessions	Attendees	NESB	LGBTI	ATSI	Dementia	War Vets
Regional/Rural	379	6,148	37	0	135	5	17
Remote	61	482	5	0	82	1	0
Metro	430	17,725	3,657	892	288	48	16
Totals	870	24, 217	3,699	892	505	54	33

Interpreters were used for 37 sessions. 28 were from The Interpreter Service and the rest were local community staff. We provided an AUSLAN interpreter for 2 sessions



total visitors to our website over **43,000** OF THOSE 72% WERE NEW VISITORS

#### Seniors Rights Service Promotional Efforts Through 2015 - 2016

Medium	Location	Potential Reach and Frequency
Sydney Royal Easter Show - Seniors Days	Sydney	900,000 event attendees; 1,600 visited stand
Sydney Retirement Expo	Sydney	17,350 event attendees; 2,100 visited stand
ID Arabic Festival	Sydney	5,000 event attendees; 300 visited stand
Mardi Gras Fair Day (LGBTI)	Sydney	80,000 event attendees; 450 visited stand
egal Topics Diary: partner Legal Aid (NSW)	NSW	75,000 distributed annually
DPS Guide to Aged Care Services 2016	NSW, ACT	42,000 across aged-care industry; 1 ad, 1 editorial
The Senior Magazine	NSW, ACT	1.3 million per issue; 6 ads, 2 editorials
The Retiree Magazine	Australia wide	508,000 per issue; 6 ads, 2 editorials
Fhe Last Post Magazine (Veterans)	Australia wide	50,000 per issue; 3 ads, 1 editorial
Koori Mail	Australia wide	80,000 per issue; 1 ad
Go 55s Magazine	NSW	35,000 per issue; 4 ads
Fhe Local Independent	Hastings Region	52,000 per issue; 2 ads
Bowls Plus Magazine	NSW	110,000 per issue; 3 ads, 1 editorial
The Australasian Muslim Times	Sydney	70,000 per issue; 3 ads
Fhe Catholic Weekly	NSW	40,000 per issue; 1 ad, 2 editorials
a Fiamma Italian newspaper	Sydney	17,235 per issue; 1 editorial
The Sydney Star Observer (LGBTI)	Sydney	200,000 per issue; 2 ads
Aged Care Insight Magazine	NSW	53,000 per month, 1 ad
RS branded brochures, booklets, posters, pens etc.	NSW	>88,000 items distributed
Afternoon Delight - LGBTI Seniors film festival	Sydney	400 attendees; ad before 5 films
/oung at Heart Film Festival - Seniors Week	Sydney	8,900 attendees; ad before films
BS Radio Ads in Croatian, Macedonian, Serbian & Arabic	Australia	500,000 per week; 768 ads over 8 weeks
Croatian National Radio	Australia	400,000 per week; 140 ads over 1 month
RRR Macedonian & Arabic Radio	Sydney	25,600 per week; 32 ads over 2 months
Other Community Radio Ads in 4 languages	Australia	Reach *: 414 ads over 2 months

\* Small community radio stations do not monitor audience size

### **Our Education Services & Promotion...**



IN THE PAST YEAR WE DISTRIBUTED AROUND **90,000** EDUCATIONAL AND INFORMATION MATERIALS CARRYING OUR WEB ADDRESS AND 1-800 NUMBER

From the work of that group we developed a successful working relationship with leaders of Sydney's Italian community and the group plans to continue this work with other NESB communities in the coming months.

We also conducted a targeted education project in Sydney's western suburbs. We worked with a consultant for the purpose of reaching out to vulnerable older people in Sydney's west many from NESB backgrounds - at residential aged-care facilities across the outer suburbs. This was also a great opportunity to ensure staff in these facilities were aware of our re-branding and we circulated a lot of our new educational material as a result. In the 2015/16 year the organisation did a series of targeted events for people of Aboriginal heritage around the state. A number of staff traveled to various Aboriginal communities in both regional and remote NSW.

We look forward to continuing to expand our education efforts in the years ahead.

# Some comments from our clients and education participants

"This was a really informative session. The small group were able to ask a lot of important questions that [the presenter] was able to give sound advice about."

Legal education - Planning ahead for carers of those with Alzheimers

*"Really useful to have this information in our own language and understand the difference in Australian laws and services."* 

Community education with interpreter

*"I really appreciate this education –it provided me with information I wasn't aware of. "* 

Regional community care provider

"The information was well received by those who attended and I had a few residents ask questions after the session so it did provoke thought and discussion. I was also pleased to receive multilingual information now on display."

Director of Nursing metro residential aged care facility

*"I gained further understanding of my rights as a staff member which I found very helpful."* 

Rural residential aged care staff

### **Borrowers Beware Project...**



The project was started in 2015 to provide information via radio broadcasts to elderly Arabic and South Eastern European people across NSW about the risks of entering into financial products secured against their homes. This was so that each individual understands their rights, the implications and is able to make more informed decisions as these older people were accessing Legal Aid for assistance in much greater numbers than the general public.

A Steering Group was set up of staff from Legal Aid (NSW) and Seniors Rights Service to advise on the project and the project engaged with eight community organisations and eight community language radio stations including SBS.

Four advertisements were developed, translated and run in the four community languages. The stations broadcast the ads 1364 times over a two month period and held 11 interviews in community languages with project staff. SBS Radio alone has a listenership of half a million listeners per week.

The project was evaluated extensively. Quantitatively we collected the number of project specific callers to Seniors Rights Service from August to October and their data (nationality, language, radio station they heard ads/ interviews, age, issue and outcome). As a result we had 24 callers from the different language groups in a two month period. This resulted in 24 legal advices which were dealt with in house and referred where appropriate. The qualitative component collected information from the community organisations and the radio stations. Feedback was extremely positive including comments such as:

The stories were informative, breaking taboos and getting people to talk about the problem whilst knowing they were not alone. It also gave good information on who they could contact (SBS Executive Producer)

The interviews created talking points about important, relevant legal issues across all communities giving us an opportunity to discuss these issues in depth (SBS Programs Manager) We think the ads are very useful to stimulate discussion as it is a key issue in families. Lots of emotional blackmail is used in family circumstances. Indeed one of the participants providing the feedback is personally impacted by this (Community Organisation)

The data collected indicates a good response to a small campaign and the satisfaction of organisations and stations on being consulted, collaborated with and working on important issues for their communities. The relationships and rapport developed with community organisations allows for a more sustainable connection regarding other work that Seniors **Rights Service does. The links with** radio stations have assisted further collaboration with Seniors Rights Service on elder abuse and other important issues.

The project has helped overcome some barriers to accessible information for the target audience through using community radio as well as increasing its possible reach to other areas in NSW. The collaboration with community providers has meant that they are more informed about these issues and can better discuss them with their communities, families or clients.

The project won a ZEST award (Community Sector) in March 2016 for 'Exceptional Community Partnership across a Region' in recognition of our capacity building, advocacy and leadership.

A full report is available from Seniors Rights Service.

### Seniors Leadership Training...

In 2015/16 Seniors Rights Service applied for and was awarded a Liveable Communities Grant to work with South Western Sydney TAFE (Granville) on developing a pilot peer volunteer training course on 'Empowerment of Older People'. It is anticipated that this pilot will be expanded into a Peer Education or Train the Trainer course. The course is an accredited Vocational Education and Training (VET) course with five units of competency.

The aim of the project is to build the capacity of senior peer leaders with advocacy skills to:

- understand the rights of older people
- raise awareness amongst their peers
- enhance the rights of older people in the community
- identify, highlight and refer elder abuse
- direct their peers to a range of community services including legal and advocacy services such as Seniors Rights Service
- provide support to their peers in the process.

There is extensive literature around the benefits of peer support as being more frequent, ongoing, accessible and flexible. It is also a social support for those who are isolated.

Twenty three people participated in the pilot course, which had just concluded at the time this report was written. Pre and Post course evaluations were administered to



STUDENTS ATTENDING THE COURSE AT TAFE GRANVILLE

the participants to examine how participants found the process, what they learnt and what the gaps are.

An independent evaluation will examine the process more thoroughly with further qualitative evaluation as the project runs into 2017. In the meantime Seniors Rights Service will examine the possibility of an intermediate skills course with TAFE.

## Some findings from the course evaluations

 What participants most gained from the course: "enhanced knowledge and understanding of the issues", "knowledge & confidence", "extensive knowledge about advocacy, issues affecting older people, Seniors Rights Service, Elder Abuse & how to address issues"

- When asked how they felt about speaking with older people after the course, sixteen participants said they were more comfortable and one said more exposure was needed
- A significant number of participants had existing experience of older people through volunteering or from their own family members
- When asked what they expected to gain from the course, participants included: the ability to help others, to learn more about these topics, to become an advocate for older people and to gain a better understanding of elder rights and legal issues that were relevant.

### Some Media Coverage of our Work 2015 - 2016...

Various media outlets contact Seniors Rights Service to request comment for stories related to aged care and elder abuse. Here are some examples of media stories that have referenced the work of Seniors Rights Service.

Media Outlet	Month	Story	Potential Reach
ABC Radio	Nov	Interview with CEO regarding elder abuse	Nation wide
The Last Post Magazine	Nov	Seniors Rights Service rebrand	50,000
DPS Guide to Aged Care Services 2016	Nov	Seniors Rights Service rebrand	42,000
ABC Radio	Nov	Seniors Rights Service rebrand	1,000,000
SBS Radio	Nov	Seniors Rights Service rebrand	500,000
Aged Care Insight Magazine	Nov	Seniors Rights Service rebrand	53,000
BOKA Press (Croatian)	Nov	Seniors Rights Service rebrand	20,000
The Catholic Weekly	Dec	Seniors Rights Service rebrand	40,000
The Senior	Dec	Seniors Rights Service rebrand	1,300,000
The Retiree	Dec	Seniors Rights Service rebrand	508,000
The Australasian Muslim Times	Dec	Seniors Rights Service rebrand	70,000
Australian Ageing Agenda	Dec	Seniors Rights Service rebrand	80,000
GO 55s Magazine	Summer issue	Seniors Rights Service rebrand	35,000
Bowls Plus	Dec/Jan	Seniors Rights Service rebrand	110,000
ABC Radio, Perth	Feb	Elder abuse	150,000
The Weekend Australian	Feb	'Neglected Elderly Rights'	462.000
Torch 50s+ Newspaper	Mar	'Spike in Elderly Facing Charges'	90,000
DPS News	Mar	'Educating multicultural seniors on the dangers of home gifting'	50,000
Inner Sydney Voice	Autumn issue	'Ageing and the Law: Your rights, your voice'	Inner city community
On the Record, NSW CLC	Autumn issue	Power of Attorney issues	CLC Industry
Verbals Special Edition #77	Мау	Borrowers Beware wins community partnership award	Legal Aid (NSW) and CLC industry
La Fiamma Italian newspaper	May	Forum Sui Servizi Legal Agli Anziana	17,235
Telitalia Community Radio	May	Our work with NIAWA*	Small community radio stations do not monitor audience size
SBS Italian Radio	May	Our work with NIAWA*	500,000
Sydney Morning Herald	Мау	'Older People at Prey of Uninvited Door to Door and Phone Sellers'	5,400,000
The Senior: Elder Abuse Issue	May/Jun	Editorial: 'Seniors Rights Service Reports to Parliamentary Inquiry'	1,300,000
SBS Radio	Jun	Interview with CEO Russell Westacott	500,000
'Today' program Channel 9	July	Interview with CEO Russell Westacott regarding age-care issues	National peak morning reach
Australian Ageing Agenda	Aug	'Advocacy agencies sign network agreement ahead of decision on program delivery'	80,000
SBS website	ongoing	Seniors assert their rights	250,000

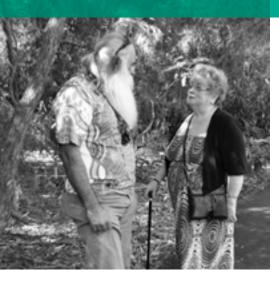
\* NIAWA: National Italian Australian Women's Association. Interviews conducted with Dr Concetta Perna and CEO Russell Westacott



# OUR PRIORITY POPULATIONS YOUR RIGHTS YOUR VOICE

SENIORS RIGHTS SERVICE | 45

### Our Work with Aboriginal & Torres Strait Islander People...



NSW has the largest population of people of Aboriginal heritage in any state in Australia (ABS, 2014). Many people from this background are marginalised in contemporary society. Seniors Rights Service has highlighted people from **Aboriginal and Torres Strait Islander** background as a 'priority population' within the framework of its new five year 2020 strategic plan. This is in keeping with previous strategic plans. Our organisation works in a number of ways to build a solid programmatic response to people of Aboriginal heritage.

Over the 2015/16 period our organisation undertook three significant 'road trips' in regional and remote NSW for the purpose of reaching Aboriginal communities. These targeted trips included reaching communities around Brewarrina, Bourke and Moree in one trip, another trip to different communities in the Walgett and Moree area and a third road trip down NSW's south coast to a number of communities around Nowra and Culburra and then further south to Booderee. These trips were planned well in advance with staff in contact with local collaborators importantly including local elders as well as other partners providing social

services in the respective regions. By building these relationships well in advance we ensured local trust was established, hence enabling the trips to be as beneficial as possible in terms of connection, engagement and ongoing relationship building.

In addition to these 'road trips' our staff - across both our legal and advocacy services - have visited Aboriginal elders at specific events in regional NSW such as Kempsey, Tweed, Tamworth, Ballina and Yass as well as in Sydney's inner city area of Glebe. These specifically targeted events came about after liaising with community elders and understanding each community's needs. As a result our engagement with each group is tailored to meet their varying needs. Regardless, the centrality of most of our 'yarns' with Aboriginal elders is based on their rights, planning ahead, informed decision making regarding legal issues and their options in terms of service provision - be it legal, agedcare advocacy or referral pathways to other providers.

To that point, our organisation is a key partner of the Good Service Mob. This group consists of around a dozen different service providers and its role is to reach out into Aboriginal communities so that a number of service options can be addressed - and be addressed promptly. The Mob links communities to multiple services to ensure that individuals are supported in a variety of ways, thus creating sustainable service delivery. In the 2015/16 year our organisation worked with the Good Service Mob with Aboriginal communities in the Tamworth, Armidale, Ouirindi, Gosford, Umina and Wollongong areas. Given our

longstanding collaboration with this group of service providers we are in a position where our brand and service is promoted throughout the networks of other providers, hence ensuring our reach is further maximised across NSW. Other partners within the Mob cross-refer back to Seniors Rights Service regularly.

During NAIDOC week we ensure our educational material is circulated at various events. In the 2015/16-year we circulated material to NAIDOC events on NSW's Central Coast, Sydney's inner urban areas as well as the city's greater west.

Seniors Rights Service also advertises in the Koori Mail that reaches over 80,000 people in NSW.

Across all services and programs we reached face-to-face almost 600 people of Aboriginal heritage. In addition, through our networks, we have circulated thousands of educational material to many more.

#### A case study example of our one-toone services...

An Aboriginal client has been paying for gardening through her Home Care package. The gardener did not finish the job, including raking mowed grass. She did not know she could complain to take action nor did she know she could access an independent advocate to assist her to improve the service, or change gardener if she was not satisfied with the service. Advocates assisted her to resolve this issue by speaking with the manager of the Home Care service. Western Sydney is a region of rapid growth and enormous cultural diversity. The region's growth is reflected in the increasing number of new Aged Care providers and facilities in the area. There is also a growing need for Home Care packages and Home Support and Social Programs for the isolated, particularly those from non-English speaking backgrounds and those suffering financial hardship.

Within the area encompassing Hawkesbury, Blacktown, Parramatta, Castle Hill, Pennant Hills and Epping, there are now over 50 Residential Aged Care Facilities and another approximately 80 providers of Community Home Care Packages and Community Support.

In a response to the growing need for our services within the region, Seniors Rights Service undertook a program of intensive outreach to Western Sydney for two months this year from mid-March to mid-May. Our aims were to explain our recent name change, raise awareness of our services and provide information on seniors' rights to both older people in the community and their service providers.

Over the program period, we employed an Educator/Advocate to focus specifically on Western Sydney. We took a multi-faceted approach, targeting Residential Aged Care Facilities, staff, residents and their relatives, as well as Community Support groups and staff.

We contacted providers throughout the region via phone and cold call visits to managers, providing information brochures, explaining our recent name change and offering information sessions to individuals and staff in residential care and community groups.

During this period our Educator/ Advocate also participated in Seniors Week community Expos in Lawson in the Lower Blue Mountains and at Hills Community Care. These two Expos were an invaluable source of contact with older people in the community and their service providers.

We received a very positive response to the program from both clients and service providers. In fact, at times we needed to increase the workload of our Educator/Advocate from two to three days a week in order to meet the demand for sessions!

We were able to build excellent relationships with service providers and staff, improving awareness of our services and gaining valuable feedback and suggestions for future initiatives. As a result of our outreach, Seniors Rights Service has since been invited to provide educational sessions at various locations in the region, presenting to over 300 attendees.

One particular issue that was identified during the program was the lack of understanding amongst older people of their rights regarding Home Care Packages. This is of particular concern given the number of different packages now available to seniors to enable them to stay in their own homes. Seniors Rights Service has identified Social Day Programs as an avenue for providing education services to address this topic in the region. These programs are growing in number in Western Sydney and many of these groups are multicultural. This network is proving

to be an excellent way to reach clients who are using, or about to become users of, Home Care Packages.

In the months since the outreach program concluded, we have built on the foundations we established, with a number of ongoing initiatives focusing on older people in the Western Sydney region, particularly people from non-English speaking backgrounds.

#### Key Statistics from this Project

16 Education sessions delivered.

**17** Education sessions booked for delivery after 13 May.

**35** Aged Care Providers contacted (brochures provided/replaced)

2 Expos attended in Seniors Week

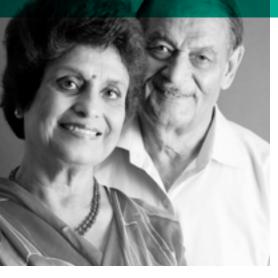
Over **900** general and 150 CALD (Culturally and Linguistically Diverse) Seniors Rights Services brochures distributed

In the 2 months following this program Seniors Rights Service was asked to provide:

**5** sessions to Home Support recipients (Meals on Wheels groups) in the Blue Mountains, totalling 129 attendees

**9** sessions to Home Care Package recipients, totalling 185 attendees from Mandarin, Cantonese, Sri Lankan, Italian and other multicultural backgrounds.

### Our Work with People from Non-English Speaking Backgrounds...



Seniors Rights Service has a long history of working with people from non-English speaking backgrounds. Our community education reaches a number of events and community activities that are targeted to people from diverse backgrounds. Also, many of our staff work in collaboration with a number of key organisations that serve people from diverse backgrounds.

That said, it is important to acknowledge that people from non-English speaking backgrounds made up only about 15% of the 24,000 participants who attended our education sessions in the 2015/16 year. In terms of legal and advocacy services, around 11% of the 10.000 people who sought these services were from culturally diverse backgrounds.

We are very mindful that statistics from the Australian Bureau of Statistics show that 25% of people aged over 65 years of age in NSW are from non-English speaking backgrounds. On this basis our organisation has set our own target to ensure people who we reach in the community and people who access our services reflect the true fabric of older people across NSW.

As a result our organisation has developed a working group

designated to improve our organisation's engagement with older people from non-English speaking backgrounds. This group of staff and Board members – many of whom are from non-English speaking backgrounds – have been tasked with developing a strategy on how best to improve upon our current engagement with older people from diverse backgrounds. The first community our work group has targeted is the Italian community in Sydney's inner-west.

In late 2015 Paolo Totaro AM joined the Board of Seniors Rights Service. Given Mr Totaro's extensive connections with Australia's Italian community we were able to collaborate with the National Italian Australian Women's Association in early 2016. This partnership resulted in media coverage in Sydney's Italian community newspapers and radio programs. The Chair of NIAWA welcomed Seniors Rights Service to the group's June meeting where staff had the pleasure of presenting to almost 100 people from that association.

In the 2015/16 year our organisation made some other great achievements when working with people from non-English speaking backgrounds. With a relatively small grant from Legal Aid (NSW) we developed a social awareness project known as 'Borrowers Beware'. After a research and community consultation component of the project was completed in the 2014/15 year, it was determined to execute a radio campaign in the current reporting period. Despite having limited funds, the project was able to secure paid radio advertisements on SBS

and community radio - eight radio stations in total. The advertisements were designed to raise awareness of the issue of 'home gifting' from the older person to younger family members and the negative implications this can often lead to. The radio ads were broadcast in Serbian, Croatian, Arabic and Macedonian given the prevalence of this practice in those communities. During the period from August to December 2015 the radio stations involved broadcast the ads 1,364 times, many on a pro bono basis. 15-minute interviews were also conducted with our solicitors and broadcast 11 times in each of the languages targeted for this project. An extensive evaluation of the project yielded very positive feedback from the targeted communities. The project won a NSW Premier's 'Zest' award in the category of 'Exceptional Community Partnership' in Western Sydney.

Late in this reporting period our organisation partnered with Granville TAFE to implement a training course targeting community leaders from diverse backgrounds in Western Sydney. The aim of the course is to up-skill older members of various communities that have good grass roots involvement in their respective communities. By empowering this group of people with awareness and knowledge of elder rights and the landscape of service opportunities these graduates will be able to share their learnings within their own communities. The first 25 students from six different backgrounds - have now finished their semester. As the project moves into the 2016/17 year the group will have ongoing support and assessment to ensure quality and accurate information is being

generated and discussed within the various communities of those participating in the project.

Many of our connections with vulnerable older people from non-English speaking backgrounds is generated through our work with migrant resource centres in southwest and greater western Sydney. Many of our staff members maintain productive working relationships with these centres for the purpose of providing face-to-face education to smaller community groups as well as ensuring information about Seniors **Rights Service is disseminated by** existing staff and volunteers from these centres to various community members. The valued relationships with these centres can lead to other opportunities being developed such as our relationship with the Arab Council of Australia and the Arabic Women's Association.

Other important partnerships developed in recent years include those with the India Club of the Hills Shire and SEVA International in greater western Sydney. Both of these groups have memberships of hundreds of people originating from the Indian sub-continent and Sri Lanka. Our developing relationship with both groups has resulted in more regular outreach and education sessions and also ensures that leaders within these groups are aware of Seniors Rights Service and can refer their members where necessary.

In closing, one of our most longstanding relationships with organisations that work directly with people from culturally diverse backgrounds is PICAC - Partners in Culturally Appropriate Care. Pat Joyce, Manager of Advocacy, maintains a strong partnership with this group. This helps to ensure our advocacy services are executed with appropriate sensitivity when dealing with people from diverse cultural backgrounds, hence optimising the client's experience when advocating for improved aged-care services.

#### We have developed a working group to address the needs of older Australians from non-English speaking backgrounds...

At 83 and with Parkinson's, the offer of a Directorship on the Board of the Seniors Rights Service was a surprise. But the reasoning behind it made sense. It is part of Seniors Rights Service's mission to have, both in the staff and on the Board, specialists in Elder Law and allied disciplines who are also part of ethnic and other minorities.

At a Board meeting, between Advocates, Educators, Lawyers and Board Directors, there are at least six languages spoken, with affinity to the relevant communities. The setting up in 2016 of a Permanent Working Group on Ethnic Affairs allows also for a dynamic placement of external, significant Australians of a variety of backgrounds. For example, we have had in July, 2016, the benefit of the secondment to the Group, of the Chair of the National Australia Italian Women's Association, Concetta Perna, that resulted in a seminal forum among users and providers of elderly services for Italo-Australians.



The arrival in 2016 of a competent and passionate Australian Chinese lawyer on the Board, Elaine Leong, is widening Seniors Rights Service knowledge and contacts. Elaine now plays an active role on the working group. Also, Margaret Duckett, Deputy Chair of Seniors Rights Service, has an extensive history of community engagement and she plays a vital role in the Working Group.

Last but not least, several staff from across the organisation also bring their experience and expertise to the group. Diana Bernard, Nalika Padmasena and CEO Russell Westacott play an integral role to convert the 'thinking' of the group into practice, hence improving the participation of elderly Australians from minority cultures in the services offered by our organisation.

#### Paolo Totaro AM

Foundation Chairman, Ethnic Affairs Commission (1977-1989)

Commissioner, Australian Law Reform Commission (1988-2001)

### Our Work with Older LGBTI People...



Older LGBTI people are highlighted in Seniors Rights Service's five-year strategic plan as a 'priority population'. Both the Commonwealth and the NSW State governments also recognise this population as having 'special needs'. Our organisation has been building programmatic responses for LGBTI seniors for many years. This has resulted in a number of ongoing and new initiatives by Seniors Rights Service targeting this population.

In the 2015/16 year our organisation participated in the country's largest LGBTI event - the Sydney Gay and Lesbian Mardi Gras. A regular feature of our work includes our presence each year at the Mardi Gras Fair Day. The event is one of the most significant events on the Mardi Gras calendar. An estimated 80.000 people attend the event. Seniors **Rights Service has a stand at Fair** Day that is always well patronised. In February 2016 our staff were visited by more than 450 people. Interactions with the crowd range from short conversations and passing on promotional material about our services to longer one-to-one time with people who have significant questions due to current life circumstances. Our aim is to ensure Seniors Rights Service is known as a service for all people.

This is reinforced during the Mardi Gras period with advertisements regarding our services running in the Sydney Star Observer - one of Australia's most widely read queer newspapers. The paper reaches a potential audience of 200,000 readers. Our organisation also advertises in the Sydney Star Observer occasionally during other parts of the year.

Another exciting event Seniors Rights Service is proud to be a part of is 'Afternoon Delight'. This event is organized by ACON - the nation's largest LGBTI health promotion service - and held during Senior's Week each year. This mini film festival is now a regular feature of Senior's Week and attracts around 400 attendees. Seniors Rights Service staff are present at the event, having conversations with attendees, handing out educational material and promoting our services. To further underpin the promotion of our services we also place a slide on screen in between movies.

Seniors Rights Service collaborates with ACON where possible. Our two organisations share information and try to build on various efforts to ensure the issue of 'LGBTI ageing' remains in the spotlight. It is widely understood that older LGBTI people do not have culturally appropriate aged-care services and people from this demographic have less access to legal services compared to other members of the community. It is with this backdrop that Seniors Rights Service participates in the ACON hosted Care Connect interagency meetings, ensuring that the rights of LGBTI aged-care recipients are fully understood. Seniors Rights Service

is also planning to collaborate with ACON in the near future on a potential LGBTI-specific legal clinic to be offered in both Sydney and Lismore in NSW's Northern Rivers area.

Seniors Rights Service has also been active within the Community Legal Centre (CLC) network in developing an LGBTI Inclusive Training package for CLC staff around the country. To date the group has developed and implemented a training package with associated materials and has reached five CLCs nationally. It is hoped that resources can be marshalled so that the project can be implemented more broadly across the sector in the years ahead.

Our organisation also provided a dedicated community legal education session to older people living with HIV in Sydney's western suburbs in the 2015/16 period. Almost 40 people attended the session to gain awareness of their legal and advocacy rights, particularly when responding to discrimination.

At a national policy level Seniors Rights Service works as a member of the Older Persons' Advocacy Network (OPAN) to ensure we are engaged with the National LGBTI Health Alliance. It is through this collaboration we are better positioned to shape best-practice aged-care advocacy services to LGBTI people across the country.

Across all of our services and programs we reached almost 1,000 older LGBTI people in the 2015/16 year.

### Our Work in Regional, Rural & Remote NSW...

#### Our Work in Regional, Rural & Remote NSW

NSW has a population of 7.54 million people. Sydney's population is 5.25 million people. This means that 2.29 million people live outside of Sydney and right across the state. The state has 1.2 million people aged 65 years or older.

It is with this backdrop our organisation plans education and outreach activities to all four corners of the state. In the 2015/16 year our staff conducted more than 400 education sessions in regional, rural and remote NSW. More than 6,500 people attended these sessions. Also, as part of this reach we ensure we visit around 300 residential aged care facilities a year. There are about 950 facilities across NSW.

Our staff plan road trips to different parts of the state throughout the year. When visiting a particular region staff will organise to visit local residential aged care facilities, retirement villages and larger community events in advance of their travel. Communities of people that are part of our 'priority populations' are also engaged before we travel. This ensures people from Aboriginal and other culturally diverse backgrounds that live outside of Sydney are part of our reach.

By organising our road trips into geographic regions and 'blitzing' a range of places that older people in that area are likely to be we therefore maximise our presence in regional and rural NSW. This work is supported by advertising in various community newspapers across the state. Seniors Rights Service also has two staff that work remotely on both the Mid North Coast and the South Coast of the state.



#### **Our International Work..**

This year we continued our work with The Global Alliance for the Rights of Older People (GAROP) Australia to promote the rights of older people in Australia and in the Asia Pacific region. Our international connections have led to fruitful partnerships and collaborations. The GAROP Australia founding committee met in Brisbane this year during the 13th International Federation on Ageing Global Conference on Ageing. The Alliance continues to grow, after a year of planning and coordinating closely with the international GAROP. At the conference in Brisbane there were over 600 delegates in attendance from 32 countries. Kim Boettcher presented as part of a symposium entitled, 'An intercontinental comparison of elder abuse prevention models,'

with colleagues from New York, Quebec and Hong Kong.

The United Nations Open-ended Working Group on Ageing (6th Session) met in New York in July 2015 and several members of our alliance from Australia were present to advocate on our behalf. We continue to be involved in international developments in ageing, with a focus on domestic and regional work with other not for profit organisations, National Human Rights Institutions and organisations representing older people. The advent of technology has facilitated our involvement in teleconferences with overseas partners and we enjoy the exchange of ideas and discussion about systemic issues facing older people. Seniors Rights Service has a role to play in conveying our grassroots knowledge and client stories to a wide audience.

### THE AGED-CARE RIGHTS SERVICE INCORPORATED FINANCIAL REPORT YEAR ENDED 30 JUNE 2016

Contents:	Page
Management Committee Declaration	52
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Income Statement	54
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Notes to the Financial Statements	56-57
Statement of Cash Flows	58
Detailed Income and Expenditure Statement	59

#### 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 52-59:

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, 2016 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.

CRAIG GEAR Committee Member - Chairperson

March St-

MARGARET DUCKETT Committee Member

Sydney 28th October, 2016

#### INDEPENDENT AUDITORS REPORT TO THE MEMBERS FOR THE YEAR ENDED 30 JUNE 2016

#### **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 2016 as set out on pages 52 to 59.

#### 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 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 polices 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 28th October 2016, 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 2016.

(a)

- i) giving a true and fair view of the organisation's financial position as at 30 June 2016 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

other mandatory professional reporting requirements to the extent described in Note 2.

#### CCS PARTNERS Chartered Accountants



**EMANUEL P CALLIGEROS** Partner Date: 28th day of October, 2016

154 Elizabeth Street, SYDNEY NSW 2000

#### 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 2016, 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



EMANUEL P CALLIGEROS Partner Sydney Dated: 28th October, 2016

	NOTE	2016 \$	2015 \$
ORDINARY ACTIVITIES			
Revenue from Ordinary Activities		1,956,610	1,861,80
Transfer (to)/from Grants Unexpended (Net)	9	(39,091)	(45,515
	6	1,917,519	1,816,29
Employee Benefit Expense		(1,376,849)	(1,303,652
Depreciation & Asset Acquisitions		(14,009)	(28,883
Other Expenditure from Ordinary Activities		(545,780)	(506,515
Net Surplus (Deficit) from Ordinary Activities		(19,199)	(22,760
Add/(Less):			
Proceeds on Sale of Vehicles		3,403	
Transfer (to)/from Reserve for Replacement Assets	3	-	
Transfer (to)/from Provision - Contingent Liabilities		-	
		(15,796)	(22,760
Add:			
RETAINED EARNINGS - Balance 1 July, 2015		172,295	195,05
RETAINED EARNINGS - Balance 30 June, 2016		156,499	172,29

BALANCE SHEET FOR THE YEAR ENDED 30 JUNE 2016			
	NOTE	2016 \$	2015 \$
FUNDS & PROVISIONS			
Retained Earnings		156,499	172,295
Provision for Contingencies		-	-
TOTAL FUNDS & PROVISIONS		156,499	172,295
Represented by:			
CURRENT ASSETS			
Cash at Bank & on Deposit		523,663	593,348
Other Debtors & Receivables		66,538	450
Prepayments		4,954	4,954
Total Current Assets		595,155	598,752
NON-CURRENT ASSETS			
Furniture & Equipment - at Cost		198,151	203,426
Less Amounts Expensed & Provision for Depreciation		(151,521)	(164,872)
Total Non-Current Assets		46,630	38,554
TOTAL ASSETS		641,785	637,306
Less:			
CURRENT LIABILITIES			
Payables		163,066	155,081
Provision for Staff Entitlements	5	255,129	236,415
Reserve for Replacement Assets	8	28,000	28,000
Grants in Advance & Unexpended	9	39,091	45,515
Net Current Liabilities		485,286	465,011
NET ASSETS		156,499	172,295
This Balance Sheet is to be read in conjunction with the Notes to the Financial Statements as set on	pages 56	-57.	

#### NOTES TO THE FINANCIAL STATEMENTS

#### 1) ORGANISATIONAL STRUCTURE

The Organisation is incorporated under the Associations Incorporation Act 1984. Its main aim is to provide relief and services to the needs of older people in New South Wales who are vulnerable, socially or economically disadvantaged, exploited or abused. 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:

AASB8 - Operating Segments

AASB124 - 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.

#### 3) RESERVE FOR REPLACEMENT ASSETS

	2016 \$	2015 \$
Balance - 1 July, 2015	28,000	28,000
Add Transfer from Net trading	-	-
Balance - 30 June, 2016	28,000	28,000

#### 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.

vi)Long Service, Annual & Sick Leave Provisions28,7353,353vii)Depreciation of Non-Current Assets12,86020,362- and charging extra and one-off35,10622,903viii)Advertising35,10622,903ix)Conference & Workshop Expenses14,64322,222Legal, Consultants & Support Fees44,55334,513yost, Printing including Research44,53052,688viii)Funding to RVRA - Auspices Funding (3 years)25,00025,0007)AUDITOR'S REMUNERATION Amounts received or due and receivable by the Organisation's Auditor for Audit of the Financial Report9,72010,810Other Services1,5001,5001,5001,5001,500The Auditor received on other benefits from the Organisation.28,00028,00028,0009)GRANTS IN ADVANCE AND UNEXPENDED Ageing, Disability & Home Care (ADHC) - 2015 Grant unexpended - Carried forward Grant for project July 2015 to November 201520,51520,515Legal Aid (NSW)- One-off funding: "Borrowers Beware" - 2015 Grant unexpended - Carried forward Grant for project July 2015 to November 201525,00025,000GIA - Liveable Communities Grant39,091-		NOTES TO THE FINANCIAL STATEMENTS (CON'T)		
Provision for Relief Staff       -       -         Provision for Parenting Leave       26,940       25,792         Provision for Long Service Leave       146,411       129,811         Provision for Redundancy/Staff Payout       81,778       80,812         Government Parental Leave       -       -         255,129       236,415       -         Government Parental Leave       -       -         -       -       -       -         -       -       -       -       -         -       -       -       -       -       -         -       -       -       -       -       -       -       -         -			2016 \$	2015 \$
Provision for Parenting Leave         26,940         25,792           Provision for Redundancy/Staff Payout         146,411         129,811           Provision for Redundancy/Staff Payout         81,778         80,8012           Government Parental Leave         .         .           25129         236,415           Government Parental Leave         .         .           .         .         .         .           .         .         .         .         .           .         .         .         .         .           .         .         .         .         .           .         .         .         .         .         .           .         .         .         .         .         .           .         .         .         .         .         .           .         .         .         .         .         .         .           .	5)			
Provision for Long Service Leave         146.411         129,811           Provision for Redundancy/Staff Payout         81.778         80.812           Government Parental Leave         255,129         236.415           The Surplus (deficit) of Income and Expenditure for the year is arrived at: -after crediting:         1.844,546         1.771,936           OPERATING RESULTS         1.844,546         1.771,936         -3000           Interest Received - Recurrent         1.844,546         1.771,936           -one-off funding         35.000         43.000           Interest Received         1.917,519         1.844,290           -ditor creation         1.6700         109           Gross Revenue         1.917,519         1.844,290           -after charging:         -         -           Viator's Remuneration (Refer to Note 7)         11,220         12,300           Depreciation of Non-Current Assets         12,860         20,362           -and charging extra and one-off         -         31,5105         22,932           Viiii Advertising         35,106         22,930         22,500           Operating inclusing is a dome-off         -         25,000         25,000           Viiii Machard Signer Phases         14,643         22,932 <td< td=""><td></td><td></td><td>-</td><td>-</td></td<>			-	-
Provision for Redundancy/Staff Payout         81778         80.812           Government Parental Leave         255129         236.415           G         OPERATING RESULTS         255129         236.415           The Surplus (deficit) of Income and Expenditure for the year is arrived at: -after crediting:         1844,546         1,771,936           Orants Received - Recurrent         1,844,546         1,771,936         43.000           ii)         Interest Received         21,273         26.245           iii)         Other Income         1,970,519         1,844,246         1,844,246           off's Renunceration (Refer to Note 7)         11,220         12,310         1,841,280         20,362           -after charging:         10         24,41753         3,453         3,353         20,325         -after charging the upper charging through the Income Statement         1,449         8,221           10         Despreciation of Non-Current Assets         12,860         22,933         23,353         23,353         23,353         23,353         22,303         23,222         24,4533         34,513         24,533         34,513         24,523         24,533         34,513         24,523         25,000         25,000         25,000         25,000         25,000         25,000 <t< td=""><td></td><td></td><td></td><td></td></t<>				
Government Parental Leave         255,129         236,415           60         OPERATING RESULTS				-
255,129       236,415         The Surplus (deficit) of Income and Expenditure for the year is arrived at: <ul> <li>-after crediting:</li> <li>Grants Received - Recurrent</li> <li>1,844,546</li> <li>1,771,936</li> <li>One-off funding</li> <li>35,000</li> <li>43,000</li> <li>Interest Received - Recurrent</li> <li>1,844,546</li> <li>1,771,936</li> <li>Other Income</li> <li>1,6700</li> <li>10</li> <li>Grants Received - Recurrent</li> <li>1,844,546</li> <li>1,771,936</li> <li>Other Income</li> <li>1,6700</li> <li>10</li> <li>Grants Received - Recurrent</li> <li>1,917,519</li> <li>1,841,290</li> <li>-after charging:</li> <li>Auditor's Remuneration (Refer to Note 7)</li> <li>11,220</li> <li>12,201</li> <li>12,860</li> <li>20,362</li> <li>- and charging extra and one-off</li> <li>Ofference &amp; Workshop Expenses</li> <li>14,643</li> <li>22,322</li> <li>- and charging extra and one-off</li> <li>24,533</li> <li>34,510</li> <li>22,600</li> <li>25,000</li> <li>25,000</li> <li>25,000</li> <li>25,000</li> <li>25,000</li> <li>25,000</li> <li>25,000</li> <li>26,000</li> <li>15,000</li> <li>15,000</li></ul>			81,778	80,812
G       OPERATING RESULTS         -after crediting:       -after crediting:         -after crediting:       -after crediting:         0       Grants Received - Recurrent       1,844,546       1,771,936         -One-off funding       35,000       43,000         ii)       Interest Received       21,273       26,245         iii)       Other Income       16,700       109         Gross Revenue       1,917,919       1,841,290         -after charging:       -       11,220       12,310         VA Auditor's Remuneration (Refer to Note 7)       11,220       12,310         Vi)       Long Service, Annual & Sick Leave Provisions       28,735       3,333         I)       Depreciation of Non-Current Assets       12,600       22,322         - and charging extra and one-off       -       -       -         viii)       Advertising       35,106       22,932       -       -       -         viiii)       Advertising       35,106       22,932       -       -       -       -         viiii)       Advertising       35,106       22,932       -       -       -       -       -       -       -       -       -       -       -<		Government Parental Leave	- 255.129	- 236.415
The Surplus (deficit) of Income and Expenditure for the year is arrived at:       - after crediting:         after crediting:       Isea (2000)         iiii of arints Received - Recurrent       1.844,546         1:iiii of arints Received - Recurrent       1.844,546         1:iiii of the income       16,700         1:iiiii of the income       16,700         1:iiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiii				
- after crediting:       - after crediting:       1.844.546       1.771.936         - One-off funding       35.000       43.000         1 Interest Received       20.273       26.245         ii)       Other Income       16.700       109         Gross Revenue       15.700       1.841.290         - after charging:       - after charging:       1.223       1.2130         v       Auditor's Remuneration (Refer to Note 7)       11.2230       28.245         vi)       Long Service, Annual & Sick Leave Provisions       28.735       3.353         vi)       Depreciation of Non-Current Assets       12.860       20.362         - and charging extra and one-off       -       -       -         vii)       Advertsing       35.106       22.932         viii)       Advertsing       35.106       22.932         viiii)       Advertsing       35.106 <td>6)</td> <td></td> <td></td> <td></td>	6)			
0       Grants Received - Recurrent       1,844,546       1,771,936         - One-off funding       35,000       33,000         10       Interest Received       21,273       262,45         10       Other Income       16,700       109 <b>Gross Revenue</b> 1,917,519       1,841,290         - after charging:       -       -       -         ivaditor's Remuneration (Refer to Note 7)       11,220       12,310         10       Depreciation of Non-Current Assets       22,032       3,353         10       Depreciation of Non-Current Assets       12,860       220,362         - and charging extra and one-off       -       -       -         viiii       Advertising       35106       22,293         ix0       Constrence & Workshop Expenses       14,643       22,322         ix10       Dest, Printing including Research       44,533       34,513         x0       Dost, Printing including Research       44,530       52,688         x10       Funding to RVRA - Auspices Funding (3 years)       25,000       25,000         7       AUDITOR'S REMUNERATION       1,500       1,500       1,500         x10       Fundutor received on other benefits from the Organisation's Auditor f				
- One-off funding       35,000       43,000         ii)       Interest Received       21,273       262,45         iii)       Other Income       1917,519       1,841,290         - after charging:       -       -       1,917,519       1,841,290         - after charging:       -       -       1,1220       1,2300         - after charging:       -       -       1,149       8,521         - Long Service, Annual & Sick Leave Provisions       28,735       3,333       3,330         - Depreciation of Non-Current Assets       2,2903       -       -       -         - and charging extra and one-off       -       -       -       -       -         viii)       Advertising       35,106       22,903       -		-		4 774 00 0
i)i)       Interest Received       21,273       262,455         iii)       Other Income       16,700       109         Gross Revenue       1917,519       1,841,290         -after charging:       11,220       12,310         iv       Auditor's Remuneration (Refer to Note 7)       11,220       12,310         vi       Long Service, Annual & Sick Leave Provisions       28,735       3,353         viii)       Depreciation of Non-Current Assets       12,860       20,362         -and charging extra and one-off       35,106       22,293         viii)       Advertising       35,106       22,323         xii       Legal, Consultants & Support Fees       44,653       24,553         xiii)       Vebsite & Computer Software Upgrades       14,926       25,533         xiii)       Funding to RVRA - Auspices Funding (3 years)       25,000       25,000         7       AUDITOR'S REMUNERATION       1,500       1,500         xiiiii       Fundutor received no other benefits from the Organisation's Auditor for Audit of the Financial Report       9,720       10,810         9       GRANTS IN ADVANCE AND UNEXPENDED       28,000       28,000       28,000         9       GRANTS IN ADVANCE AND UNEXPENDED       20,515       2	i)			
<ul> <li>Other Income</li> <li>16,700</li> <li>199</li> <li>Gross Revenue</li> <li>1,917,519</li> <li>1,841,290</li> <li>- after charging:</li> <li>Auditor's Remuneration (Refer to Note 7)</li> <li>1,220</li> <li>12,310</li> <li>1,220</li> <li>12,310</li> <li>Up Service, Annual &amp; Sick Leave Provisions</li> <li>28,735</li> <li>3,353</li> <li>Depreciation of Non-Current Assets</li> <li>28,035</li> <li>28,035</li> <li>28,036</li> <li>22,903</li> <li>- and charging extra and one-off</li> <li>22,0362</li> <li>- and charging extra and one-off</li> <li>Conference &amp; Workshop Expenses</li> <li>14,643</li> <li>22,322</li> <li>24,232</li> <li>Legal, Consultants &amp; Support Fees</li> <li>44,530</li> <li>52,688</li> <li>Website &amp; Computer Software Upgrades</li> <li>44,530</li> <li>25,000</li> <li>25,000</li> <li>25,000</li> <li>25,000</li> <li>25,000</li> <li>25,000</li> <li>26,000</li> <li>Conference and receivable by the Organisation's Auditor for Audit of the Financial Report</li> <li>9,720</li> <li>10,810</li> <li>Other Services</li> <li>28,000</li> <li>28,000&lt;</li></ul>		-	-	
Gross Revenue1,917,5191,841,290-after charging:11,22012,310V)Auditor's Remuneration (Refer to Note 7)11,22012,310V)Fixed Assets acquired during the year expensed through the Income Statement11,498,521Vi)Long Service, Annual & Sick Leave Provisions28,7353,333Vii)Depreciation of Non-Current Assets12,86020,362-and charging extra and one-off35,10622,903Viii)Advertising35,10622,903ix)Conference & Workshop Expenses14,64322,322x)Legal, Consultants & Support Fees44,55334,513x)Post, Printing including Research44,53052,688xiii)Vebsite & Computer Software Upgrades25,00025,000z)AUDITOR'S REMUNERATION25,00025,00015,000The Auditor received or due and receivable by the Organisation's Auditor for Audit of the Financial Report9,72010,810Other Services1,5001,5001,5001,5001,500The Auditor received no other benefits from the Organisation.28,00028,00028,0009)GRANTS IN ADVANCE AND UNEXPENDED28,00028,00025,0009)GRANTS IN ADVANCE AND UNEXPENDED20,51528,00025,00019GRANTS IN ADVANCE AND UNEXPENDED20,51520,51520,51519Grant for project July 2015 to November 201520,51525,00025,00019GRANTS IN ADVANCE AND UN				-
-after charging:         iv       Auditor's Remuneration (Refer to Note 7)       11,220       12,310         vi       Fixed Assets acquired during the year expensed through the Income Statement       11,49       8,521         vi)       Long Service, Annual & Sick Leave Provisions       26,735       3,353         vii)       Depreciation of Non-Current Assets       12,860       20,362         - and charging extra and one-off       35,106       22,903         viii)       Advertising       35,106       22,903         x)       Legal, Consultants & Support Fees       14,643       22,322         x)       Legal, Consultants & Support Fees       14,643       22,323         xi)       Post, Printing including Research       44,530       52,688         xiii)       Vebsite & Computer Software Upgrades       14,926       25,533         xiii)       Funding to RVRA - Auspices Funding (3 years)       25,000       25,000         7)       AUDITOR'S REMUNERATION       Amounts received or due and receivable by the Organisation's Auditor for Audit of the Financial Report       9,720       10,810         Other Services       1,500       1,500       1,500       1,500         The Auditor received no other benefits from the Organisation.       28,000       28,000	iii)			
iv)Auditor's Remuneration (Refer to Note 7)11,22012,310v)Fixed Assets acquired during the year expensed through the Income Statement1,1498,521v)Long Service, Annual & Sick Leave Provisions28,7353,333viii)Depreciation of Non-Current Assets12,86020,362- and charging extra and one-offviii)Advertising35,10622,903ix)Conference & Workshop Expenses14,64322,322x)Legal, Consultants & Support Fees44,55334,513xii)Vebsite & Computer Software Upgrades14,92625,533xiii)Funding to RVRA - Auspices Funding (3 years)25,00025,0007)AUDITOR'S REMUNERATION Amounts received on other benefits from the Organisation's Auditor for Audit of the Financial Report 1,5009,72010,810Other Services1,5001,5001,5001,5007)RESERVE FOR REPLACEMENT ASSETS28,00028,00028,0009)GRANTS IN ADVANCE AND UNEXPENDED Ageing, Disability & Home Care (ADHC) - 2015 Grant unexpended - Carried forward Grant for project July 15 to September 1520,51520,505Legal Aid (NSW) - One-off funding: "Borrowers Beware" - 2015 Grant unexpended - Carried forward Grant for project July 2015 to November 201520,500GIA - Liveable Communities Grant39,091-		Gross Revenue	1,917,519	1,841,290
v)Fixed Assets acquired during the year expensed through the Income Statement11498.521vi)Long Service, Annual & Sick Leave Provisions28.7353.353viii)Depreciation of Non-Current Assets12.86020.362- and charging extra and one-off3510622.903viii)Advertising35.0622.923viii)Conference & Workshop Expenses14.64322.322x)Legal, Consultants & Support Fees44.55334.513xii)Post, Printing including Research44.53052.688xiii)Website & Computer Software Upgrades14.92625.533xiii)Funding to RVRA - Auspices Funding (3 years)25.00025.0007)AUDITOR'S REMUNERATION Amounts received or due and receivable by the Organisation's Auditor for Audit of the Financial Report9.72010.810Other Services1.5001.5001.5001.5007)RESERVE FOR REPLACEMENT ASSETS28.00028.00028.0009)GRANTS IN ADVANCE AND UNEXPENDED Ageing, Disability & Home Care (ADHC) · 2015 Grant unexpended - Carried forward Grant for project July 2015 to November 201520.51525.000GIA - Liveable Communities Grant39.091-		- after charging:		
vi)Long Service, Annual & Sick Leave Provisions28,7353,353vii)Depreciation of Non-Current Assets12,86020,362- and charging extra and one-off35,10622,903viii)Advertising35,10622,903ix)Conference & Workshop Expenses14,64322,222Legal, Consultants & Support Fees44,55334,513yost, Printing including Research44,53052,688viii)Funding to RVRA - Auspices Funding (3 years)25,00025,0007)AUDITOR'S REMUNERATION Amounts received or due and receivable by the Organisation's Auditor for Audit of the Financial Report9,72010,810Other Services1,5001,5001,5001,5001,500The Auditor received on other benefits from the Organisation.28,00028,00028,0009)GRANTS IN ADVANCE AND UNEXPENDED Ageing, Disability & Home Care (ADHC) - 2015 Grant unexpended - Carried forward Grant for project July 2015 to November 201520,51520,515Legal Aid (NSW)- One-off funding: "Borrowers Beware" - 2015 Grant unexpended - Carried forward Grant for project July 2015 to November 201525,00025,000GIA - Liveable Communities Grant39,091-	iv)	Auditor's Remuneration (Refer to Note 7)	11,220	12,310
vii)Depreciation of Non-Current Assets - and charging extra and one-off12,86020,362viii)Advertising35,10622,903ix)Conference & Workshop Expenses14,64322,322x)Legal, Consultants & Support Fees44,55334,513xii)Post, Printing including Research44,53052,688xiii)Website & Computer Software Upgrades14,92625,533xiii)Funding to RVRA - Auspices Funding (3 years)25,00025,0007)AUDITOR'S REMUNERATION Amounts received or due and receivable by the Organisation's Auditor for Audit of the Financial Report Other Services The Auditor received no other benefits from the Organisation.88,00028,00028,0009)GRANTS IN ADVANCE AND UNEXPENDED Ageing, Disability & Home Care (ADHC) - 2015 Grant unexpended - Carried forward Grant for project July 15 to September 15 Legal Aid (NSW) - One-off funding: "Borrowers Beware" - 2015 Grant unexpended - Carried forward Grant for project July 2015 to November 2015 GIA - Liveable Communities Grant39,091-	v)	Fixed Assets acquired during the year expensed through the Income Statement	1,149	8,521
- and charging extra and one-offviii)Advertising35,10622,903ix)Conference & Workshop Expenses14,64322,322ix)Legal, Consultants & Support Fees44,55334,513viii)Post, Printing including Research44,53052,688viii)Website & Computer Software Upgrades14,92625,533viii)Funding to RVRA - Auspices Funding (3 years)25,00025,0007)AUDITOR'S REMUNERATION Amounts received or due and receivable by the Organisation's Auditor for Audit of the Financial Report Other Services9,72010,8107)AUDITOR'S REPLACEMENT ASSETS28,00028,0001,5009)GRANTS IN ADVANCE AND UNEXPENDED Ageing, Disability & Home Care (ADHC) - 2015 Grant unexpended - Carried forward Grant for project July 15 to September 1520,51520,0006] Legal Aid (NSW) - One-off funding: "Borrowers Beware" - 2015 Grant unexpended - Carried forward Grant for project July 2015 to November 201520,00025,0006] A - Liveable Communities Grant39,091-	vi)	Long Service, Annual & Sick Leave Provisions	28,735	3,353
viiiAdvertising35.0622.903ixConference & Workshop Expenses14,64322.322x)Legal, Consultants & Support Fees44,55334,513xi)Post, Printing including Research44,53052,688xiiiWebsite & Computer Software Upgrades14,92625,533xiiiiFunding to RVRA - Auspices Funding (3 years)25,00025,0007)AUDITOR'S REMUNERATION Amounts received or due and receivable by the Organisation's Auditor for Audit of the Financial Report Other Services9,72010,8108)RESERVE FOR REPLACEMENT ASSETS28,00028,0001,5009)GRANTS IN ADVANCE AND UNEXPENDED Ageing, Disability & Home Care (ADHC) - 2015 Grant unexpended - Carried forward Grant for project July 2015 to November 1520,51520,000Legal Aid (NSW) - One-off funding: "Borrowers Beware" - 2015 Grant unexpended - Carried forward Grant for project July 2015 to November 201539,091-GIA - Liveable Communities Grant39,091-	vii)	Depreciation of Non-Current Assets	12,860	20,362
ix)Conference & Workshop Expenses14,64322,322Legal, Consultants & Support Fees44,55334,513xi)Post, Printing including Research44,53052,688xiii)Website & Computer Software Upgrades14,92625,533xiiii)Funding to RVRA - Auspices Funding (3 years)25,00025,0007)AUDITOR'S REMUNERATION Amounts received or due and receivable by the Organisation's Auditor for Audit of the Financial Report9,72010,810Other Services1,5001,5001,5001,500The Auditor received no other benefits from the Organisation.28,00028,0009)GRANTS IN ADVANCE AND UNEXPENDED Ageing, Disability & Home Care (ADHC) - 2015 Grant unexpended - Carried forward Grant for project July 2015 to November 201520,515Legal Aid (NSW) - One-off funding: "Borrowers Beware" - 2015 Grant unexpended - Carried forward Grant for project July 2015 to November 201525,000GIA - Liveable Communities Grant39,091-		- and charging extra and one-off		
<ul> <li>x) Legal, Consultants &amp; Support Fees</li> <li>44,553</li> <li>34,513</li> <li>x) Post, Printing including Research</li> <li>44,530</li> <li>52,688</li> <li>xiii) Website &amp; Computer Software Upgrades</li> <li>xiii) Funding to RVRA - Auspices Funding (3 years)</li> <li>25,000</li> <li>25,000</li> <li>25,000</li> <li>7) AUDITOR'S REMUNERATION Amounts received or due and receivable by the Organisation's Auditor for Audit of the Financial Report</li> <li>9,720</li> <li>10,810</li> <li>Other Services</li> <li>1,500</li> <li>1,500</li> <li>The Auditor received no other benefits from the Organisation.</li> <li>8) RESERVE FOR REPLACEMENT ASSETS</li> <li>28,000</li> <li>28,000</li> <li>9) GRANTS IN ADVANCE AND UNEXPENDED Ageing, Disability &amp; Home Care (ADHC) - 2015 Grant unexpended - Carried forward Grant for project July 15 to September 15</li> <li>Legal Aid (NSW) - One-off funding: "Borrowers Beware" - 2015 Grant unexpended - Carried forward Grant for project July 2015 to November 2015</li> <li>GIA - Liveable Communities Grant</li> <li>39,091</li> </ul>	viii)	Advertising	35,106	22,903
xi)Post, Printing including Research44,53052,688xiii)Website & Computer Software Upgrades14,92625,533xiiii)Funding to RVRA - Auspices Funding (3 years)25,00025,0007)AUDITOR'S REMUNERATION Amounts received or due and receivable by the Organisation's Auditor for Audit of the Financial Report9,72010,810Other Services1,5001,5001,5001,500The Auditor received no other benefits from the Organisation.28,00028,0009)GRANTS IN ADVANCE AND UNEXPENDED Grant for project July 15 to September 152015 Grant unexpended - Carried forward Grant for project July 2015 to November 201520,515GIA - Liveable Communities Grant39,091-	ix)	Conference & Workshop Expenses	14,643	22,322
xii)Website & Computer Software Upgrades14,92625,533xiii)Funding to RVRA - Auspices Funding (3 years)25,00025,0007)AUDITOR'S REMUNERATION Amounts received or due and receivable by the Organisation's Auditor for Audit of the Financial Report Other Services9,72010,810Other Services The Auditor received no other benefits from the Organisation.9,72010,8101,5008)RESERVE FOR REPLACEMENT ASSETS28,00028,0009)GRANTS IN ADVANCE AND UNEXPENDED 	x)	Legal, Consultants & Support Fees	44,553	34,513
xiii)Funding to RVRA - Auspices Funding (3 years)25,00025,0007)AUDITOR'S REMUNERATION Amounts received or due and receivable by the Organisation's Auditor for Audit of the Financial Report Other Services The Auditor received no other benefits from the Organisation.9,72010,8108)RESERVE FOR REPLACEMENT ASSETS28,00028,0009)GRANTS IN ADVANCE AND UNEXPENDED Grant for project July 15 to September 15 Legal Aid (NSW) - One-off funding: "Borrowers Beware" - 2015 Grant unexpended - Carried forward Grant for project July 2015 to November 201520,515GIA - Liveable Communities Grant39,091-	xi)	Post, Printing including Research	44,530	52,688
7)       AUDITOR'S REMUNERATION         Amounts received or due and receivable by the Organisation's Auditor for Audit of the Financial Report       9,720       10,810         Other Services       1,500       1,500       1,500         The Auditor received no other benefits from the Organisation.       1,500       1,500       1,500         8)       RESERVE FOR REPLACEMENT ASSETS       28,000       28,000         9)       GRANTS IN ADVANCE AND UNEXPENDED       20,515         Ageing, Disability & Home Care (ADHC) - 2015 Grant unexpended - Carried forward       20,515         Legal Aid (NSW) - One-off funding: "Borrowers Beware" - 2015 Grant unexpended - Carried forward       25,000         GIA - Liveable Communities Grant       39,091       -	xii)	Website & Computer Software Upgrades	14,926	25,533
Amounts received or due and receivable by the Organisation's Auditor for Audit of the Financial Report9,72010,810Other Services1,5001,5001,500The Auditor received no other benefits from the Organisation.28,00028,0008)RESERVE FOR REPLACEMENT ASSETS28,00028,0009)GRANTS IN ADVANCE AND UNEXPENDED Ageing, Disability & Home Care (ADHC) - 2015 Grant unexpended - Carried forward Grant for project July 15 to September 1520,515Legal Aid (NSW) - One-off funding: "Borrowers Beware" - 2015 Grant unexpended - Carried forward Grant for project July 2015 to November 201525,000GIA - Liveable Communities Grant39,091-	xiii)	Funding to RVRA - Auspices Funding (3 years)	25,000	25,000
Other Services1,5001,500The Auditor received no other benefits from the Organisation.28,00028,0008)RESERVE FOR REPLACEMENT ASSETS28,00028,0009)GRANTS IN ADVANCE AND UNEXPENDED Ageing, Disability & Home Care (ADHC) - 2015 Grant unexpended - Carried forward Grant for project July 15 to September 15 Legal Aid (NSW) - One-off funding: "Borrowers Beware" - 2015 Grant unexpended - Carried forward Grant for project July 2015 to November 2015 GIA - Liveable Communities Grant39,091-	7)	AUDITOR'S REMUNERATION		
The Auditor received no other benefits from the Organisation.         8)       RESERVE FOR REPLACEMENT ASSETS       28,000         9)       GRANTS IN ADVANCE AND UNEXPENDED       28,000         Ageing, Disability & Home Care (ADHC) - 2015 Grant unexpended - Carried forward Grant for project July 15 to September 15       20,515         Legal Aid (NSW) - One-off funding: "Borrowers Beware" - 2015 Grant unexpended - Carried forward Grant for project July 2015 to November 2015       25,000         GIA - Liveable Communities Grant       39,091       -		Amounts received or due and receivable by the Organisation's Auditor for Audit of the Financial Report	9,720	10,810
<ul> <li>8) RESERVE FOR REPLACEMENT ASSETS</li> <li>28,000</li> <li>9) GRANTS IN ADVANCE AND UNEXPENDED         <ul> <li>Ageing, Disability &amp; Home Care (ADHC) - 2015 Grant unexpended - Carried forward Grant for project July 15 to September 15</li> <li>Legal Aid (NSW) - One-off funding: "Borrowers Beware" - 2015 Grant unexpended - Carried forward Grant for project July 2015 to November 2015</li> <li>GIA - Liveable Communities Grant</li> <li>39,091</li> </ul> </li> </ul>			1,500	1,500
9) GRANTS IN ADVANCE AND UNEXPENDED         Ageing, Disability & Home Care (ADHC) - 2015 Grant unexpended - Carried forward         Grant for project July 15 to September 15         Legal Aid (NSW) - One-off funding: "Borrowers Beware" - 2015 Grant unexpended - Carried forward         Grant for project July 2015 to November 2015         GIA - Liveable Communities Grant		The Auditor received no other benefits from the Organisation.		
Ageing, Disability & Home Care (ADHC) - 2015 Grant unexpended - Carried forward Grant for project July 15 to September 15-20,515Legal Aid (NSW) - One-off funding: "Borrowers Beware" - 2015 Grant unexpended - Carried forward Grant for project July 2015 to November 2015-25,000GIA - Liveable Communities Grant39,091-	8)	RESERVE FOR REPLACEMENT ASSETS	28,000	28,000
Grant for project July 15 to September 1520,515Legal Aid (NSW) - One-off funding: "Borrowers Beware" - 2015 Grant unexpended - Carried forward Grant for project July 2015 to November 201525,000GIA - Liveable Communities Grant39,091-	9)	GRANTS IN ADVANCE AND UNEXPENDED		
Grant for project July 2015 to November 2015     25,000       GIA - Liveable Communities Grant     39,091		Ageing, Disability & Home Care (ADHC) - 2015 Grant unexpended – Carried forward	-	20,515
			-	25,000
Net movement for the year 39,091 45,515		GIA – Liveable Communities Grant	39,091	-
		Net movement for the year	39,091	45,515

STATEMENT OF CASH FLOWS		
	2016 \$	2015 \$
CASH FLOWS FROM OPERATING ACTIVITIES		
Cash Received from Government Grants, etc	1,830,731	1,835,559
Cash payments for Operating Activities	(1,904,156)	(2,160,278
Net Cash Inflow from Operating Activities (Note 2)	(73,425)	(324,719
CASH FLOWS FROM INVESTMENT ACTIVITIES		
Interest Received	21,273	26,245
Proceeds on Sale of Vehicles	19,000	
Payments for Plant & Vehicles	(36,533)	(24,268
Net Cash Inflow from Investment Activities	3,740	1,977
INCREASE (DECREASE) IN CASH HELD	(69,685)	(322,742
Cash Balance at Beginning of Year (Note 1)	593,348	916,090
CASH BALANCE AT END OF YEAR (Note 1)	523,663	593,348
Note 1: Reconciliation of Cash	Cash at End of Year	Cash at End o Yea
Cash at Bank & on Short-Term Deposit	523,263	592,948
Cash in Hand	400	400
	523,663	593,348
Note 2: Reconciliation of Net Cash Inflow from Operating Activities to Operating Surplus (Def	icit)	
Operating Surplus (Deficit) for the Year Add/(Less):	(15,796)	(22,760
Depreciation	12,860	20,362
Profit on Sale of Vehicles	(3,403)	
(Increase)/Decrease in Other Current Assets	(66,088)	(4,413
Increase/(Decrease) in Payables	7,985	(36,140
Increase/(Decrease) in Provisions	18,714	6,770
(Increase) in Investment Activity (Interest)	(21,273)	(26,245
Increase/(Decrease) in Grants in Advance	(6,424)	(262,293

	2016 \$	2015 \$
INCOME	·	•
Grants Received - Recurrent (Including RVRA Funding)	1,844,546	1,771,936
- One-off funding	35,000	43,000
Interest Received	21,273	26,245
Sundry Income	16,700	109
Gross Income	1,917,519	1,841,290
Less EXPENDITURE		
Accounting & Audit Fees	11,220	12,310
Advertising	35,106	22,903
Bank Charges	1,260	1,272
Bookkeeping	-	2,925
Conferences, Expos, Seminars & Workshop Expenses	14,643	22,322
Depreciation & Scrapped Assets	12,860	20,362
Funding to RVRA – (Auspices Funding)	25,000	25,000
Insurances	5,603	5,801
Interest	-	
Legal, Consultants & Support Fees	44,553	34,513
Long Service, Annual & Sick Leave Provisions	28,735	3,353
Motor Vehicle Costs	7,823	9,033
Office Equipment Acquisitions	1,149	8,521
Office Expenses & Amenities	26,286	28,864
Postage, Printing, Stationery & Publication Costs	44,530	52,688
Reference Literature & Software etc	4,136	4,179
Rent & Outgoings	169,757	160,717
Repairs & Maintenance	13,765	29,572
Salaries - Permanent & Relief Staff (including Workers Compensation Insurance)	1,259,472	1,192,516
Solicitor's Expenses	2,220	2,160
Subscriptions	14,115	13,510
Superannuation	117,377	111,136
TARS – Strategic Planning (Tri-Annual Expense)	13,504	
Telephone & Internet	20,990	24,192
Travel & Accommodation	35,147	35,761
Utilities (including Cleaning)	12,541	14,907
Website & Computer Expenses	14,926	25,533

#### Add/(Less):

Profit on Sale of Motor Vehicles	3,403	-
OPERATING SURPLUS (DEFICIT) for the Year	(15,796)	(22,760)

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# YOUR RIGHTS YOUR VOICE LEGAL ADVOCACY EDUCATION

The staff and board of Seniors Rights Service would like to thank all of the organisation's supporters.

We rely on volunteers, media, funders, policy-makers, partners, friends and politicians to help spread the word in ensuring older people's rights are upheld. Undoubtedly, it is due to this support that Seniors Rights Service continues to grow and can deliver vital services to vulnerable older people. Please share any knowledge or information you have gained from this report to others.

Seniors Rights Service looks forward to making a meaningful difference in the lives of older people in the months and years ahead. We ask that you continue to include us in conversations in your own community.



## **Seniors Rights Service**

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