



**YOUR RIGHTS
YOUR VOICE
LEGAL
ADVOCACY
EDUCATION**

Annual Report 2017-2018



**Seniors Rights
Service**



YOUR RIGHTS YOUR VOICE

LEGAL ADVOCACY EDUCATION

The purpose of 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, 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

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, intersex, queer, other.

Seniors Rights Service is a proud member of:



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SENIORS RIGHTS SERVICE INCORPORATED FINANCIAL REPORT YEAR ENDED 30 JUNE 201876

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

AT A GLANCE

At least
25,000
people contacted us for advice in 2017-2018

This was via phone, email, our website and visits to our office.

We helped clients with
772
issues involving suspected or actual elder abuse.

A client may have raised more than one issue. For example, an older person may be subject to both physical and financial abuse, which counts as two issues.

57%
of alleged abusers were the client's son or daughter

17%
of alleged abusers were the client's spouse

28,285
people attended education forums and related events

More than
25%
of our aged care advocacy services were provided to people from our priority populations

We provided advocacy services to
3,494
recipients of aged care

5,022
people from culturally and linguistically diverse backgrounds attended education events

1,171
attendees at education sessions identified as LGBTIQ+

1,708
attendees at education events were Aboriginal or Torres Strait Islander

90%*
customer satisfaction

* Based on feedback from more than 1,600 clients.

We provided legal services to
2,740
older people





As I approach the end of my time as president of Seniors Rights Service, it's heartening to reflect on the changes within the organisation since I first joined the board as treasurer in August 2012, going on to become president in 2013. Those changes have seen Seniors Rights Service strengthen, mature and extend our reach and influence around New South Wales and Australia.

PRESIDENT'S REPORT

Over the last six years, we've doubled our staff, our revenue and our reach. The year-on-year growth has been extremely pleasing, particularly in such a tight fiscal period. And last year, to have secured our funding for at least the next three years was immensely satisfying.

When I first joined the board, when Seniors Rights Service was still known as TARS (The Aged-care Rights Service), we knew we were delivering good information and great service to those we reached but wanted to be sure we were connecting with our target audience, the 1.4 million older people in NSW. To that end, in 2015 we changed our name to Seniors Rights Service and also developed the 2020 Strategic Plan, which provided a clear, consistent vision for the coming years. It was far more than a rebranding; it was a regrounding, an opportunity to re-examine our purpose, principles and priority populations, and to embed our philosophy as to why we were here and who we were here for. That is: to provide advice,

education and advocacy for older people who need to be supported and empowered to stand up for their rights.

One of the biggest achievements in recent years is around the leadership we've shown, especially in the development of OPAN, the Older Person's Advocacy Network, as a national organisation. Seniors Rights Service, and particularly our CEO Russell Westacott, was a key player in bringing our counterparts in other states and territories together to collaborate under one banner. Through OPAN, of which I am and will continue to be inaugural chair, we won the tender to deliver the National Aged Care Advocacy Program. Crucially, about half our funding comes through that and has allowed us to open up much-needed additional advocacy services in regional NSW. The first, in the Central West, based in Dubbo, opened in February 2018, with two more - in the South West of NSW and the Far North Coast of NSW - opening in 2018-19.

Russell has also shown incredible leadership, supported by the board, on the issue of abuse of older people. The crowning glory of that was the 5th National Elder Abuse Conference, which we hosted in Sydney in February. As I gave the closing address at the conference, I was extremely proud to stand up there and see what our relatively small organisation had been able to achieve in mounting the world's largest gathering on the mistreatment of older people and its prevention.

Russell and the organisation were also instrumental in the

establishment of Elder Abuse Action Australia (EAAA), a new national peak body launched in June that brings together individuals and organisations working in elder abuse prevention and support services.

Through these developments - and through the board strengthening our governance processes and embedding quality improvement throughout the whole organisation - the planks are firmly in place for Seniors Rights Service to continue, and to build on, our work into the future.

I would like to thank Russell for trusting us as a board and trusting our agenda. At times we have pushed him and other senior managers to take extra steps forward that might have been challenging. But they've taken that on and that's been very much appreciated and we are a stronger organisation because of his leadership.

As I take my leave, I'm enormously proud that people now regard Seniors Rights Service as a leader in the areas of older people's rights and legal services, and the prevention of elder abuse. Looking ahead, I see the organisation continuing to expand our reach to every older person in NSW and their families.

That is my vision for Seniors Rights Service: that not everyone needs to use us but everyone knows we're there in case they do.

Craig Gear
President, Seniors Rights Service

"Looking ahead, I see the organisation continuing to expand our reach to every older person in NSW and their families.

"That is my vision for Seniors Rights Service: that not everyone needs to use us, but everyone knows we're there in case they do."



INTRODUCING MARGARET DUCKETT

I'm extremely pleased that my successor as president is my current vice-president, Margaret Duckett.

In Margaret, I am leaving Seniors Rights Service in steady and capable hands. She brings a lifetime's experience in both government and non-government sectors, working at all levels and settings: international, regional, national, hospital and community.

Margaret has held senior positions in both government and non-government and provided consultancy services in governance in Australia and internationally. Some key roles have included CEO, Australian Foundation for Peoples of Asia and the Pacific; Director, Office for Ageing, Department of Ageing, Disability and Home Care; Director Health Development Division, NSW Cancer Council; Adviser and Consultant, UNAIDS, UNDP, WHO and IOM; Visiting Scholar/Associate Professor, McGill Centre for Medicine, Ethics and the Law, Canada; Specialist Adviser HIV/AIDS, Australian Department of Health.

From 1996 to 2004, Margaret was on the board of North Sydney Area Health Service (NSAHS) and from 2002 was deputy chair. In that role, she oversaw the operation of all services within NSAHS, involving services for one million people, an annual budget of \$600 million, seven public general hospitals, one public psychiatric hospital and 23 community health services.

Her consultancy and management background has given her a depth of experience in setting strategic directions, undertaking

program evaluations, developing performance indicators, and facilitating practice reform in government and community organisations across the world.

On a personal level, from 2010-2016 Margaret was the primary carer for her mother, which gave her a greater understanding of, and empathy for, the challenges older people and their carers face.

Margaret has been on the board of Seniors Rights Service since 2015 and deputy president since 2016. In 2017-18, at the launch of Seniors Rights Service's video resource kits on elder abuse (see separate story), Margaret was among those who shared their wealth of knowledge in a panel discussion.

I know Margaret will take on the challenges of being president calmly and efficiently.

Elaine Leong, as proposed vice-president, has a background in law and as a company secretary, and is very strong on corporate governance as well.

Under their combined leadership, Seniors Rights Service will continue to be a great organisation. I wish Margaret, Elaine and the other board members all the very best.

Craig Gear



The last year has been extremely positive and exciting for Seniors Rights Service. The organisation continues to be on a pathway of significant growth and we have been able to establish a much stronger presence across regional New South Wales. Central to this new opportunity was the creation of the national Older Persons Advocacy Network (OPAN) in 2017. This resulted in additional resources to provide on-the-ground aged care advocacy services to recipients of Commonwealth-funded aged care residential services and home care packages across the state.

CHIEF EXECUTIVE OFFICER'S REPORT

I'm delighted to report that in 2017-2018, we added to our existing NSW regional locations on the Mid-North Coast and the South Coast with a new staff member in the Central West, based in Dubbo. The new service, which opened on February 1, is giving us greater reach across the region, particularly among Aboriginal communities in the state's west.

In the current financial year, two more NSW locations have opened - the first in South West NSW, a region with a sizeable elderly population from culturally and linguistically diverse backgrounds; and the second on the Far North Coast, home to many older people from LGBTIQ+ communities.

It is very pleasing to be able to say that Seniors Rights Service truly has a statewide presence and is now more able to reach our priority populations regardless of their geographic location.

Another major success for our organisation in 2017-2018 was the 5th National Elder Abuse Conference, which Seniors Rights Service hosted in Sydney in February 2018. Going way beyond expectations, the conference attracted around 570 delegates, with another 500 people attending satellite events. Mainstream media coverage over the few days of the conference was strong. Both the media engagement and the broad attendance base demonstrated that this often-hidden social issue is finally losing its taboo status and is being addressed across multiple sectors.

The conference came at a pivotal time in Australia's response to the abuse of older people. With the issue steadily gaining momentum, the conference provided a platform

for the Commonwealth Attorney-General, Hon Christian Porter MP, to announce funding for a national plan to tackle the problem. The national strategy will ensure we address the issue effectively across the country, with all stakeholders operating within a sound framework. This will guarantee that various strategies are complementary and that, as a nation, we can offer a best-practice response to this appalling social issue. Seniors Rights Service looks forward to being part of building and designing this national plan via consultations and also enhancing service delivery to the thousands we already serve.

In total, the Attorney-General has committed \$37 million over the coming years for new services, a prevalence study, health/justice partnerships and elder abuse staff within some existing community legal centres. Seniors Rights Service will be proud to play a role on multiple fronts in the coming years to ensure our current awareness and prevention efforts are expanded and support services grow. It is vital that Seniors Rights Service adequately meets the challenge of supporting the current unmet need of vulnerable older people in the community.

In addition, some funding was also provided for a new overarching peak body, Elder Abuse Action Australia (EAAA), which was officially launched with a live webcast from Seniors Rights Service's new media room on June 14. It was one of two events we hosted to mark World Elder Abuse Awareness Day, and the Attorney-General was the keynote speaker.

EAAA provides a national voice for a growing network of organisations and individuals working in elder abuse

prevention and support services. Memberships traverse the legal, health, social work and other sectors. I am honoured to be co-chair of the new body, along with Deidre Timms, the CEO of Advocare in Western Australia. Other directors include Jenny Blakey from Seniors Rights Victoria, Scott McDougall from the Caxton Legal Centre in Queensland and Carolanne Barkla from Aged Rights Advocacy Service in South Australia.

As a newly emerging organisation, EAAA has much work to do, including the co-design - with the Attorney-General's Department - of an elder abuse "knowledge hub", which will be a sophisticated, well-resourced one-stop online portal for the community and those working in this field.

On June 15, Seniors Rights Service's new media room was also the setting for the launch of a compelling series of videos featuring 18 key speakers from February's conference sharing their expertise around the abuse of older people and how to prevent it. The video resource kits, produced by Seniors Rights Service, were created from interviews conducted by journalist Ellen Fanning on the sidelines of the conference, and were launched via a live webcast by the NSW Minister for Ageing, Hon Tanya Davies MP.

One of the most exciting parts of the national conference was the Day 3 strategy event hosted by Seniors Rights Service, which brought together 70 community leaders representing more than 50 organisations. The aim was to get broad consensus on key issues in order to create a "blueprint" for government outlining the community sector's priorities for the national plan to tackle elder abuse.

From this community-led strategy event, 52 organisations endorsed the final report titled The Abuse of Older People: A Community Response. Among those organisations were peak groups representing Indigenous people, culturally and linguistically diverse communities, and LGBTIQ+ communities, as well as many other peak agencies. It was quite an achievement to reach consensus across such a large and diverse range of organisations.

The report was released via webcast in May by the Age Discrimination Commissioner, Hon Dr Kay Patterson AO, and the Secretary General of the International Federation of Ageing, Dr Jane Barratt. The report and its preceding consultation process - before and during the national conference - is regarded as a best-practice community engagement exercise. It has been presented to federal and state governments and key policymakers, and in July 2018 I presented it at the 9th session of the United Nations' Open-Ended Work Group on Ageing in New York.

Seniors Rights Service was delighted to be able to expand its services in 2017-2018 to include a new support position. This came about due to dedicated elder abuse funding from the Commonwealth Department of Health and was directed to all OPAN member organisations. This new role means that aged care advocates, who are not trained to deal with abuse issues that fall outside of aged care, can refer a client internally to the specialist support worker if the client

Over this reporting period, we held events across NSW specifically focusing on the abuse of older people. More than

3,500
people attended those events.

reveals they are at risk of abuse but not necessarily within the context of their aged care service.

Before closing, I want to make special mention of Seniors Rights Service president Craig Gear, who will step down from his position in November.

Craig and I came to Seniors Rights Service at around the same time, me in early 2011 and him the following year, first as treasurer, then as president in 2013. He has been a fantastic chair and one of the strengths behind the growth and clear vision of Seniors Rights Service in recent years.

He has also been supported by a very talented and creative board, which offers vital strategic direction and smooth governance. I look forward to that continuing under the leadership of Craig's successor, Margaret Duckett.

It has been a pleasure to work alongside Craig, the board, staff, volunteers and other colleagues in the legal and aged care sectors. I am excited about what lies ahead.

Russell Westacott
Chief Executive Officer,
Seniors Rights Service

MEET THE TEAM



Pictured above are some of our team from the Sydney office. Over the page you will see other members of the team, including those from our regional locations.

Russell Westacott
Chief Executive Officer

Reception and Intake

Sue Rogers-Harrison
Reception/Administrative Support

Janette Fitzgerald
Intake Officer

Carolina Perdulovska
Reception/Intake

Charmian Powell
Reception

Organisation Support

Stella She
Financial Controller

Bernadette English
Finance/Administrative Support

Christine Ai
Policy & Quality Improvement
Coordinator, Company Secretary

Jane Polkinghorne
Manager Communications and Media

Thomas Linnane
Communications & Media Assistant

Legal

Tom Cowen
Manager Legal Service,
Principal Solicitor

Jennifer Smythe
Assistant Principal Solicitor

Kim Boettcher Solicitor

Melissa Chaperlin Solicitor

Trevor Collier Solicitor

Stephen Etkind Solicitor

Rosalie Gibson Solicitor

Mary Hawkins Solicitor

Robert Lollbach Solicitor

Nalika Padmasena Solicitor

Charlotte Steer Solicitor

Tim Tunbridge Solicitor

Christine Ai Solicitor

Advocacy

Pat Joyce
Manager Advocacy

Margaret Crothers
Regional Coordinator, Advocate/
Education Officer

Ray Horsburgh
Advocate/Education Officer

Kate Kennedy
Social Worker

Jill McDonnell
Advocate/Education Officer

Jenny Samuels
Advocate/Education Officer

Shanel Tighe
Advocate/Education Officer

Education

Diana Bernard
Manager Education and
Community Services

Volunteer Board as at June 30, 2018

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

Barbara Anderson, BA, MA

Margaret Duckett, BSc, MSc (Med),
MScSoc, FAICD

Elaine Leong, BA LLB, BA Comms (Hon),
Grad Dip Legal Prac, GAICD

David Puls, MBA (Distinction), BBus
(Law), Recovering Lawyer

Maureen Walsh, Community
Representative

We gratefully acknowledge the service
of **Patti Warn** and **Amanda Terranova**,
who both retired from the board during
the 2017-2018 financial year.

Volunteers and Pro Bono Support

We thank the law firms **Baker
McKenzie**, **Clayton Utz**, **Hall & Wilcox**,
Holding Redlich, and **Wotton +
Kearney** for their ongoing generosity
in providing pro bono support to
our organisation. These pro bono
partnerships provide enormous

benefits to our clients. We are very
grateful for the contributions of
every staff member involved, and
particularly thank the pro bono
coordinators for their assistance in
organising each program.

The following individual volunteers
and student interns have also offered
invaluable assistance during the year.

Ashley Dana

Tony Do

Jennifer Doria

Matthew Fernandez

Andrew Gouveia

Kate Kennedy

Arjun Lamba

Jenny Lin

Thomas Linnane

Christine Logan

Irene Madden

Tarun Mahajan

Carolina Mazza

Lalitha Nair

Halil Ozbeyazli

Brianne Perera

Carolina Perdulovska

Holly Schuster

Kajol Segrn

Margaret Small

Jenny Templeman

Mahishi Wimaladharm

Funders

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**

**Older Persons Advocacy Network
(OPAN)**

Legal Aid NSW

NSW Fair Trading

Family & Community Services NSW

MEET THE TEAM



At least
25,000
people contacted
our team for advice
in 2017-2018

SENIORS RIGHTS SERVICE VOLUNTEERS

Volunteers are the backbone of our organisation, contributing their time, enthusiasm and expertise to assist Seniors Rights Service staff and our clients.

In 2017-18, a rich assortment of students, lawyers, legal interns, former staff, and members of the public helped out with legal advice, research, media and communications, one-off events, reception and intake, and more.

A number of volunteers have gone on to paid employment within Seniors Rights Service.

Tom Linnane, a 20-year-old media and law student at the University of NSW, began as a communications intern in 2017, making himself so

indispensable that he now works with us part-time, helping out with publications, managing our website and organising events.

Says Tom: "Doing media in a community legal centre is the perfect work experience for my two degrees. The work we do here is so interesting and so important. Even though I don't do legal work, I sit amongst solicitors and it's inspiring. If I pursue law, being a solicitor in a community legal centre could be a good avenue, because it's about helping people at the ground level."

Carolina Perdulovska is a 22-year-old social work student at the University of Western Sydney. Her 400-hour work placement at Seniors Rights Service in early 2018 led to an offer of a part-time reception/intake role.

Carolina says: "As I'm the first point of contact for clients, I'm gaining skills all the time. I'm able to provide them with social support and practise speaking with them."

"Because we deal with elderly clients, I know I'm sometimes the first person they've spoken to in the day. So if I have time, I always try to stay on the phone, making even small conversation. Just being able to speak to someone is so important."

In addition to the student volunteers is the vital pro bono work carried out by a growing number of commercial law firms, which this year included **Baker McKenzie**, **Holding Redlich**, **Hall & Wilcox** and **Wotton + Kearney**.

Lawyers from these firms, as well as two final-year law students, interns at Wotton + Kearney, assist with the

weekly pro bono Telephone Advice Clinic. Some Seniors Rights Service clients have been able to benefit from ongoing pro bono legal assistance from these firms, or from **Clayton Utz**, our newest pro bono partner.

Wotton + Kearney partner **Heidi Nash-Smith** says the lawyers and interns who assist with the clinics in areas such as wills, powers of attorney, guardianship and elder abuse, find the work invaluable.

As one intern explains: "Pro bono forms a useful and meaningful part of a lawyer's practice and has the added benefit of stretching lawyers outside of their usual day-to-day field. The clinic provides access to different types of clients, with different types of issues, and it is incredibly rewarding to help those who may otherwise go without assistance."

THE RECEPTION AND INTAKE TEAM

If volunteers are the backbone of Seniors Rights Service, the reception and intake team are the heart, handling at least 100 contacts a day via phone, email or our website contact page. The intake staff have initial discussions with new clients then refer them to the appropriate Seniors Rights Service staff member, or to an external service if they need help that we cannot provide. Reception also provides administrative support for all Seniors Rights Service staff in Sydney and around NSW. We are very grateful for their work and that of our volunteers.

**OUR LEGAL
SERVICES**
YOUR RIGHTS
YOUR VOICE



OUR LEGAL SERVICES

This year, the legal division of Seniors Rights Service has again experienced expansion and change. The scope of our Strata Collective Sales and Advocacy Service expanded to cover all types of strata inquiries, and the service changed its name to become the Strata Legal Service. Two new part-time solicitors were employed and a new senior solicitor position was created.

There has been high demand for legal services all year, with a distinct increase after the 5th National Elder Abuse Conference in February. Conference-related publicity around the issue of the abuse of older people has led to more calls about this issue. These calls tend to involve more complex legal issues that may require solicitors to examine documents and provide follow-up assistance, thus increasing demand on the legal service. Clients suffering elder abuse have benefited from Seniors Rights Service solicitors being able to work together with our newly appointed social worker to provide integrated legal and social support.

DURING THE 2017-2018 FINANCIAL YEAR, LEGAL SERVICES:

Received 2,974 inquiries

Referred 752 callers to the most suitable service for their needs

Gave legal advice to 1,640 callers

Provided 145 callers with legal information

Represented 31 new clients in court, tribunal or other matters

Undertook 172 discrete legal tasks for clients, such as writing letters or reviewing documents

Worked on 5 law reform projects

Offered multiple legal education sessions across NSW (see separate Education Services report)

We made a detailed submission to the review of the New South Wales Guardianship Act, stating our position on proposed changes to the law that would see a change towards a supported decision-making model. In our submission, Seniors Rights Service highlighted the particularly vulnerable position of older people who lose capacity late in life. We noted that the fluctuating nature of age-related dementia combined with a model where decision-making capacity was assessed on a decision-specific basis could enable a dishonest attorney to disclaim responsibility for decisions that would otherwise have been improper for them to make on behalf of the older person.

Seniors Rights Service made two submissions to the Greiner review of the NSW retirement village sector and is currently participating in the Retirement Village Consultative

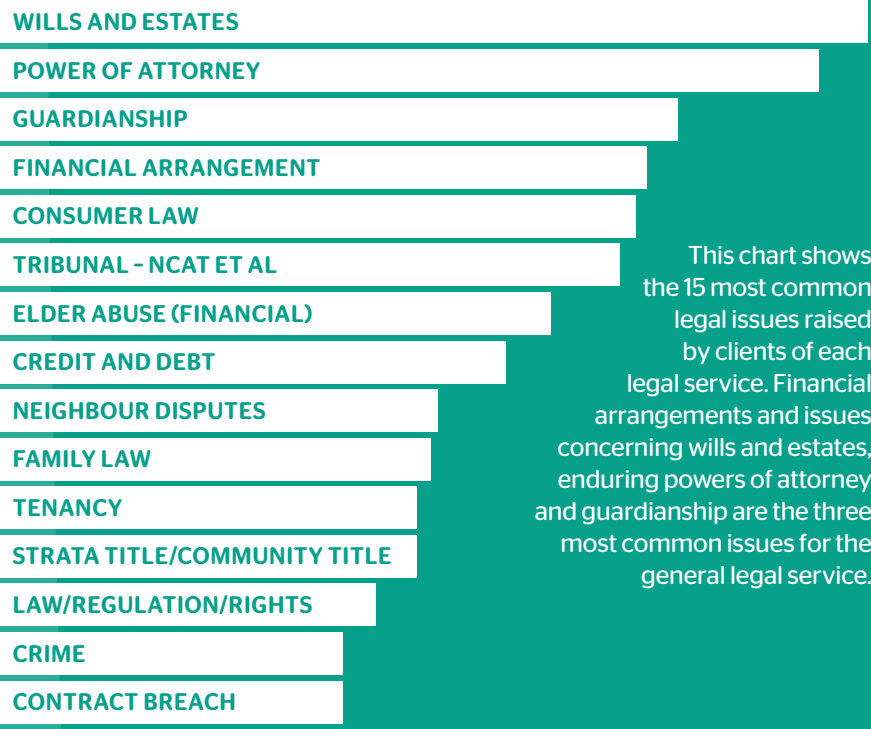
Committee, which was set up by Fair Trading NSW to assist with changes to the Act and regulations governing retirement villages in NSW in response to the Greiner report.

We initiated and drafted the National Association of Community Legal Centres (NACLC) submission to the Parliamentary Standing Committee on Health, Aged Care and Sport's Inquiry into the Quality of Care in Residential Aged Care Facilities in Australia. Seniors Rights Service proposed new legislation affording aged care residents the same type of rights and remedies as those enjoyed by tenants of rental properties and retirement villages, particularly the right to obtain tribunal orders for compensation or orders compelling an aged care facility to do (or refrain from doing) a particular thing.

We made a submission to the Australian Law Reform Commission's review into Family Law. We drew the commission's attention to the need for grandparents to be better recognised in the family law system and also raised the issue of financial contributions by a parent to a child's home that subsequently became the subject of a family law property dispute.

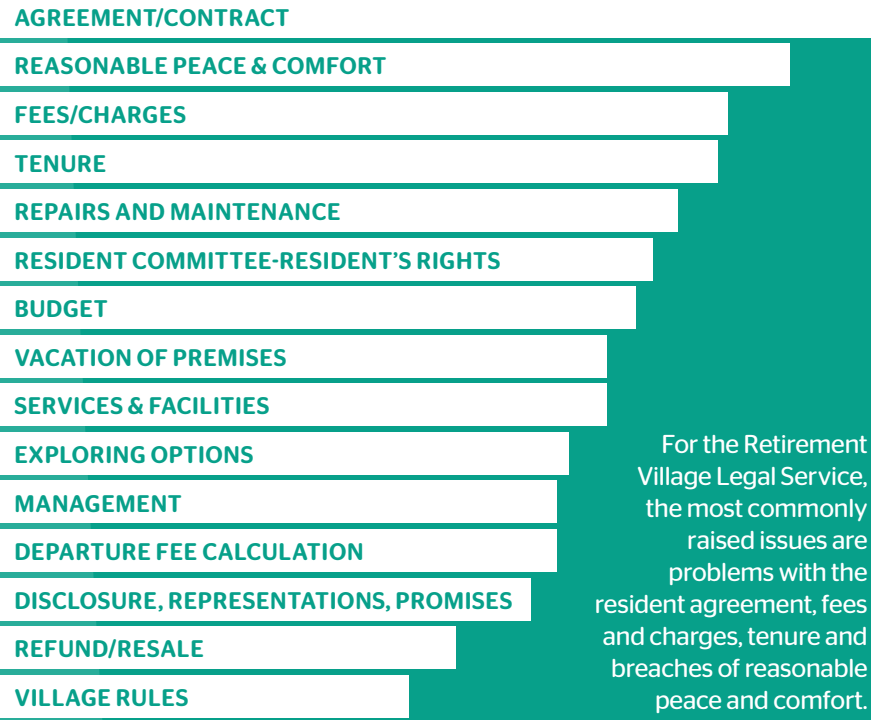
We lodged a submission to Consumer Affairs Australia and New Zealand's consumer law review, supporting changes to the consumer law so that it covers more expensive purchases (up to \$100,000 from \$40,000) and provides better protection to consumers whose items suffer repeated minor failures, as well as

TOP 15 ISSUES RAISED BY CLIENTS - GENERAL LEGAL SERVICE



This chart shows the 15 most common legal issues raised by clients of each legal service. Financial arrangements and issues concerning wills and estates, enduring powers of attorney and guardianship are the three most common issues for the general legal service.

TOP 15 ISSUES RAISED BY CLIENTS - RETIREMENT VILLAGE



For the Retirement Village Legal Service, the most commonly raised issues are problems with the resident agreement, fees and charges, tenure and breaches of reasonable peace and comfort.



We provided
2,740
legal services to
older people
in 2017-18

increased clarity around extended warranties and an extension of consumer guarantees to cover goods bought at auction.

We continued to maintain our contributions to the retirement village and aged care topics in Legal Aid's Legal Topics for Older People 2018 Diary.

Our pro bono partnerships continue to prove valuable. Solicitors from four commercial law firms – Baker McKenzie, Holding Redlich, Hall & Wilcox and Wotton + Kearney – have participated in our weekly pro bono clinics. Some of our clients have been able to benefit from ongoing pro bono legal assistance from these firms, or from Clayton Utz, our newest pro bono partner. We have also greatly appreciated the assistance of two interns from Wotton + Kearney. These final-year law students come to our offices one morning a week, helping

with the pro bono clinic and other legal tasks.

We also gratefully acknowledge the assistance of the NSW Bar Association, which has helped us obtain pro bono counsel for advice and appearance on behalf of our clients in Supreme Court and other complex matters.

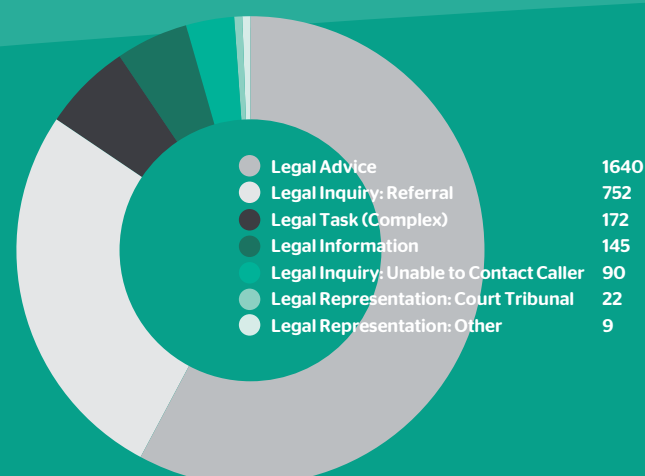
Seniors Rights Service continued its strong commitment to community education, conducting sessions across NSW for a range of groups, including retirement village residents and many culturally and linguistically diverse groups. Interesting highlights included hosting information stalls at the Mardi Gras Fair Day and the Royal Easter Show in Sydney, as well as trips to Albury and the North Coast to conduct sessions in retirement villages in conjunction with the Retirement Village Residents Association. We have also continued



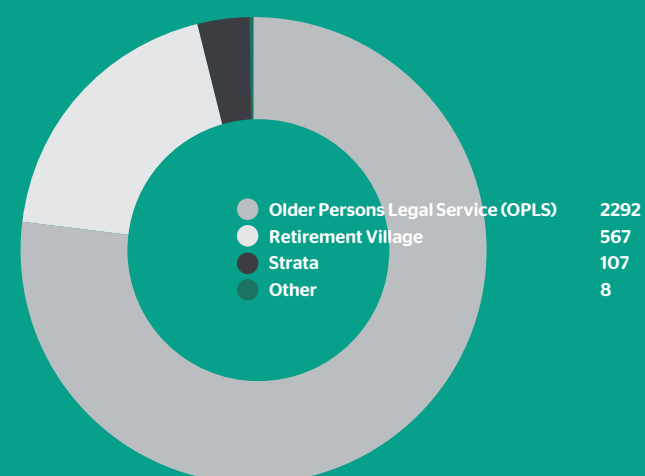
to expand our engagement with Indigenous communities, and remain involved with the Good Service Mob, the Community Legal Centres NSW Aboriginal Legal Access Program and the Aboriginal Tenancy Advice and Advocacy Service.

Jennifer Smythe
Assistant Principal Solicitor

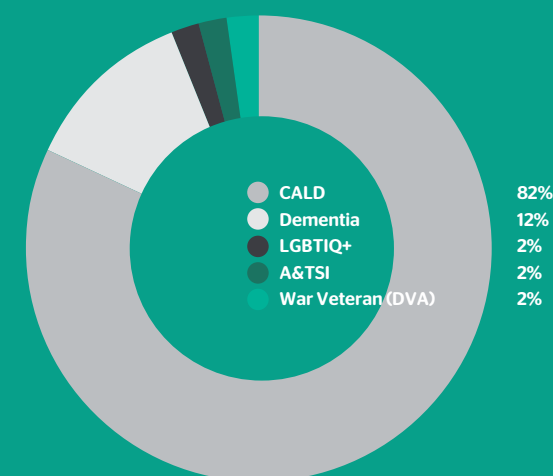
Legal Service Work Type 2017-18



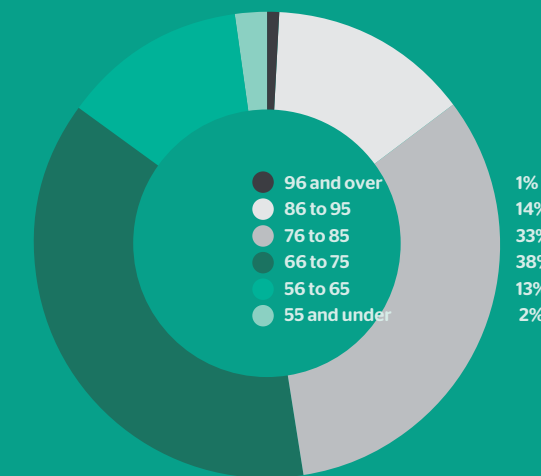
Type of Legal Inquiry



Legal Clients Who Identify with a Specific Group



Legal Inquiries by Age





LEGAL CASE STUDIES

CASE STUDY 1

Ron* lives in a strata scheme that includes more than 40 lots. The strata committee used money from the capital works fund to engage experts to provide reports and advice on a collective sale of the entire scheme. The committee engaged three real estate agents to provide presentations at an extraordinary general meeting (EGM) on finding a developer to buy the scheme. The EGM was also to vote on a resolution to "consider the facilitation of the sale of the lots in the strata scheme on a collective basis..."

Seniors Rights Service advised Ron that unless 100 per cent of lot owners agreed to any future proposal for a collective sale as put by an as-yet-unidentified developer, the owners' corporation of the strata scheme and the developer must comply with the provisions of the Strata Schemes Development Act 2015, which sets out a lengthy and detailed process for collective sales. We told Ron that, considering he had said there were at least five lot owners who were against any collective sale, he and they should ensure they attended the EGM in order to vote against the proposed resolution.

CASE STUDY 2

Seniors Rights Service has been providing a great deal of assistance to a client who is a long-term resident of a retirement village that is subject to redevelopment. We have assisted in negotiations with the village operator, who has agreed to fund accommodation in a nearby retirement village for the client, as well as cover the cost of packing, removals and new furniture. Our social support

worker has also been involved in this matter, helping the client come to terms with the prospect of moving.

CASE STUDY 3

Gina* wanted to know how to separate from her husband, with whom she runs a business, without paying for a lawyer or going to court. Seniors Rights Service warned her of the risks of informal and undocumented arrangements and strongly encouraged her to see a specialist family lawyer. We explained that this way, all financial arrangements around the separation could be checked and made binding through court orders and title transfer. We told Gina that some lawyers will help clients resolve their family law matters through collaborative practice. This is the process of choice when neither litigation nor mediation quite fit the bill. It is a dispute resolution process in which the clients and their lawyers enter into a contract (participation agreement) to negotiate an outcome without resorting to litigation. We referred her to the collaborative practitioners list available through the Law Society of NSW.

CASE STUDY 4

Dot* lives in a 1960s block of 20 units. The block had not been well maintained and was literally falling apart. It needed major repairs to common property, including all exterior windows and ground-level garages. In addition, considerable work was needed to ensure the fire safety compliance of the interior doors and windows facing into the only stairwell. This was essential as the local council had refused to approve any

development application until full fire compliance was effected and certified. The owners' corporation was also having increasing difficulty in obtaining insurance because of the building's poor condition. Dot complained that, as a pensioner, she could not afford the levies that would necessarily be struck to cover the extensive work required.

We advised Dot that the work had to be done, and that she should vote for the finance option being presented by the strata committee that would allow the longest payback time and come to an arrangement about paying in instalments. We suggested she seek financial advice on whether a reverse mortgage or the Centrelink Pension Loans Scheme would be a suitable way to raise the money she needed.

CASE STUDY 5

Cath* rang because she was worried about the price she was being offered for her home of 30 years, which was subject to a collective redevelopment proposal. The suggested price given for her unit would not be enough for her to find somewhere equivalent. Seniors Rights Service reviewed the documents Cath provided and advised her that the minutes of the last meeting of the owners' corporation showed approval for the costs of independent legal advice and independent valuation were to be met by the developers. We told her this meant she could get her own valuation done at the developer's cost, and referred her to several private lawyers specialising in this area of strata law. Our caller was able to choose a lawyer to protect her interests.

***All client names and identifying details have been changed to preserve confidentiality.**



LEGAL CASE STUDIES

CASE STUDY 6

John* was provided with a disclosure statement by an onsite sales representative when he made inquiries about moving into a retirement village. That statement said that various facilities, including an in-ground swimming pool, would be provided as the staged development proceeded.

John and his wife moved into the village. One of the reasons they chose that village was because they were regular swimmers and wanted the convenience of a pool onsite.

The swimming pool was supposed to have been constructed some five years ago. Eventually, following ongoing correspondence from John and other residents, and then from Seniors Rights Service on behalf of John, the operator advised it did not intend to construct the swimming pool.

Our service prepared an application to the NSW Civil and Administrative Tribunal (NCAT) for an order seeking compensation for John for the lack of the promised pool.

CASE STUDY 7

Arthur* wanted the return of the physical deeds of title that he handed over to the bank when he guaranteed a loan for his daughter. When the deeds were given to the bank, they were accompanied by a letter from Arthur insisting that the physical deeds eventually be returned to him, as they were essential to historical research he was undertaking. Arthur's daughter repaid the loan and his guarantee was never called upon, but the bank did not return the deeds. Arthur was

concerned that they may have been shredded. We advised him to write to the bank officer concerned and if this did not resolve the situation, to follow up with a complaint to the bank's complaints team and the Financial Ombudsman Service.

We also explained that he could contact NSW Land Registry Services to find out how much it cost to get a copy of the deeds, then ask the bank to pay the costs of replacement, if they confirmed that they had destroyed his original deeds.

CASE STUDY 8

A long-running case for a group of eight clients was successfully settled. They had found contradictory terms in the retirement village management agreement and the disclosure statement. Calculating the deferred management fee (payable on departure from the village) according to the management agreement resulted in a fee that was almost three times as much as if it was calculated according to the formula in the disclosure statement.

All the clients are still living in the village, so have not yet been charged the fee. However, they were concerned that they might be charged the higher fee on departure.

The village operator eventually agreed to issue settlement letters stating that the deferred management fee would be calculated in accordance with the disclosure statement.

***All client names and identifying details have been changed to preserve confidentiality.**

CASE STUDY 9

Angie* rang seeking information about what help her mother could obtain. Her mother had authorised her other daughter, Jessica*, to be a signatory on her bank account. Unfortunately, Jessica had a drug addiction and withdrew large sums from her mother's account in \$2,000 and \$3,000 lots, and spent the funds on drugs. Angie said her mother did not recollect signing the authority.

Seniors Rights Service said that when a person with capacity has voluntarily signed an authority without duress or undue influence, there is no remedy against the bank, since they had acted within the terms of the authority. The only remedy would be if the mother had made it clear to Jessica (preferably in writing) that access to the account was given solely so she could spend funds in her mother's best interests. Then the mother could pursue a debt recovery action against Jessica for misappropriation of funds. We also noted the possible futility of taking action against people, such as Jessica, who have little or no money or assets.

**OUR ADVOCACY
SERVICES**
YOUR RIGHTS
YOUR VOICE



OUR ADVOCACY SERVICES

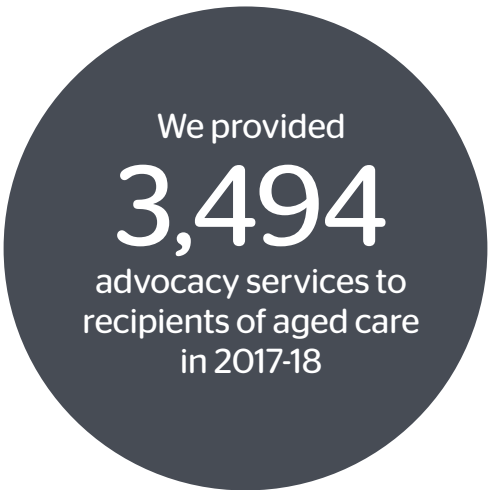
Seniors Rights Service provides aged care advocacy to people receiving Commonwealth-funded aged care services. Our advocates support, inform and defend the rights of older people so they feel empowered to speak up about their care and services, in order to improve those services and the recipients' quality of life. Looking back over the year, I am pleased that our committed advocacy team has continued to provide high-quality assistance to the older people of New South Wales. The team of six will expand to eight by the end of 2018, enabling us to meet the needs of even more vulnerable people. We are also confident we can easily reach our new targets for the next reporting period.

Under the national umbrella of Older People's Advocacy Network (OPAN) over the whole year, we have found our national voice as we work with our sister National Aged Care Advocacy Plan (NACAP) services. This will greatly extend our reach with OPAN initiatives and nationally available resources. Seniors Rights Service has been very willing to share our expert knowledge of advocacy and input when requested. All advocates participated in a capacity-building workshop in February after the 5th National Elder Abuse Conference. With other NACAP members, we explored how consistently we delivered services across Australia, discussed the NACAP work plan and the new initiatives already in motion from new elder abuse funding through OPAN.

With an advocate employed in the Central West region in February joining

the South Coast and Mid-North Coast regional staff, we are fast approaching equity for all seniors accessing aged care services areas around the state. In the second half of 2018, we have a new position in the South West and another in the Far North Coast of NSW. Older people receiving care and services, or needing to know about rights and choices they have with home care or residential care, will be able to receive more face-to-face advocacy and be more easily able to attend regular education sessions while still in the community so they can be aware of options for their futures.

The growing advocacy team is now supported by Margaret Crothers as Regional Coordinator. Her knowledge and experience in the field has been invaluable in training the new advocates working remotely. News travels fast on the rural



telegraph and aged care providers have heard of our expansion into regional areas and tell us they are excited they will have advocates close by to assist their care recipients to address issues before they become too complex. This includes more regular education sessions for residents and their families and representatives.

OUR ADVOCACY WORK - QUICK FACTS

Advocacy	Total	1835
	Advocacy cases	779
	Complex advocacy cases	11
	Advocacy inquiries	993
	Social support	52
Information	Total	1131
General inquiries	Total	528
Education	Total	954
	Sessions for residents & representatives	312
	Sessions for residential staff	127
	Home care services recipients	76
	Home care services staff	60
	Community	161
	Cold calls to aged care services	58
	Promotions	160
Referrals to:	Aged care service provider	567
	ACAT	32
	Carers NSW	24
	Dementia Australia	4
	Elder Abuse Helpline & Resource Unit	23
	Centrelink	91
	Community service	104
	Community Legal Services	50
Referrals from:	My Aged Care	265
	ACAT/Allied Health	153
	Aged care provider	56
	Elder Abuse Helpline & Resource Unit	36
Referrals to Aged Care Complaints Commissioner	Referrals to	164
	Referrals from	81

TOP FIVE CLIENT CONCERNS

1. Access to services
2. Financial issues
3. Quality of care
4. Human and consumer rights
5. Duty of care

We have also welcomed Kate Kennedy in the new role of social support for older people experiencing or at risk of abuse (see Social Support Services box).

This service resulted from OPAN funding for a pilot from January to June 2018.

The service offers a range of social work interventions in a multidisciplinary model across the organisation. We are pleased to see the role being funded into the next financial year.

Advocates have been available to support residents and their families whose aged care homes have been seen as failing to meet the standards expected by government and the community. We are now in a position to provide more regular education sessions to care recipients and

families, as well as to staff who are in a position to identify when a resident is not happy with a part of their care, but is reluctant to speak up. Advocates provide support to raise issues and to have them addressed. Aged care providers are not able to address issues if they are not raised, and many older people are afraid to rock the boat or make a formal complaint. Care staff have a key role to play in ensuring quality care is provided and care recipients' rights are upheld. We are pleased that so many aged care managers refer their clients to us for advice and support.

We have continued to contribute to the Cognitive Decline Partnership Centre project, which has now published three resources for community members and aged care staff on supported decision-making. These tools clarify their role in supporting older people to

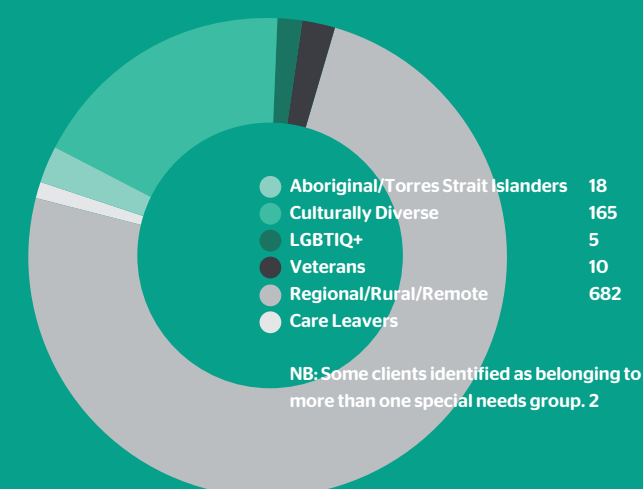
be empowered and make their own decisions. These resources will be included in the new Quality Standards, and aged care services will be assessed on these from July 2018.

We have met regularly during the year with the Aged Care Complaints Commissioner's NSW manager and the Australian Aged Care Quality Agency, and attended Department of Health community liaison meetings. At these meetings, we raise trends in issues affecting clients, including waiting times for receiving home care packages, lack of transport in rural areas for medical, social and cultural reasons, and staff skills and quality of care. We have received more calls this year about unfair agreements and fees, not receiving monthly accounts and questions around whose responsibility it is to monitor annual and lifetime caps on home care fees.

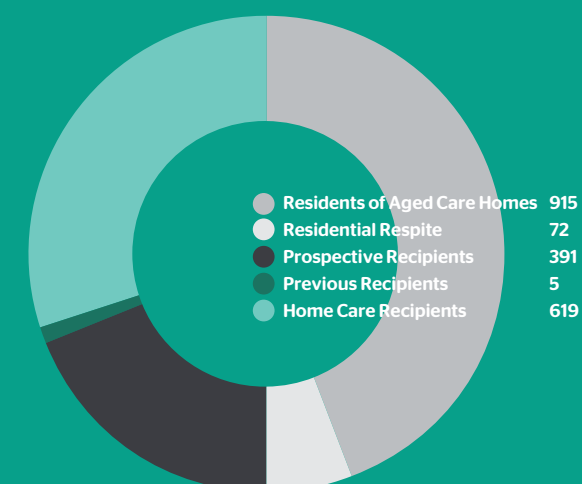
Advocacy Work Types 2017-18



Advocacy for Special Needs Groups



Advocacy Client Types





We have continued to meet with the Aged Care Roundtable to promote quality of care and standards to all aged care recipients.

In the office, we have contributed to the Quality and Community Engagement working group, reviewing and updating our policies; and to the Reconciliation Action Plan Advisory Group, as well as ensuring that all staff are “trauma informed”.

Advocates have continued to meet regularly with elder abuse prevention networks across the state, and contribute to projects under the guidance of the Elder Abuse Helpline & Resource Unit and local community service professionals who understand their communities and their needs. These groups provide access to minority groups and communities at risk, and their members provide a valuable source of referral.

Advocates and the rest of the service have provided elder abuse-focused education sessions to community and professional groups, including Aged Care Assessment Teams, Regional Assessment Service, culturally and linguistically diverse community leaders, at community aged care forums. This has built on the momentum of the 5th National Elder Abuse Conference hosted by Seniors Rights Service in February. Calls to the service saw a significant rise in the months following the conference, as awareness was heightened in the community.

Next year we will focus on the special-needs groups who remain

More than
25%
of advocacy services
provided were to
people in our priority
populations

out of sight to us and the many services which may benefit them. We need to build trust and relationships with these groups locally and regionally – Aboriginal, culturally diverse, war veterans, LGBTIQ+ communities, care leavers, and rural and remote communities.

For those aged care providers who do not feel independent advocacy is of any assistance to them or their residents, we say we are now in your neighbourhood and ready to assist. Let’s not wait for a formal complaint, but intervene early and remember the assistance of advocates is always available.

Our thanks must go to the board, CEO Russell Westacott, our fellow managers, reception and intake people, solicitors and volunteers, supporters and collaborators for their tireless work in promoting and delivering valuable services to more vulnerable Australians.

Pat Joyce
Manager Advocacy

OUR SOCIAL SUPPORT SERVICES

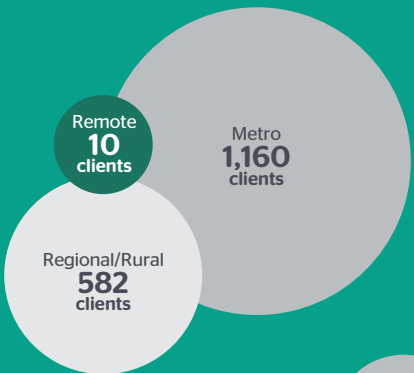
A pilot program to scope the development of a social support service at Seniors Rights Service began in January 2018. The program employed a social worker, Kate Kennedy, to scope the delivery of a social support role within the organisation to assist older clients with complex needs who were experiencing, or were at risk of, abuse. Some of the outcomes of the pilot were:

- Scoping the development of a multidisciplinary service model in Seniors Rights Service to allow for a more supportive service response to elderly clients at risk of or experiencing abuse
- Development and trial of an internal referral pathway for the role
- Delivery of a range of social work interventions including psycho/social assessment, case work, counselling and referral services
- Development and trial of an evaluation tool to capture impact of the service for clients
- Provision of social work interventions to 52 clients from January to June 2018
- Identification and development of key partnerships and stakeholders for referrals.

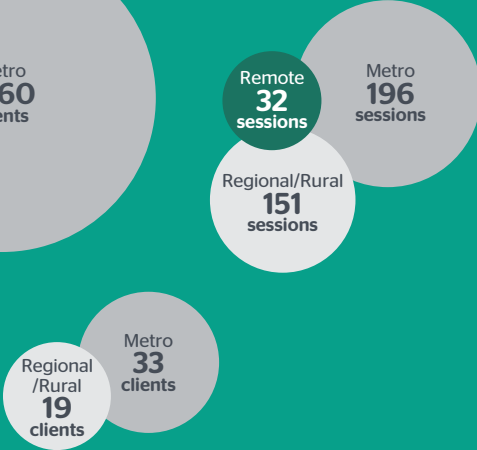
Seniors Rights Service is pleased to report that this role will continue to be a part of our service response, following the positive impact of the pilot program.

During the pilot,
our social worker
assisted more than
50
people with abuse
issues

Aged Care Advocacy Geographical Areas



Aged Care Education Geographical Areas



Social support for older people at risk of, or experiencing, abuse

ADVOCACY ISSUES RAISED BY CLIENTS

Abuse, harassment, intimidation	17
Access to appropriate care	284
Care options	73
Advocacy	165
Agreements	89
Assessment	18
Assets/income assessment/pension	272
Alternative decision making	58
Financial hardship	14
Tenure	22
Behaviour management	8
Individual care planning/choice	80
Complaints	184
Duty of care	93
Communication	15
Critical incidents/falls	9
Food and nutrition	15
Human and consumer rights	102
Medications	13
Quality of health and personal care	199
Transport	11
Environment	13

REGIONAL ADVOCACY REPORT

Our aim is to reach as many of our target audience as possible around the state, so it was with great excitement that our regional advocacy services expanded from two to three in 2017-18, thanks to new national funding arrangements.

The Central West NSW advocacy service based in Dubbo began operation on February 1, 2018 when we welcomed Shanel Tighe as the new Seniors Rights Service advocate/ education officer for the region.

As a new service, the focus in the first five months of operation was on promoting awareness of Seniors Rights Service in the region, and establishing and building relationships within the aged care sector and with local communities, particularly Indigenous people, who make up 13.2 per cent of the population of the Dubbo region. Shanel has proved to be a powerhouse in her region and has been a most valuable addition to the advocacy team.

The Central West NSW service has joined the existing South Coast NSW

service, based in Mollymook, and the Mid-North Coast NSW service, which works out of Port Macquarie. Both regions are popular retirement destinations, with large populations aged over 65.

In 2018-19, two more advocates are being added: South West NSW, based in Wagga and providing access across the Riverina, and Far North Coast NSW, based in Lismore.

The new regional services will substantially improve our statewide reach and allow us to greatly expand our face-to-face support for people seeking advocacy services across the state

Margaret Crothers
Regional Coordinator

CENTRAL WEST NSW SHANEL TIGHE



The Central West NSW service covers the local government areas of Dubbo, Midwestern Regional (Mudgee), Coonambl, Warrumbungle Shire (Coonabarabran), Parkes, Gilgandra, Narromine and Warren.

Around 17.5 per cent of the population in the Dubbo state electorate is aged 65 or over.

Highlights

- Interagency meetings in Dubbo, Mudgee, Coonambl and Wellington with home care providers, Aboriginal and youth organisations, disability advocacy groups and other welfare groups.
- Aboriginal elders meetings in Dubbo and Orange, attended by a total of around 30 people.

- Extensive travel, with 49 information sessions delivered at aged care facilities, senior citizen's groups, men's and women's sheds and CALD groups in Dubbo, Kandos, Parkes, Coonambl, Orange, Wellington, Molong, Yeoval and Coonabarabran.

- A successful stall at the Dubbo Neighbourhood Centre Seniors Expo in April.

- A presentation at the Coonabarabran Volunteers Morning Tea in May.

- A presentation at the Australian Unity Aboriginal Expo in Dubbo in June.

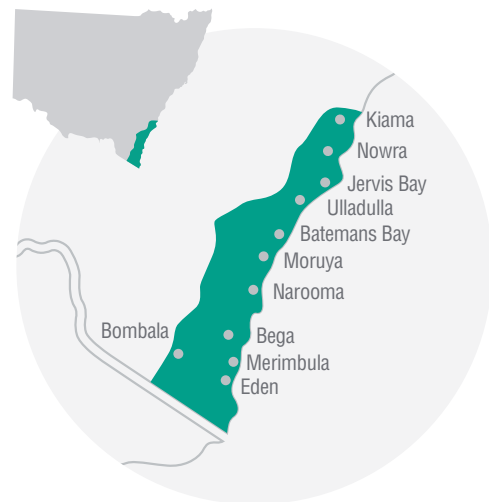
47
advocacy services provided

49
education sessions

1,697
people attended



SOUTH COAST NSW MARGARET CROTHERS



The South Coast service, based in Mollymook, covers the Illawarra [parts of], Shoalhaven, Eurobodalla and Bega Valley. People aged 65 years and over make up 27.7 per cent of the population.

Highlights

- A huge and successful NAIDOC Week event in Ulladulla with Shoalcoast Community Legal Centre (CLC) and Nowra Legal Aid.
- Keeping Your Finances Safe sessions, presented in conjunction with Shoalcoast CLC, Legal Aid, Centrelink and NSW Fair Trading, for seniors in Batemans Bay, Narooma and Bega. Feedback was so positive we will repeat the sessions in 2018, with an extra one in Eden.
- Working with the Shoalhaven Elder Abuse Prevention Network to produce and distribute flyers and posters to aged

care workers, aged care homes and medical centres as part of a World Elder Abuse Awareness Day (WEAAD) campaign to recognise and respond to the abuse of older people.

- With this same group, we held a training afternoon for home care staff on recognising and responding to abuse of our elders.
- Being invited to give talks to numerous seniors and community groups and aged care providers. It is always a delight to talk about rights as we age and to encourage older people to exercise those rights.

468
advocacy services provided
132
education sessions
4,667
people attended

MID-NORTH COAST NSW JILL MCDONNELL



The Mid North Coast service covers the local government areas of MidCoast, Port Macquarie-Hastings, Kempsey, Nambucca, Bellingen and Coffs Harbour Councils and the lands associated with the Woromi, Biripi, Dunghutti and Gumbaynggirr Nations. People aged 65 and over make up 27.8 per cent of the region's population.

Highlights

- On June 4, ahead of World Elder Abuse Awareness Day on June 15, the Age Discrimination Commissioner, Hon Dr Kay Patterson AO, was guest

speaker at a free forum, Your Rights Your Voice - Respect for Older People, in Port Macquarie. The event was presented by Seniors Rights Service, Hastings Elder Abuse Protection Network (HEAPN), Port Macquarie Hastings Council, Dementia Australia, Mid North Coast Community Legal Centre and the Hastings Division of the NSW Police Force, with sponsorship from Bundaleer Care Services. More than 150 people attended the morning session, for seniors and community. The afternoon session was for industry staff, professionals and interested seniors, and more than 50 people attended.

- Working with our Aboriginal community including NAIDOC Week stalls, attending NAIDOC Week celebrations and providing information sessions at Booroongen Djugun Aged Care Services and attending the Aboriginal Women's Festival Day in Port Macquarie.
- Working with MidCoast Council to present five Seniors Week community presentations at local libraries on Seniors Rights Service, abuse of older people and planning for the future.

576
advocacy services provided
68
education sessions
2,404
people attended

- Attending regional interagency meetings including Hastings Welfare Network, Dementia Friendly Community Steering Committee and HEAPN.
- Participating in the Hastings Seniors Week Expo, which attracted more than 800 people.
- Taking part in Dementia Australia activities including: the opening of the first dementia-friendly garden, morning tea for carers, invitational meeting with local MP Leslie Williams and the NSW Minister for Ageing, Hon Tanya Davies, information sessions for dementia carers groups. Member of the Dementia Pop Up Café organising committee.
- Conducting numerous retirement village education sessions across the region.





ADVOCACY CASE STUDIES

CASE STUDY 1

An elderly woman living in her own home was assessed as needing home care services. She was approved for a Home Care Package Level 2. She was not happy with the service she received, and wished to move to another provider. She was not aware she had signed an agreement stating she had to pay an exit fee of \$700. She was also required to give 28 days' notice, but did not want services after she had negotiated to start with another provider. The advocate assisted the woman with the issue of fees for no service. The advocate also advised her not to sign anything under pressure without reading and understanding the contract, and that she may discuss the next agreement with the new provider and an advocate. The issue of 28 days' notice was taken to the community liaison meeting with the Commonwealth Department of Health as it is unfair and seems to be common practice.

CASE STUDY 2

An advocate attended a lengthy meeting with a daughter and son whose father was resident of an aged care home. This meeting could have been much shorter if advocates were invited earlier to explore residents' rights, communication with management and expectations of quality, and how to raise concerns and make a complaint. There were concerns about skin care, food and hydration, dental care and behaviour management. The manager stated that they cannot provide quality care due to lack of funding, and that the government only allowed so many staff to be employed. There is no government limit on staffing.

CASE STUDY 3

An elderly couple living in a rural town were both receiving Home Care Packages Level 2. The man had been assessed as needing a higher level of care but there was a long waiting list and they were struggling to remain at home. After nine months, both became unwell and needed hospitalisation. The woman agreed to enter an aged care home as her husband refused to go alone. A person had befriended the couple and it became apparent to the manager of the aged care home that they were trusting the person with their finances, including accessing their pension, and assisting them to make large purchases they did not need in an aged care home, and arranging for someone to return them to the community. The advocate worked with the couple and care manager to inform them of their rights, and discussed the risk to their savings. The advocate also assisted them to write a care plan, which outlined their personal wishes and preferences so they could settle in the home as well as regain and retain their independence.

CASE STUDY 4

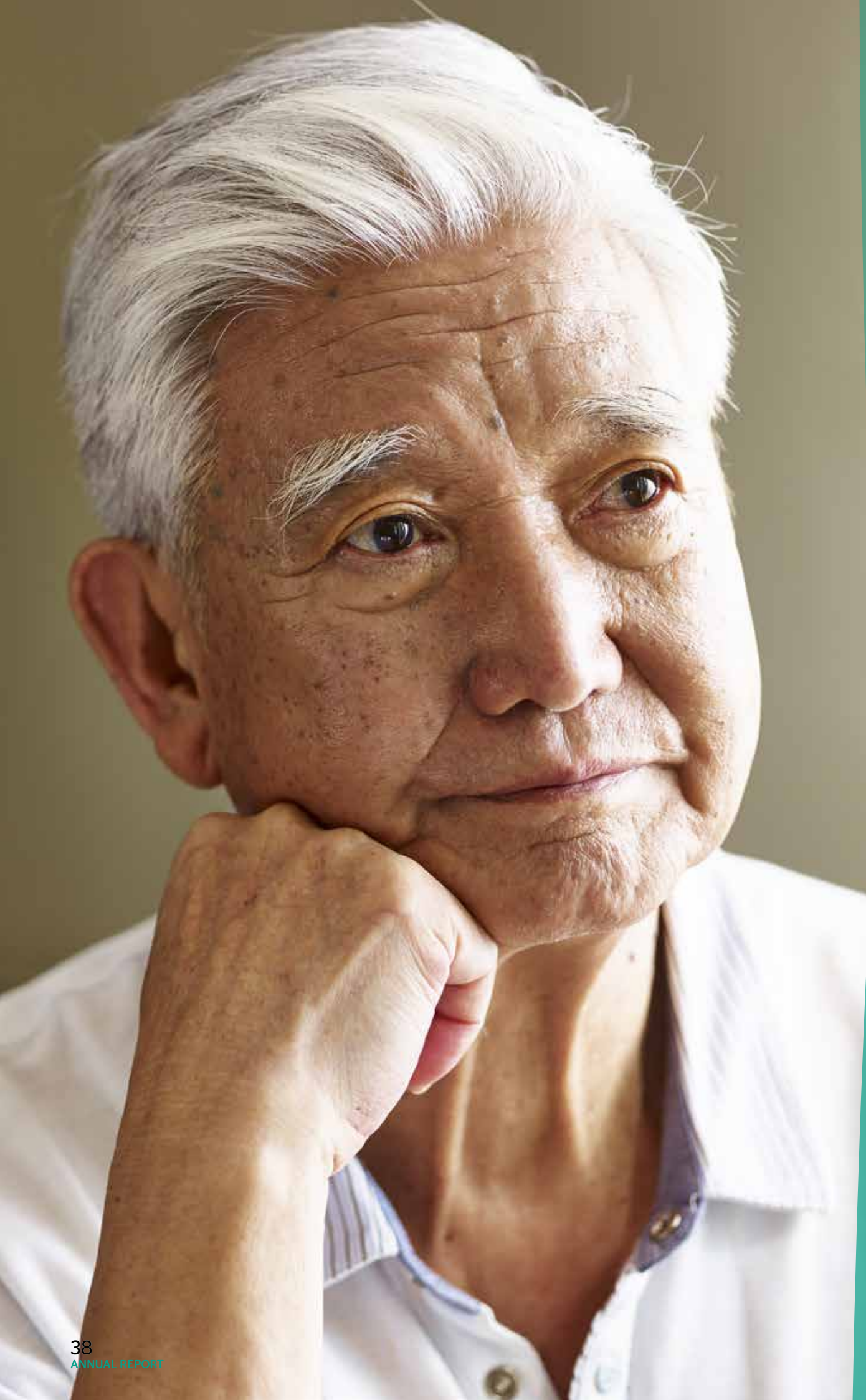
An elderly man in an aged care home called the advocacy service as he did not feel safe, and felt there was no one there he could trust. The advocate listened to his concerns. He felt trapped, even though he could go out as he wished and received regular visitors. The advocate gained permission to contact the care manager, who provided background to how the facility is addressing the man's needs. A new care plan was developed with the man at the centre of his care, including medication review, speech pathology and an activities plan. We were satisfied with the response from the care manager and felt the man's individual needs were being met. The man was also reassured that he could contact an advocate at any time if he needed more support.

A RECENT CLIENT QUOTE

"Found them very supportive as we felt powerless and out of our depth. They gave good clarification."

A RECENT CLIENT QUOTE

"It was a great relief to know that your service was available. I had been extremely stressed and [staff member] was very reassuring."



ADVOCACY CASE STUDIES

CASE STUDY 5

A man living in an aged care home enjoyed attending a local men's shed for support and social contact. The man's family and aged care home were preventing him from attending now he was in an aged care home. The advocate advised the man of his rights under the Charter of Care Recipients' Rights and Responsibilities - Residential Care, which states he has the right to maintain and form relationships of his choice. The man had capacity and had a right to take risks, and had not had any falls. There was no legal order preventing him from attending. The advocate also discussed risks, and duty of care from the point of view of the aged care home. It was suggested the man's doctor also be involved in case there was a medical reason he needed to be aware of.

**A RECENT
CLIENT QUOTE**
"The information
given to me allowed
me to better understand
my rights."

CASE STUDY 6

An elderly resident was receiving palliative care in an aged care home. Her daughter contacted us as she had concerns that her mother experienced pain at night, but was told no one was on duty to provide pain medication, as this required a registered nurse. After gaining authority from the older woman, an advocate contacted the manager of the facility to raise the concern of pain management with her. The manager confirmed that the registered nurse commenced work at 8am, and gave the explanation that she needed to have a handover of all residents before she could start her work. The older woman was in distress for more than eight hours. The advocate stressed human rights and quality of care issues in support of the resident. The client was advised to contact the Aged Care Complaints Commissioner if this issue was not resolved. Also discussed was that anyone may call a locum doctor or ambulance if a resident's needs are of concern. This issue illustrates the role of skilled nurses for clinical care and pain relief in aged care homes so older people receive the care they require.

**A RECENT
CLIENT QUOTE**
"Seniors Rights Service
is an excellent facility
which I have used
many times over
the years."

CASE STUDY 7

June* is 79 years old and lives in a social housing unit in a regional area. June presented to our organisation due to her concerns about her partner, whom she reported had verbally abused her and harassed her over many years. She reported she used to care about him but believed now that he was just using her. She reported he was claiming carer payments, despite not providing any care for her. June was worried that his abuse would escalate as she had contacted the government to cut his carer payment.

Our social worker spent time with the client, did a psycho/social assessment, and assisted her to identify her experience as abuse. The social worker then undertook safety planning with June, who disclosed she felt unsafe in her social housing unit as the door did not lock properly. With permission from the client, the social worker contacted the Department of Housing to request an urgent work order to get the door fixed. June identified informal supports she could stay with whilst it was being fixed and if she felt unsafe. The social worker also referred June to the local Police Domestic Violence Liaison Officer, and contacted a local domestic violence counselling service on June's behalf, introducing June and handing over the case.

***All client names and identifying details have been changed to preserve confidentiality.**

**OUR EDUCATION
SERVICES**
YOUR RIGHTS
YOUR VOICE



OUR EDUCATION SERVICES

Education is integral to Seniors Rights Service and the role it plays in the NSW community. In effect, the education we provide works as a preventative strategy, protecting against abuse by informing older people of their rights and raising awareness.

CRUCIAL ROLE

The number of older people who attended our community forums and educational events in 2017-18 continued to increase, to more than 28,000, highlighting the vital and growing role education plays at Seniors Rights Service. Many referrals for our legal and advocacy services come about through exposure to educational forums and our participation in community events and expos. Our carefully designed promotions reach older people in a range of ways, including radio ads, cold calls, and merchandise such as bags, pens and playing cards. More than 110,000 of our publications were distributed in the past year.

Underpinning all our educational work is a commitment to extend

our reach to priority populations. Of the more than 28,000 people we reached in 2017-2018, 5,022 were from culturally and linguistically diverse backgrounds, 1,708 were from Indigenous backgrounds and 1,171 were from the LGBTIQ+ community. Understanding that a “one size fits all” method does not work, we tailor our approach according to the needs of different communities.

FOCUS ON ELDER ABUSE

A large part of our community work involved forums on the abuse of older Australians, with particular focus on financial and psychological abuse. Formats included discussion panels and education sessions with large community groups, as well as forums with community and religious leaders and professionals. Much of this work

has focused on raising awareness, reducing stigma and shame, and gaining the trust of community in disclosing possible abuse by family members or knowing where to seek help. Awareness of elder abuse has increased this year, assisted by the 5th National Elder Abuse Conference – Together Making Change held in Sydney in February 2018.

Our satellite event at the conference, entitled Respect: You Deserve It!, was co-hosted with the Elder Abuse Helpline and Resource Unit (EAHRU) at Penrith Panthers. We created the event specifically for older people and their families who might have found it difficult to attend the conference. It was opened by NSW Minister for Ageing, Hon Tanya Davies MP, and we provided a high tea, hosted a panel

discussion regarding elder abuse and ran a quiz to raise awareness of respect for older people. Evaluations showed participants found it a highly engaging event that increased their awareness, and their preparedness to speak to someone experiencing inappropriate behaviour or behaving inappropriately.

All staff and an enthusiastic base of volunteers participated in the conference, with many chairing sessions, presenting papers and participating in panels and forums. Further conference work included the development of a local government session regarding elder abuse – Local Governments: What Is Their Role and What Are They Doing? – chaired by Seniors Rights Service board member Margaret Duckett (see the staff

presentations table at the 5th National Elder Abuse Conference for a full list of staff involvement).

During the conference, Seniors Rights Service requested that journalist Ellen Fanning interview 18 key speakers on different aspects of the abuse of older people. With the assistance of Jenny Bray Consulting, we developed the interviews into resource kits with accompanying discussion papers. Seniors Right Service is taking this valuable educational resource to communities and professional groups to generate discussions and awareness of

More than
5,000
people from culturally
and linguistically diverse
backgrounds attended
education events





28,285
people attended our
805
education events
and forums

the abuse of older people (see separate story on the Insights and Perspectives Video Project).

For World Elder Abuse Awareness Day in June 2018, Seniors Rights Service hosted Together We Can Stop Elder Abuse: Innovation and Empowerment. The event was opened by Tanya Davies, and saw the launch of the video resource kits. It was webcast with in-house and online audiences asking questions and participating in evaluation. View the webcast video on our website, and read more about this event in the article on our Media Room.

A creative program we trialled this year was DVD screenings of a play, Piano Forte, developed by Suncoast Legal and followed by a discussion with a panel of experts. This program is an engaging and thought-provoking way to stimulate discussion on financial elder abuse and other

legal issues. Seniors Rights Service and Legal Aid NSW piloted the DVD across NSW at libraries in 17 locations, from suburban Sydney to as far afield as Wagga, Kempsey, Orange and the Richmond/Tweed. Seen by 336 older people, the program has had overwhelmingly positive feedback. As the Piano Forte pilot has been so successful in English, we are now exploring translations into Mandarin, Arabic and Hindi.

Seniors Rights Services participated in the founding of the Inner West and Canterbury Elder Abuse Collaborative, an interagency partnership for increasing awareness and developing elder abuse prevention strategies in inner-western Sydney. The collaborative launched earlier this year with a large forum on elder abuse for community workers. This included a panel discussion with representatives from the Elder Abuse

Helpline & Resource Unit, NSW Police and other local organisations. This is part of a movement across NSW to create local collaboratives, many of which we participate in.

EXTENDING OUR REACH

Seniors Rights Service encourages conversations and empowers people to know their rights in all communities. In conjunction with AASHA Australia, a community organisation providing services and support to seniors of Indian and South Asian origin, Seniors Rights Service ran two forums. One was in the Hills district in late 2017 and the other in Blacktown in June 2018. The aim was to improve legal literacy, stimulate conversation on financial and other abuse, and encourage openness around these issues. Around 300 people attended two lively panel discussions built

SUMMARY OF EDUCATION JULY 1, 2017 TO JUNE 30, 2018

Aged care service education	Sessions	Attendees
Residential care recipients	142	4389
Residential care staff	127	863
Home Care/Home Support recipients/staff	60	539
Total aged care service education:	329	5791

Legal education	Sessions	Attendees
General legal sessions	84	1652
Retirement village sessions	31	1397
Strata-specific sessions	2	12
Total legal education	117	3061

Other education	Sessions	Attendees
Community education	137	4369
Carer-specific groups	21	254
Professional groups	37	697
Students	7	262
Conference	11	1,042
Expos	25	3,957
Events	22	934
Projects	21	1,134
Promotion	43	5,010
Sanctions meetings for aged care facilities	11	900
Interpreter sessions	24	874
Total other education	359	19,433

Total education across all services	805	28,285
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In 2017-2018,
we distributed
114,000
educational and
information resources

around a case study in which an older South Asian woman faces financial and social exploitation by her adult children. Feedback from the forums was very positive, with attendees saying they appreciated the issues discussed, and were grateful to learn there were trusted organisations to approach if they needed help.

This year also saw the second phase of the award-winning Borrowers Beware project, which aims to educate older people across NSW about the potential risks of entering into financial arrangement with family members, including guaranteeing loans, transferring house titles and gifting money. It helps them to understand their rights and make informed decisions, taking into consideration pension rules. Seniors Rights Service again partnered with Legal Aid NSW to develop radio messages initially

targeting older Mandarin, English and Arabic speakers.

With funding from NSW Family and Community Services, Seniors Rights Service extended the program to include Cantonese, Vietnamese, Greek, Hindi and Spanish. These informative ads were broadcast on SBS, 2UE, 2CH, and 2GN in Coffs Harbour/Port Macquarie from February to April in conjunction with interviews with our legal staff. The collective reach of those stations is well over one million people each week. We evaluated calls to Seniors Rights Service in that three-month period and found that across the language groups, 22 callers specifically identified the broadcasts as their referral source.

In further broadcast work, Seniors Rights Service was delighted to be invited to be part of a reference group for the Speak My Language Project

of the Ethnic Communities' Council of NSW (ECCNSW). This innovative program harnesses the scope of community radio to inform culturally and linguistically diverse communities about the aged care system in 25 languages across 80 radio stations.

In 2017, Seniors Rights Service expressed interest in Community Connect, a new shopfront project at a social housing estate in Surry Hills hoping to improve wellbeing for residents. Initiated by NSW Family and Community Services, the project sees Seniors Rights Service run a legal and social support clinic, alternating weekly with Legal Aid NSW. This community project provides direct assistance to older residents, and raises awareness of older people's rights. In October 2017, Seniors Rights Services and Legal Aid NSW ran a session on wills and planning ahead for residents, in English, Mandarin

LOCATION AND ATTENDEE IDENTIFICATION 2017-2018

	Metropolitan	Rural/Regional	Remote	Total
Sessions	408	375	22	805
Attendees	19,677	8,388	220	28,285
CALD	4,743	279	0	5,022
A&TSI	1,147	549	12	1,708
LGBTIQ+	1,079	92	0	1,171
Dementia	72	5	0	77
War veterans	117	127	1	245

BREAKDOWN OF CALD AUDIENCE

Language/Cultural group	Attendees
Mixed groups	2,945
Chinese (simple)	328
Mandarin	230
Cantonese	152
710 Chinese total	
Indian	350
Arabic	280
Filipino	250
Italian	97
Sri Lankan	84
Greek	78
Vietnamese	54
Argentinian	35
German	25
Dutch	23
Russian	21
Polish	22
Serbian	23
Macedonian	25
Total	5,022

24 of the above sessions (1,074 attendees) utilised a TIS interpreter.



STAFF/BOARD MEMBER PRESENTATIONS AT THE 5TH NATIONAL ELDER ABUSE CONFERENCE

Staff/board member	Role	Presentation
Russell Westacott, CEO	Convenor	Opening Plenary
Stephen Etkind, Solicitor	Moderator	Human Rights And Elder Rights, What Are They And What Is The Relationship Between The Two?
Tom Cowen, Principal Solicitor	Chair	Legal Abstract Presentations
Pat Joyce, Manager Advocacy	Panelist	Family and Carers Forum
Pat Joyce, Manager Advocacy	Chair	Aged Care Abstract Presentations
Jane Polkinghorne, Manager Media and Communications	Programmer	Age Appropriate (Short Films)
Margaret Crothers, Advocacy Regional Coordinator	Chair	Social Abstract Presentations
Margaret Crothers, Advocacy Regional Coordinator	Presenter	Getting Behind Closed Doors
Tim Tunbridge, Solicitor	Chair	Legal Abstract Presentations
Melissa Chaperlin, Solicitor	Chair	Legal Abstract Presentations
Melissa Chaperlin, Solicitor	Panelist	Progressing The Law Reform Agenda: Can We Achieve National Consistency?
Diana Bernard, Manager Education	Presenter	Shame, Stigma And Addressing Abuse Amongst Older Women
Diana Bernard, Manager Education	Chair	Culturally And Linguistically Diverse Abstract Presentations
Nalika Padmasena, Solicitor	Presenter	Circles Of Transformative Social Education
Nalika Padmasena, Solicitor	Panelist	Elder Abuse Identification in CALD Communities: Diverse Responses
Nalika Padmasena, Solicitor	Chair	Responding to Elder Abuse Abstract Presentations
Margaret Duckett, Board	Chair	Local Governments: What Is Their Role And What Are They Doing?
Elaine Leong, Board	Chair	Social Abstract Presentations
Barbara Anderson, Board	Chair	Social Abstract Presentations
David Puls, Board	Chair	Elder Abuse Prevention Abstract Presentations
Craig Gear	Speaker	Closing Plenary

More than
1,000
attendees at education
forums identified as lesbian,
gay, bisexual, transgender,
intersex, queer
or others

and Cantonese. Aware there was a large group of Chinese residents, Seniors Rights Service conducted a questionnaire and focus group to ascertain their needs. To address the social issues highlighted, our social support officer and a Mandarin-speaking Seniors Right Service lawyer will now staff the clinic alongside our English-speaking lawyer.

WORK WITH LGBTIQ+ PEOPLE

Over the past year, we have dedicated considerable efforts to connect with LGBTIQ+ communities around NSW. This was assisted by a session at the conference entirely around LGBTIQ+ issues, with a panel of relevant professionals from across Australia. It was continued in our presence at Sydney Mardi Gras Fair and Afternoon Delight, an LGBTIQ+ film event in Seniors Week. We also held a focus group with older LGBTIQ+ people to

assist in the rebranding and editing of our popular brochure, Q&A For LGBTIQ+ (Top Ten Legal Issues To Consider For LGBTIQ+ people).

In February 2018, we partnered with the AIDS Council of NSW (ACON)'s The LOVE Project on a day-long event, Planning For The Future. In April and May, we held two further Future Proofing forums in the Hunter (Newcastle) and the Northern Rivers (Lismore), to discuss ageing, planning ahead, accessing services and the rights of older LGBTIQ+ people. The forums included a panel of aged care experts, with participants reporting that the forums dispelled myths around aged care services and inclusiveness, and, as a result, made people feel more comfortable about approaching services. Seniors Rights Service also took part in panel discussions facilitated by ACON on HIV, ageing and access to aged

care services in the Hunter, Sydney and the Northern Rivers. Due to this engagement with the LGBTIQ+ community, more people are learning about, trusting and using our services.

It has been a great privilege to work with older people over the past year. Feedback for our education is overwhelmingly positive, yet we know we can improve. One of the key learnings from feedback from education services is the continuing issue of shame and stigma felt by older people in disclosing abuse by family members. Responding to this is a challenge we embrace as we continue to develop innovative and relevant ways to empower older people, improve their lives and work with the community to make our society a better place for everyone.

Diana Bernard
Manager Education and
Community Services

**OUR
COMMUNICATIONS
AND MEDIA**
YOUR RIGHTS
YOUR VOICE



COMMUNICATIONS AND MEDIA REPORT

The past year has been incredibly active for Seniors Rights Service in our interactions with clients, other organisations, people who work with older people, the aged care sector and, of course, the media. We hosted a national conference, developed a media room, initiated a newsletter, and produced our first webcasts, videos and podcasts. Staff have been interviewed across the media, in print, on radio and television, in podcasts, on webinars and on panels. We have invested a lot of time and energy in getting word of our services to people who most need it, and all of this work is produced in order to promote the rights and needs of older people.

NATIONAL CONFERENCE

In the latter half of 2017, we expended much effort in planning, developing and promoting the 5th National Elder Abuse Conference - Together Making Change, which was hosted by Seniors Rights Service in February 2018. The two-day conference was hugely successful, with around 570 delegates attending more than 20 plenaries and 80 presentations, and more than 100 others involved in workshops, panels and sessions. The conference received wide media coverage across sectors, and plenty of attention from mainstream media. There were reports on Network Ten's The Project, ABC News Breakfast, The Legal Report on ABC Radio National, and interviews on Sky and Macquarie media. The conference produced a number of remarkable outcomes, covered elsewhere in this report.

IN-HOUSE AUDIO VISUAL PRODUCTIONS

Over the last year, we expanded our digital footprint, producing a range of video and audio material from events and talks, as well as interviewing people in the lead-up to the national conference. Working within tight technical and time constraints, we produced some fascinating material, all of which is freely available on our website and YouTube channel.

MEDIA ROOM

In 2017, we received a grant to upgrade a meeting room into a hi-tech space capable of creating and delivering webinars, hosting meetings and tele and video conferences. The redevelopment has greatly enhanced our ability to deliver legal, education and advocacy services to more people. To date, we have

used the room to host a number of significant events and forums, including high-level webcasts and an elder law book launch, as well as video conferencing with regional staff, meetings, presentations and training (see separate story on the Media Room). We look forward to seniors groups and community organisations working with us to use this great facility into the future.

CONNECTING WITH OLDER PEOPLE

This past year saw Seniors Rights Service launch its first digital newsletter - Your Rights Your Voice. Starting from scratch, we have built a substantial list of subscribers who receive the newsletter every two months, with an occasional extra e-blast sent out when we have especially interesting upcoming events. The newsletter, which we established with funding from NSW Family and Community Services, means we can inform older people of recent news and important events that affect their lives, and about forums hosted or attended by Seniors Rights Service people. We expect the audience to continue growing as the newsletter develops.

Our online presence has also increased considerably over the past year through a dynamic and consistent use of social media, and the continuing development of our website into an online information hub. The website has increased traffic by nearly 50 per cent from the previous year, and Facebook and Twitter have shown similar audience growth. Our YouTube channel started from zero in November 2017 and by the end of June 2018 hosted 96 videos. Expect it to grow as a portal for

content that engages, empowers and informs older people and those who work with them and on their behalf.

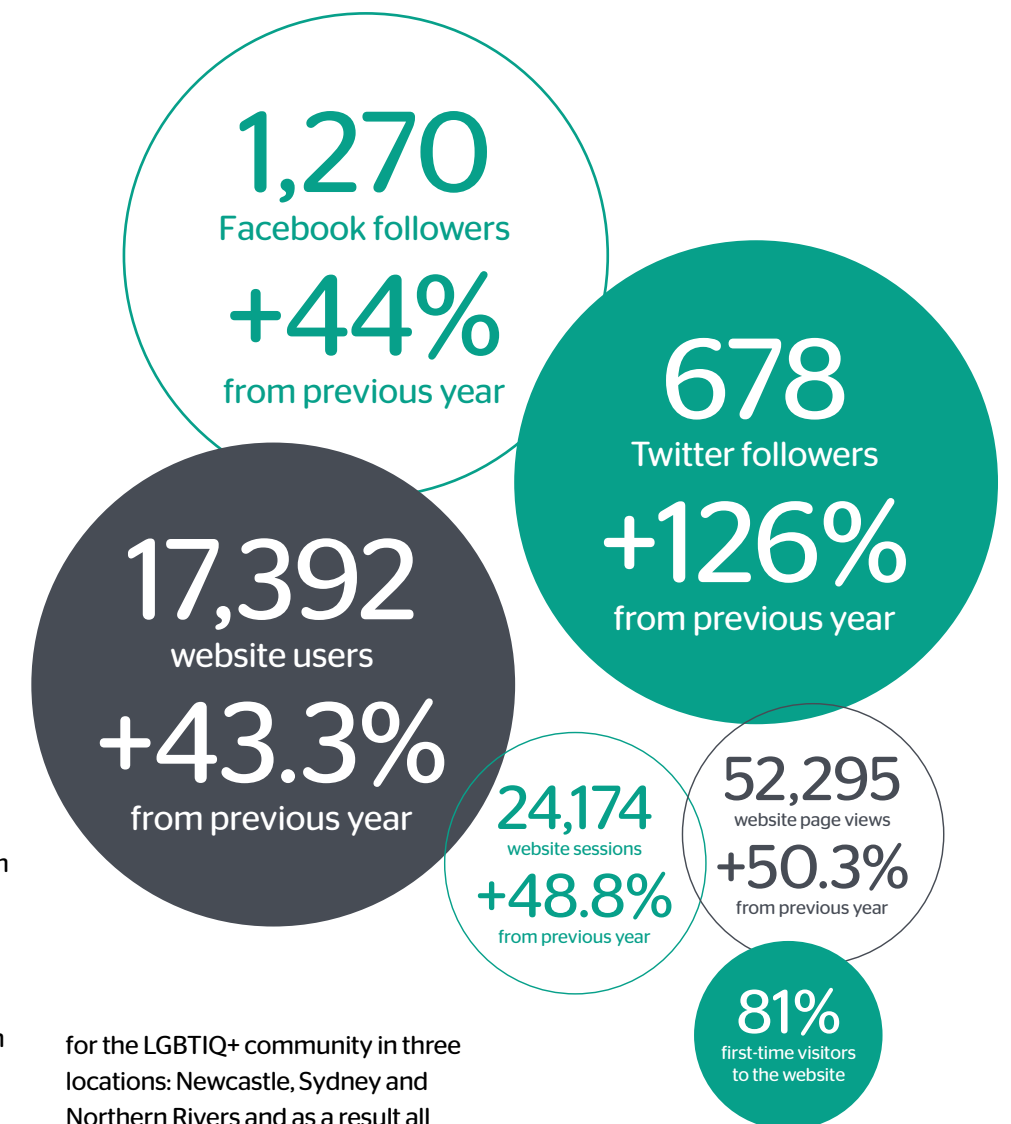
MEDIA COVERAGE AND PROMOTIONS

Over the 12 months from July 2017 to June 2018, Seniors Rights Service hit some incredible peaks in terms of media coverage. Much of this increased coverage came via the far-reaching influence of the 5th National Elder Abuse Conference. Together Making Change provided Seniors Rights Service with a national platform from which to engage with Australia on the vitally important subject of the abuse of older people. Media interest demonstrated this under-reported problem is finally getting the attention needed to increase awareness and inform, prevent and empower.

A thoughtful (and economical!) combination of targeted advertising and editorial in relevant media outlets, and the grassroots work done by staff engaging with people over the phone and at education forums, symposiums, expos, and special events, means the organisation connects with individuals who need legal advice or aged care advocacy as well as those who work in relevant sectors. Look through the list of media coverage over the past year as well as the summary of our promotional efforts towards the back of this document.

WORKING WITH PRIORITY POPULATIONS

We have invested considerable effort in reaching out to the most vulnerable and disadvantaged people in our communities. In the past year, we partnered with organisations on a series of LGBTIQ+ forums around NSW. We developed specific promotions



for the LGBTIQ+ community in three locations: Newcastle, Sydney and Northern Rivers and as a result all three forums were well attended, with great discussions generated. We used this connection with older LGBTIQ+ people to redevelop and update our booklet, Q&A for LGBTIQ+ (Top Ten Legal Issues To Consider For LGBTIQ+ people), which will have been printed and distributed by the time this annual report is released. Look out for it online and at relevant community organisations. In 2018, we added a much-needed women's version of our popular LGBTIQ+ brochure to our array of materials.

Over the past year we have continued to work with Indigenous communities, groups and individuals. At a local level, our advocates and solicitors engage regularly with people who need our services, while also participating in many working groups and forums to improve older Indigenous people's lives. This is supported by various promotional and educational

materials, including a dedicated brochure, and a number of videos available on our website that deal directly with issues affecting older Aboriginal people and Torres Strait Islanders. In the coming year we are specifically focusing on improving awareness of the rights of Indigenous older people, how and where to access services, and where to turn to for free and confidential legal advice and aged care advocacy.

This year we also revisited our very successful Legal Tip Playing Cards. The legal tips were updated, new ones were added, and the cards were then printed in English, Arabic and Simplified Chinese. These fantastic resources are sure to prove extremely popular again, so look out for more languages.

Jane Polkinghorne
Manager Communications and Media

SENIORS RIGHTS SERVICE MEDIA ROOM

The opening of our media room in 2018 has greatly boosted our capacity to deliver better services to more people. The hi-tech space can host events with up to 70 people on site and was put through its paces with three major launches in May and June.

Our former meeting and training room is now a flexible, accessible multi-purpose space, capable of creating and delivering webinars, and hosting tele and video conferences and meetings. Not only are we better able to communicate with regional staff, and clients who are unable to come to the office, we can also provide a technological hub for use by local seniors and community groups.

In addition, the upgrade allows Seniors Rights Service to generate innovative educational material in-house.

The first event we hosted in the media room was in May, when we launched the The Abuse of Older People: A Community Response Final Report as a live webcast, with special guests Hon Dr Kay Patterson AO, Age Discrimination Commissioner, and Dr Jane Barratt, Secretary General of the International Federation on Ageing. By the end of June 2018, more than 1500 people had visited the webpage.

June saw two major events in two days - the launch of Elder Abuse Action Australia (EAAA) on June 14, followed by the release of 18 educational video kits on June 15, World Elder Abuse Awareness Day (WEAAD).

The room was at capacity when Commonwealth Attorney-General Hon Christian Porter MP, as keynote speaker, launched EAAA (see facing page). Seventy people attended, plus staff and media organisations and the event was webcast to more than 600 people around the country. By the end of June 2018, more than 1100 people had viewed the webcast.

For WEAAD, the NSW Minister for Ageing, Hon Tanya Davies MP,

launched the new suite of videos (see separate story on the Insights and Perspectives Video Project) and took part in a panel discussion entitled Together We Can Stop Elder Abuse: Innovation and Empowerment. The panel also featured Superintendent Rob Critchlow from NSW Police; Rodney Lewis, senior solicitor with Elderlaw; Barbara O'Neill, Aboriginal support worker with the Junction Neighbourhood Centre in Maroubra; Terrie Leoleos, from the Ethnic Communities' Council of NSW; and Seniors Rights Service board member, Margaret Duckett. Commentator and broadcaster Dr Keith Suter facilitated.

Into 2018-19, the room is used regularly for meetings that require staff to join remotely, as well as for board and board sub-committee meetings, presentations, webinars, a book launch and education sessions. Community organisations are starting to use the room, and increased use for webcasts and education, and by local seniors groups, is anticipated.

The creation of the media room was made possible with funding from the Stronger Communities Program through the office of federal MP and local member, Hon Tanya Plibersek.

The room has an HD webcam, a PA with speakers, two large-screen smart TVs, worktables that can be reconfigured to suit a range of set-ups, and a central hub for charging devices and casting devices to one of the televisions. A smart microphone is able to pick up who is speaking and alter the volume for video conferencing. A number of key staff oversee use of the room.



ELDER ABUSE ACTION AUSTRALIA

On June 14, 2018 Seniors Rights Service was delighted to host the launch of Elder Abuse Action Australia (EAAA) by the Commonwealth Attorney-General Hon Christian Porter MP. The launch was attended by Age Discrimination Commissioner Hon Dr Kay Patterson AO, and Hon Anna Bligh AC, CEO of the Australian Banking Association.

EAAA is a newly emerging national peak body responding to and preventing the abuse of older people. It is made up of a growing multi-disciplinary and multi-sectorial network of organisations and individuals working in elder abuse prevention and support services.

Its aims are to:

- Develop and promote systemic policy reforms regarding elder abuse to national government, non-government institutions and the business community
- Raise awareness and educate the community regarding elder abuse
- Communicate, share and co-ordinate information, resources and practice for national consistency and efficiency.

EAAA was incorporated in May 2018 and its funding commenced on July 1, 2018. The new co-chairs of EAAA are Diedre Timms, CEO, Advocare in WA and Russell Westacott, CEO, Seniors Rights Service in NSW. Other founding directors are Jenny Blakey, Director, Seniors Rights Victoria, Carolanne

Barkla, CEO, Aged Rights Advocacy Service in SA and Scott McDougall, Caxton Legal in Queensland.

It is envisaged EAAA will play a key role in the development of the National Plan to combat elder abuse that was announced by the Attorney General at the 5th National Elder Abuse Conference in February 2018.

EAAA

Elder Abuse Action Australia





INSIGHTS AND PERSPECTIVES VIDEO PROJECT

One of the biggest initiatives of the year was the bringing together of 18 experts in an invaluable video series to share their knowledge and further the conversation around the abuse of older people and how to prevent it.

Seniors Rights Service produced the video kits after engaging journalist Ellen Fanning to interview 18 high-profile speakers at the 5th National Elder Abuse Conference in Sydney in February.

Launched on World Elder Abuse Awareness Day on June 15 by NSW Minister for Ageing Hon Tanya Davies MP, the kits each comprise a video and a discussion sheet, and are freely available to view and download from the Seniors Rights Service website.

Among those featured in the kits are retired High Court judge Hon Michael Kirby AC CMG, speaking on the special challenges facing older LGBTIQ+ Australians; Hon Anna Bligh AC, CEO of the Australian Banking Association, on how our elders may be financially exploited by their own families; and senior police officer Supt. Rob Critchlow on the reluctance of older people to report physical and other abuse by their relatives.

Other interviewees include Age Discrimination Commissioner Hon Dr Kay Patterson AO, discussing power of attorney and Dr Catherine Barrett, whose area of expertise is around the sexual abuse of elderly people.

Aboriginal support worker Barbara O'Neill discusses the pressures on older Indigenous women to care for their grandchildren: "You get a lot of government workers who just assume that the grandmother will take the children if there's a problem in the family. I can't imagine that in the non-Aboriginal community."

Other issues covered in the video kits include the challenges facing people from culturally and linguistically diverse backgrounds, legal problems for older people and the needs of the older transgender community.

In 2018-2019, Seniors Rights Service has received funding from NSW Family and Community Services to use the video kits in educational forums across NSW. The aim is to train community leaders to facilitate their own discussions around the abuse of older people. Empowering communities to lead their own conversations can help break down the stigma and shame associated with elder abuse, and allows us to reach communities that existing service reach cannot attain. This project has been well received so far and there are plans to expand it after the initial trial.

View and download
the videos and kits at
www.seniorsrightsservice.org.au/resource_kits/

OUR COMMITMENT TO CUSTOMER SATISFACTION

Customer satisfaction continues to be a priority for Seniors Rights Service. It is extremely important to all the team that our customers are satisfied with the services we provide. We use a variety of methods to engage with our customers and obtain feedback about what we do well and where we could improve. All recipients of our advocacy services, and a representative sample of recipients of our legal services, are invited to complete a written survey, in which they are asked to rate their satisfaction level with Seniors Rights Service and offer written comments if they wish to do so. Participants at our community forums are asked to complete a feedback form, rate their satisfaction level and provide comments.

Sometimes it is not appropriate to ask forum participants to complete written feedback, such as when presenting at aged care facilities where clients may have limited capacity. In these instances, the facilitator runs an open question-and-answer session or asks for a show of hands to gain feedback. We also get insight into customer satisfaction levels through cards, letters and email messages from customers, feedback provided by clients who have telephoned managers to complain or compliment staff, and comments provided via social media.

In 2017-2018, we received more than 1,600 completed surveys and education feedback forms from our customers. Of the respondents, 90 per cent said they were satisfied with our services. This is a very pleasing response and indicates that an overwhelming majority of our clients are very happy with our work. Feedback via other forms of communication further supports our high level of customer satisfaction.

Seniors Rights Service is committed to quality improvement. As well as continuously assessing customer satisfaction, we work to ensure that all projects are properly evaluated to inform and improve our future work. We have established a new role - policy and quality improvement coordinator - to facilitate all quality improvement work throughout our organisation, and have also established a committee to inform and oversee

community engagement and quality improvement for the organisation.

We use feedback to find out what we need to improve and to ensure we are providing a useful service. One example of this occurred during our collaboration with the Older Women's Network (OWN) to deliver 11 educational forums - titled Elder Abuse: Speaking Of The Unspoken - across Sydney and in regional centres. While the forums attracted a total of 481 attendees, the turnout was disappointing at some events. Sensitive inquiries revealed that many people felt, based on the workshop title, that the issue did not concern them, while others felt they could be seen as abuse victims if they attended. This response highlighted the issue of shame and stigma as barriers to seeking help and information. For future events we will focus on the need to be sensitive in choosing titles for workshops, particularly for culturally diverse communities.

In contrast, the feedback from our forums held in conjunction with AASHA Australia, a community organisation formed to provide services and support to seniors of Indian and South Asian origin, was enthusiastic. At these forums to improve legal literacy, stimulate conversation around financial and other abuse, and encourage openness around these issues, the feedback was very positive, with participants saying they appreciated the issues discussed, and were pleased to learn there were trusted organisations to approach when or if they needed help. Comments indicated enthusiasm for the culturally sensitive way the forums were conducted.

Feedback from more than 1,600 clients provided an overall satisfaction rating of

90%

A SAMPLE OF COMMENTS FROM OUR CLIENTS

Comments from our community forum participants:

"Clear and concise information, enough not to be overwhelmed by the importance of it all. Advanced care directives was my most needy topic."

"Enjoyable, informative, while at the same time concerning."

"The only problem I could see is that senior people lose concentration quickly. Too long, many fell asleep some time during the presentation."

"Thoroughly informative and interesting. Very valuable information. Only one 'complaint'. That is, session not nearly long enough."

"Great knowledge sharing. Robust discussion and interactive with those present."

"Very good talk about matters that concern me."

"Amazed at [staff member's] knowledge. All questions asked were answered fully and concisely."

"Thanks again for your presentation today. A number of people talked to me about how valuable they found it and how clearly and professionally you presented." - From forum organiser.

Comments from clients of our legal and advocacy services:

"I'm very grateful for the guidance I received from your office. [Staff member] outlined some steps/process of my legal issue - clarification that I needed. Your support staff were very kind and helpful too."

"I greatly appreciated the opportunity to discuss the problem with [staff member]. There is no quick fix. I have implemented the initial action suggested."

"Spoke to [staff member] about my complex problems regarding enduring power of attorney (EPOA). [Staff member] made me very relaxed and is very easy to talk to. He has a great deal of knowledge and was most helpful. I went away from the meeting better informed what to do about my EPOA. The information given to me will be very beneficial when signing this important document." - Client who originally made contact at a retirement expo

"What they could not help with, they directed me to an organisation that could and did help. All in all, very grateful."

"Thankful the service is available to seniors. With limited finances and wanting legal advice, it would not have happened without this service. Wonderful to have peace of mind and not have to worry about cost."

"I asked questions which seemed black and white to me but not to you; it seems there are many grey areas in the [retirement village] regulations."

"Senior Rights was very understanding of the issue, helpful and, most important, cared about the elderly person experiencing

difficulties. I believe Seniors Rights is truly an advocacy service which the elderly and carers need and cannot do without. It should receive additional resources so that it can expand and enhance its services. It is the most positive initiative which delivers on its charter. In particular I wish to commend staff, from the people who answer the phones who try and assist as much as possible to make contact with the right person, to the professional staff."

"It was a great relief to know that your service was available. I had been extremely stressed and [staff member] was very reassuring."

"Found them to be very supportive as we felt very powerless and out of our depth. They gave good clarification to our situation and further."

"Many thanks to SRS! Both the lady at the phone and [staff member] were extremely helpful and showed empathy to our stressful case. [Staff member] is very knowledgeable in strata law. Can we please suggest that this valuable service be extended to representing clients for mediators and tribunals for support, as no matter how well we are guided to prepare our case, it is STILL very daunting to be faced by the other side, who are supposedly trained to do this job"

"I spoke to my provider and they assure me that everything is ok, so thank you for your help in this matter."

"The information given to me allowed me to better understand my rights."

"I now have the knowledge to access assistance if needed in the future."

"SRS is an excellent facility which I have utilised many times."



together making change

In February 2018, Seniors Rights Service hosted the 5th National Elder Abuse Conference at the Sydney Sofitel Wentworth. Around 570 delegates attended the two-day program and took part in a diverse program of plenary presentations, selected papers through a nationwide call for community abstracts, multi-media presentations, discussion forums, network meetings, keynote addresses and interactive workshops. The program was designed to offer a broad suite of activities to delegates and also ensure delegates had an opportunity to participate in the shaping of a final conference communique. The conference evaluation and feedback was extremely positive. In fact, the harshest feedback we received from delegates was that there were too many high-quality presentations to choose from.

5TH NATIONAL ELDER ABUSE CONFERENCE

A wide range of people presented the plenaries, with some notable highlights including: Dr Jane Barratt, Secretary General, International Federation on Ageing (IFA); Hon Anna Bligh AC, Chief Executive Officer, Australian Banking Association; Jody Broun, Director NSW/ACT, Australian Red Cross; Hon Justice Sarah Derrington, President, Australian Law Reform Commission (ALRC) and a Judge of the Federal Court of Australia; Hon Michael Kirby AC CMG, Retired Judge of the High Court of Australia and LGBTIQ+ advocate; Hon Dr Kay Patterson AO, Age Discrimination Commissioner; Hon Christian Porter MP, Commonwealth Attorney-General. Special mention must go to community advocate Maria Berry for bravely discussing her family situation and the abuse her father suffered over a number of years. Visit togethertomakingchange.org.au to view the program and watch videos of all the plenaries.

The conference was brilliantly emceed over the two days. Highly regarded journalist Virginia Trioli led Day One and chaired a number of sessions, including the insightful panel Sexual Abuse of Older Women. Trioli also spoke at the evening social event at Water at Pier One, where she introduced Age Discrimination

Commissioner Kay Patterson. On Day Two, writer and social commentator Jane Caro oversaw proceedings, and chaired the interactive discussion Older Women and the Disproportionate Risks of Elder Abuse. Caro also made closing remarks and introduced Ellen Fanning, who had spent the two days interviewing speakers and presenters for our video education resources, now available on our website.

Other remarkable outcomes from the conference included the announcement by Christian Porter at the closing plenary of a National Plan to address the abuse of older people. Porter committed the Federal Government to Australia's first elder abuse prevalence study, as well as to extra funding to organisations working across the nation to end abuse. The audience eagerly received the announcement, and went on to enthusiastically endorse the Final Conference Statement (see box on next page) at the end of the national conference.

Sessions and panels were run across four main streams - Legal, Social, Community and Policy - in six breakout rooms across the venue. Of the many compelling and complex sessions, some highlights included: Human Rights and Elder

Rights: What Are They and What is the Relationship Between the Two?; Elder Abuse and Policing: What is Best Practice?; Preventing Sexual Abuse of Older Women; a thoughtful and enlightening family and carers forum chaired by journalist Caroline Baum; and a session on elder abuse prevention in Aboriginal communities.

All Seniors Rights Service staff were involved in conference planning and throughout the two-day event itself. Their participation included presenting papers, sitting on panels, chairing sessions, ushering, assisting delegates, taking photos, and troubleshooting. Special thanks also goes to Sarah Dixon, from conference organisers Catalyst Events.

EDUCATION RESOURCES

In a side room throughout the event, Ellen Fanning pulled aside 18 presenters who discussed the abuse of older people from a range of perspectives and provided unique perspectives into this insidious problem. Some of the more difficult topics included the sexual abuse of older women, the effect of intergenerational trauma on older Aboriginal people, the lifelong self-censoring many older LGBTIQ+ people have endured, and the complexity of abuse within families.

Fanning's insightful interviews provide a wealth of information on how abuse affects different communities and individuals, from the systemic to the personal. With the assistance of Jenny Bray Consulting, Seniors Rights Service has developed the videos into a suite of resources with targeted discussion papers.

Visit our website to explore these powerful free education resources.

SATELLITE EVENTS:

The conference included a number satellite events organised with key partners across the sector.

On Sunday February 18, a community event - Respect: You Deserve It! - was held at Penrith Panthers, with more than 150 people turning up on the day. Entertainer and facilitator Queenie Van De Zandt did a fantastic job engaging the audience in the exploration of a difficult subject. Planned and implemented in partnership with the NSW Elder Abuse Helpline, the event was opened by the NSW Minister for Ageing, Hon Tanya Davies MP, with closing remarks from then local federal MP Emma Husar. Seniors Rights Service interviewed some of the participants, who talked about their experiences of ageing, and what respect meant to them. The interviews were edited overnight

and presented at the conference the next day, bringing the voice and experience of older people directly into the conference program.

The newly formed group Elder Abuse Action Australia (EAAA) held a facilitated event at the Sofitel. EAAA is a growing network of organisations and individuals that work in elder abuse prevention and support services across Australia. The new network has received modest funding from the Commonwealth Attorney-General's Department and the purpose of the event was for interested parties to help shape the direction of the network. Participants signed off on the constitution and set its strategic vision. A few months later, on June 14, EAAA was officially launched by Attorney-General Porter in an event hosted by Seniors Rights Service at its Sydney office.

On the evening of Monday, February 19, the conference social event was held at Water at Pier One. Guest of honour at this event was Dr Kay Patterson. The event was an opportunity for delegates to network as well as hear from a key advocate in the elder abuse space in Australia. After an entertaining introduction and short speech from Virginia Trioli, Dr Patterson spoke engagingly on the rights of older people.



Around
570

delegates attended
the conference

together
making
change

More than
500

took part in
satellite events

5TH NATIONAL ELDER ABUSE CONFERENCE

The Older Persons Legal Service (OPLS) Network met at the Clayton Utz legal firm for a catered breakfast offered pro bono by the company. The OPLS Network consists of workers in community legal centres across Australia, who are often the first point of contact for many older people who are experiencing abuse.

COMMUNITY COLLABORATION/ COMMUNITY RESPONSE

Another achievement from the conference was the Day Three Strategy Event, where 70 key people from the conference collaborated in the development of *The Abuse of Older People: A Community Response - Final Report*. This document highlights the community's vision for a National Plan on the abuse of older people, and lays out what needs to happen in Australia to seriously address the issue. It is a unique document because of the high level of collaboration and endorsement from individuals and organisations around Australia. The report is now out in the community and is being used in lobbying and planning for an Australian society where the risks of abuse of older people are greatly diminished and support for those affected is greatly enhanced. The satellite conference event was

sponsored by the Commonwealth Attorney-General's Department and the Older Persons Advocacy Network (OPAN). Visit the Seniors Rights Service website to download the final report in PDF format or call our office for a printed copy or multiple copies for distribution in your area.

MEDIA COVERAGE

The conference attracted widespread media coverage, with all free-to-air television networks and major mainstream media attending on Day Two to record Christian Porter's announcements. In the lead-up to the conference, coverage included a story on elder abuse on ABC Radio National's Law Report, in which Damien Carrick interviewed conference participant Darryl Brown and Seniors Rights Service solicitor Melissa Chaperlin. During the event, Seniors Rights Service CEO Russell Westacott participated in a number of interviews, including a live cross on Network Ten's The Project, and on-air interview with ABC New radio, 2GB and Sky NSW. Seniors Rights Service president Craig Gear was interviewed by SBS News. Also, Dr Kay Patterson discussed the conference in an interview on ABC Radio National's Drive program.

FINAL CONFERENCE STATEMENT ENDORSED BY ALL CONFERENCE DELEGATES

OUR CALL TO ACTION TO ALL GOVERNMENTS IN AUSTRALIA:

"There is no excuse not to act nationally NOW against elder abuse."

Come together to create and fully resource the strong, effective, nationally consistent and accountable change needed to:

- Create respectful cultures that value older people within our diverse country and communities (a whole-of-community shift) to prevent an epidemic of abuse against older people
- Deliver early intervention and empower older people
- Support and safeguard those older persons experiencing abuse.

Involve older people and all the key stakeholders in developing the National Plan to address elder abuse to ensure all older people experience dignity, their rights and personal well-being as a daily way of life.

PROCESS UNDERTAKEN TO ACHIEVE THE FINAL STATEMENT

The Conference Statement was developed through a number of consultative mechanisms:

- 30 key leaders from across multiple sectors were consulted via one-hour phone interviews in the months leading up to the conference.
- More than 200 delegates took part in an online survey upon registration and identified key themes.
- More than 100 conference delegates attended the "end-of-conference message" stand where the statement was nuanced over the two day of the event by the conference delegates.

- Ellen Fanning interviewed 18 key presenters across the two days of the conference and input their key themes into the process.
- Dr Keith Suter roved the conference venue and received feedback from delegates via a number of conversations.

The Conference Statement was presented and endorsed unanimously by the delegates at the closing plenary.

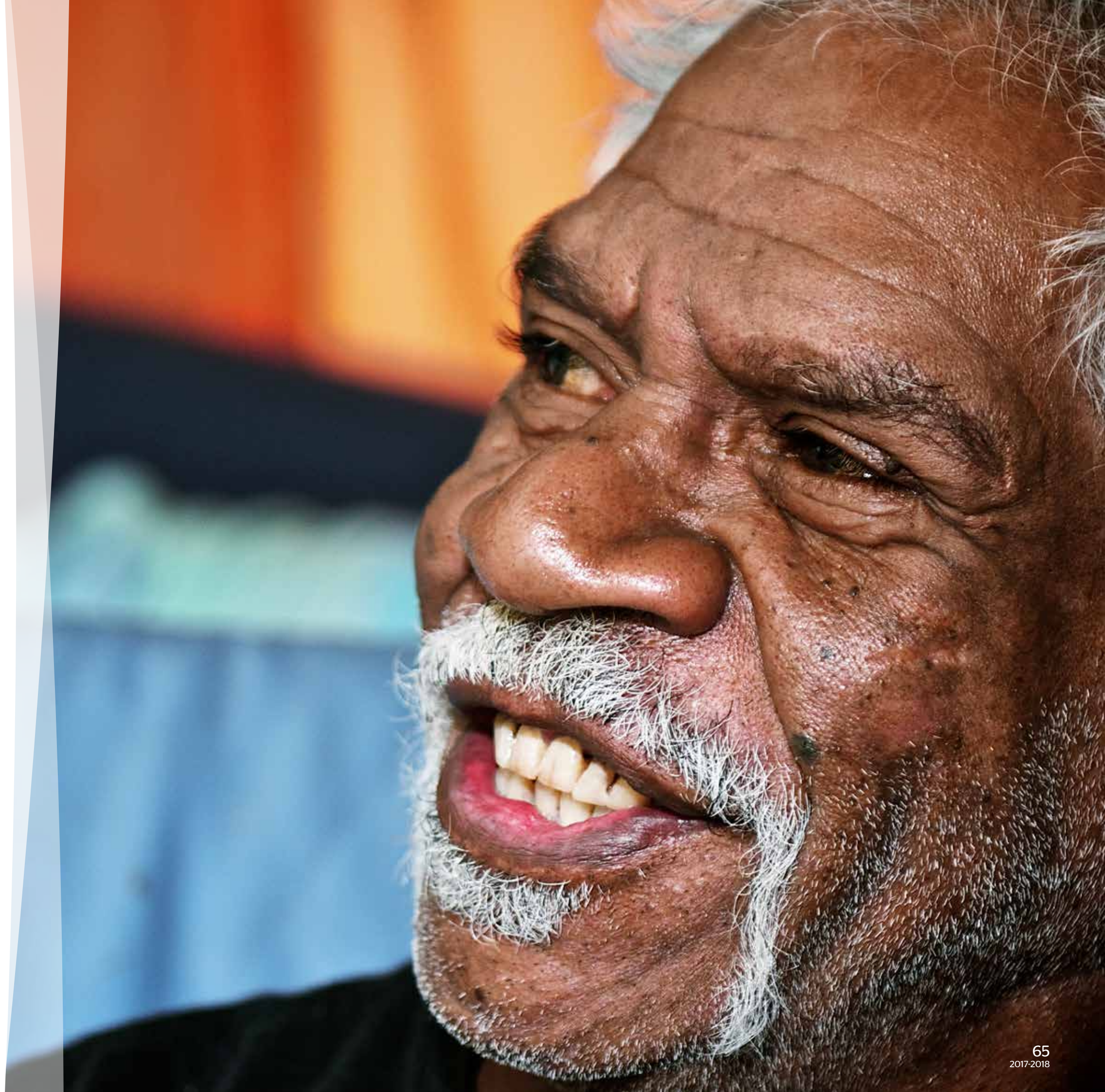
"There is no excuse
not to act nationally
NOW
against elder abuse"



Download **The Abuse of Older People: A Community Response - Final Report** and find related links at www.seniorsrightsservice.org.au/community-response/



**OUR PRIORITY
POPULATIONS**
YOUR RIGHTS
YOUR VOICE



OUR WORK WITH ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLE

Building trust and good relationships with the Aboriginal and Torres Strait Islander communities across NSW is vital to increase awareness of Seniors Rights Service and encourage often-marginalised people to access our services. NSW has the biggest Indigenous population in Australia – around 220,000 people, or 2.9 per cent of the state's population. In many regions of NSW, including areas where we offer services, Aboriginal people make up at least five per cent of the population. Seniors Rights Service is working hard to connect in a number of ways.

We are developing our first reconciliation action plan (RAP), co-chaired by board members David Puls and Maureen Walsh in partnership with staff and Aboriginal people. In April 2018, the first meeting of the Reconciliation Action Plan Advisory Group (RAPAG) agreed to gather information and develop our reconciliation vision in line with an initial – or “reflect” – RAP. Although much of our work at Seniors Rights Service has already gone beyond that stage, we want to have the foundations right in order to create future action plans that offer real outcomes for reconciliation.

The new Central West NSW service, with a dedicated regional advocacy/ education officer based in Dubbo, is vastly improving our reach in a region with a large Aboriginal population (13.2 per cent), and building on the work of our existing Mid-North Coast and South Coast services. The new services opening on the NSW Far North Coast and South West in 2018-2019 will develop our engagement with people of Aboriginal and Torres Strait Islander heritage even further.

We take part in major events on the Aboriginal and Torres Strait Islander calendar, such as NAIDOC Week. NAIDOC Week activities and other events took us to Riverstone, Penrith, Wellington, Kempsey, Port Macquarie, Dubbo, Ulladulla. We also engage regularly with Indigenous communities through education and information sessions and at more informal gatherings. In Dubbo and Orange, we met with two Aboriginal elders groups, speaking with them about our service and listening to local issues. We also ran sessions for Indigenous community

1,708
people at our
education sessions
were Aboriginal or
Torres Strait Islander

groups in Campbelltown, Liverpool, Maroubra and Dubbo, and took part in interagency meetings in Dubbo, Mudgee, Coonamble and Wellington with Aboriginal and youth organisations, home care providers and others.

Seniors Rights Service is also a partner in the Good Service Mob, a collaboration of service providers who put Aboriginal communities in touch with various services and runs forums across NSW. Our legal staff remain involved with the Community Legal Services NSW Aboriginal Legal Access Program and the Aboriginal Tenancy Advice and Advocacy Service. In 2018-2019, we will be working with an Aboriginal consultant to kick-start a project to improve Aboriginal and Torres Strait Islander people's engagement with Seniors Rights Service.

OUR WORK IN WESTERN SYDNEY

Western Sydney is a metropolitan region of great ethnic and economic diversity, with a growing population. Seniors Rights Service's efforts to build awareness and use of our legal and advocacy services among older people from multicultural backgrounds, particularly in relation to financial and other abuse, are of particular relevance in Western Sydney. The valuable report we commissioned, *Scope of Current Elder Abuse Awareness/ Prevention Strategies Targeted to CALD (culturally and linguistically diverse) Communities*, will help us improve existing education practices and develop new approaches. We aim to engage with all communities represented in this vibrant region.

During the 5th National Elder Abuse Conference, Seniors Rights Service and the Elder Abuse Helpline & Resource Unit co-hosted a free community event – Respect: You Deserve It! – at Penrith Panthers. Attended by close to 200 people, the event included entertainment, high tea, a quiz and a panel discussion to highlight issues around the mistreatment of older people.

We held two stalls at NAIDOC Week events in Riverstone and Penrith. In Riverstone, 200 people stopped by the Seniors Rights Service stall, while the stall in Penrith attracted more than 1000 people. We also held education sessions with Western Sydney's Aboriginal and Torres Strait Islander community in Campbelltown and Liverpool on accessing aged care in the home, and their rights in regards to services.

To increase awareness of financial and other abuse within families and to encourage openness in discussing these issues, we held two forums – in the Hills District and Blacktown

– for seniors of Indian and South Asian origin. The forums, attended by around 300 people, were run in conjunction with AASHA Australia.

As a member of Blacktown City Council's Senior Citizens Advisory Committee, Seniors Rights Service solicitor Nalika Padmasena helped establish a Seniors Day event in Stanhope Gardens, seniors' rights information forums in Seniors Week, quarterly information forums for seniors in the Blacktown area, and a Sri Lankan seniors information day.

Continuing to build relationships in both Western Sydney and among culturally and linguistically diverse communities, Nalika is also a member of Multicultural NSW Sydney West Regional Advisory Council, the Blacktown City Council Multicultural Advisory Council, the Anti-discrimination Board Multicultural Consultation Committee and the Primary Prevention of Family and Domestic Violence in CALD Communities Network.



OUR WORK WITH PEOPLE FROM CULTURALLY AND LINGUISTICALLY DIVERSE BACKGROUNDS

Seniors Rights Service works hard to extend our reach into culturally and linguistically diverse communities with targeted programs to address their specific needs and ensure our services are available to all.

While around 25 per cent of older people in NSW identify as being from backgrounds other than English-speaking, people from culturally and linguistically diverse backgrounds make up only 15 per cent of those using our services. These seniors can be difficult to reach through traditional means, with English-language material. In 2017-2018, Seniors Rights Service was involved with several programs to remedy this.

With multicultural community groups, we developed radio ads in English, Arabic, Mandarin, Cantonese, Vietnamese, Hindi, Punjabi and Greek to increase knowledge among older people on issues such as the risks of entering into financial arrangements with family members, the potential effect on pensions, and their legal rights. The campaign ran from February to April 2018, and 22 calls to Seniors Rights Service in that time were a direct result of the ads. Also as a result of the ads, we were invited to participate in a number of multicultural community events or forums. Seniors Rights Service plans to continue running the ads on community radio throughout the 2018-2019 financial year.

Seniors Rights Service is also part of a reference group advising on the Ethnic Communities Council of NSW's Speak My Language Project. In 25 languages on community radio, the project helps older people understand recent changes to aged care and how to access it, and to make informed decisions about their health and wellbeing.

Since 2016-2017, we have been strategically targeting older people from culturally and linguistically diverse communities with a view to increasing engagement with our legal services. For example, we commissioned a research project, which culminated in a report titled Scope of Current Elder Abuse Awareness/Prevention Strategies Targeted to CALD Communities. That, together with other research and collaborations (in particular with the Hunter CALD Elder Abuse Prevention Network), provides valuable information and insights that will help us improve existing education practices and develop new approaches.

In other work, Seniors Rights Service ran two forums with Sydney's South Asian community to stimulate

discussion about financial and other abuse of older people, and to reduce stigma around the issue. The forums, in the Hills District and Bankstown, were run in conjunction with AASHA Australia, a community organisation that provides services and support to seniors of Indian and South Asian origin, and around 300 people attended.

With Legal Aid NSW, Seniors Rights Service is involved in a legal clinic for residents at the Northcott social housing estate in Surry Hills. The estate has a high number of Chinese residents, and a social support officer and a bi-lingual lawyer will help staff the clinic.

We are always seeking to building relationships with Sydney's multicultural communities and Seniors Rights Service solicitor Nalika Padmasena is a member of a range of committees and advisory bodies. These include the Multicultural NSW Sydney West Regional Advisory Council, the Anti-Discrimination Board Multicultural Consultation Committee, Blacktown City Council Senior Citizens



AGED CARE SECTOR COMMITTEE DIVERSITY SUB-GROUP

Russell Westacott, CEO of Senior Rights Service, is a member of the Aged Care Sector Committee Diversity Sub-group. In December 2017, Hon Ken Wyatt MP, Minister for Aged Care, launched the Aged Care Diversity Framework, which provides guidance to aged care providers to ensure more inclusive aged care services are delivered across Australia. The Diversity Sub-group continues to meet to create action plans for providers regarding culturally specific aged care service delivery to Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds and LGBTIQ+ people. The committee is chaired by Samantha Edmonds from the LGBTI Health Alliance.

Advisory Committee, Blacktown City Council Multicultural Advisory Council and the Primary Prevention of Family and Domestic Violence in CALD Communities Network.

Following the success of the Piano Forte pilot program, with screenings across NSW of a filmed play aimed at stimulating discussion on financial and legal issues for older people, Seniors Rights Service is looking into developing subtitles in Mandarin, Arabic and Hindi.



OUR WORK WITH OLDER LGBTIQ+ PEOPLE

As a community whose needs often go unmet by mainstream services and programs, older LGBTIQ+ people have continued to be a strong focus for Seniors Rights Service this year.



Around 2,300 people attended LGBTIQ+-related events that Seniors Rights Service was involved with during the year, more than double expectations.

At the 5th National Elder Abuse Conference, hosted by Seniors Rights Service, an estimated 820 people attended sessions relevant to LGBTIQ+ people. Around 500 attended a keynote address by Hon Michael Kirby, former High Court judge and now an LGBTIQ+ spokesperson, while 200 attended a forum on the abuse of older people in LGBTIQ+ communities. Another 120 attended LGBTIQ+-specific abstract presentations. At the conference, Justice Kirby was also interviewed as part of the elder abuse video resource kit developed by Seniors Rights Service (see separate story on the Insights and Perspectives Video Project).

Major initiatives of the last year were the three “planning ahead” forums held to increase awareness of legal and aged care rights for older LGBTIQ+ people. Organised in partnership with the AIDS Council of New South Wales (ACON), the forums were held in Sydney, the

Northern Rivers (Lismore) and the Hunter (Newcastle), areas with large LGBTIQ+ populations. Around 150 people attended, and participants said the presentations and discussions helped dispel myths around aged care and made them more relaxed about approaching various services. The Newcastle forum was hosted by drag queen Vanessa Wagner.

As a result of the forums, Seniors Rights Service now has strong LGBTIQ+ contacts in the regions and can continue to develop our services to this community. The addition of a staff member in the Far North Coast of NSW in late 2018 is further enhancing our approach.

In the same three regions, Seniors Rights Service took part in forums, facilitated by ACON, on HIV and ageing and the rights in relation to aged care services of those living with HIV. About 60 people attended these.

We continued our presence at important LGBTIQ+ community events, with a Seniors Rights Stall at Fair Day, part of Sydney Gay and Lesbian Mardi Gras, and a stall at the annual Parramatta Pride Picnic. We also took part again in Afternoon Delight, an LGBTIQ+ cinema event held in Seniors Week.



“I add pizzazz to what is actually a very serious issue – the difficulties faced by older LGBTIQ+ people and the importance of empowering them as they age. Just because there are serious challenges on this journey, it doesn’t stop people laughing as they learn.”

Vanessa Wagner

OUR WORK IN REGIONAL, RURAL AND REMOTE NSW

Many of the people Seniors Rights Service would like to reach live in regional, rural or remote locations and our staff travel long distances each year to connect with our priority populations in more isolated locations. The travel takes us not only to aged care facilities and retirement villages but also to libraries, social clubs, community halls and men’s and women’s sheds.

In 2017-2018, our regional staff, and sometimes staff from the Sydney office, delivered dozens of education sessions across the state. The new service based in the Central West of NSW meant we were able to more easily visit places in the west of NSW, including Kandos, Parkes, Coonamble, Orange, Wellington, Molong, Yeoval and Coonabarabran. Other places visited included Wauchope, Taree, Kempsey, Wingham, Gloucester, Walcha, Nambucca Heads, Woolgoolga, Coffs Harbour, Grafton, Lismore, Forster, Tuncurry, Armidale, Moruya, Narooma, Bega, Balranald, Hay, Griffith, Leeton, Narranderra, Albury and Wagga.

Screening of Piano Forte, a DVD of a play created to promote conversations around financial elder abuse, power of attorney and other legal matters took us to a number of regional locations, including Orange, Kempsey, Tuggerah, Wagga and the Richmond/Tweed, screening to 336 older people.

We met informally with two Aboriginal elders groups in Dubbo and Orange and took part in a NAIDOC Week expo in Wellington.

Adding to our existing services on the Mid-North Coast and South



Coast, the opening of the Central West service based in Dubbo significantly expanded our regional presence. With new services in the NSW Far North Coast and South West (Riverina) districts in 2018-2019, we will genuinely have a statewide presence.

The Central West, and Dubbo in particular, has a sizeable Aboriginal population. The South West has many residents from culturally and linguistically diverse backgrounds, particularly Italian, while the NSW north coast is home to many older people from the LGBTIQ+ communities.

The expansion means we will be more able to reach our target populations, regardless of geographic location.



“Seniors Rights Services has a critical role to play in supporting other Australian NGOs in lobbying for an international convention on the rights of older people”

Seniors Rights Service has been a long-time supporter of establishing an international convention on the rights of older people. The organisation has sent representatives to the United Nations Open Ended Work Group on Ageing each July. The meeting is held at the UN in New York and is, in essence, a stepping stone from year to year in moving member states along to agree to an international instrument that will protect the rights of older people across the globe.

OUR INTERNATIONAL WORK

Crucial in moving member states towards agreement is the strong presence of non-government organisations from civil society across the globe. It is through the active participation of attending NGOs – regardless of their origin – that member states of the UN are influenced in terms of their direction and engagement with the international convention process.

Currently the Australian government has shown limited support for an international convention. It is because of this view that Seniors Rights Service sees it has a critical role to play in supporting other Australian NGOs in lobbying for change.

Over many years, Bill Mitchell from Townsville Community Legal Service has represented Australia's National Association of Community Legal Centres (NACLC) and has played an integral role in this process. Seniors Rights Service strongly supports Mitchell's ongoing work in this space and also supports his continuing representation of NACLC as we move ahead.

Seniors Rights Service is very mindful that a number of members from Australia's civil society attend these meetings and the organisation is of the strong view that Australia's engagement with this process can be and should be enhanced. Our organisation would like to see a more organised and strategically focused civil society response from Australia.

It is critical that we lobby our own government for support of this proposed convention but also make use of Australia's influential role in the region in securing support from other member states of the UN. Seniors Rights Service looks forward to continuing to be active in this space and looks towards a future of collaborations and partnerships that place the whole of the Australian NGO civil society participation on much stronger footing to lobby and create change.

Seniors Rights Service is an active member of the Global Alliance for the Rights of Older People (GAROP), which was established in 2011. Currently, GAROP is a network of more than 200 members worldwide, united to strengthen and promote the rights of older persons. Seniors Rights Service is an accredited non-government organisation of the United Nations.



GLOBAL PRESENCE AT NATIONAL CONFERENCE

The impact of the 5th National Elder Abuse Conference in Sydney was greatly enhanced by the presence of world leaders in the field. The areas of expertise of our four international speakers traversed elder rights, elder law, harmful cultural and traditional practices, elder sexuality, dementia care and more. Their plenary sessions were packed and they also chaired or took part in a range of panels and discussion groups.

DR JANE BARRATT
Secretary General,
International
Federation on
Ageing (IFA)



IFA comprises government, industry, academic and non-governmental members in more than 70 countries, representing 75 million older people, and is a global point of connection for age-related policy. At the heart of the work of the IFA and Dr Barratt's leadership is the fundamental right of older people to be enabled to do what they value, as opposed to what society thinks they value. Barratt has direct responsibility for the organisation's global operational performance, quality and strategic implementation, and business development.

**PROFESSOR
REBECCA
C MORGAN**

Professor of
Law, Boston, Asset
Management Chair in Elder
Law, Center for Excellence
in Elder Law



Professor Morgan is the Boston Asset Management Chair in Elder Law, the Co-Director of the Center for Excellence in Elder Law at Stetson University College of Law and the original director of Stetson's on-line LLM in Elder Law. She is co-author of a number of books on financial matters for older people, and elder law.

SUSAN B SOMERS
President, International
Network for the
Prevention of Elder
Abuse (INPEA), The
Somers Law Firm, USA



For two decades, Somers' practice areas concentrated on civil rights and family and elder issues, including guardianship and elder abuse prevention and prosecution. She served as Assistant Deputy Attorney-General for the State of New York, Consumer Frauds Bureau and Elder Protection Unit. Somers has expertise in financial exploitation of the elderly and has developed and delivered numerous trainings to banks, police and older people. Her focus is on promoting older people's human rights to end abuse, neglect and violence globally. She also has an interest in addressing harmful cultural and traditional practices, and raising awareness of mental health issues.

DR ELSIE YAN
Associate Professor,
Department of Applied
Social Sciences, Hong
Kong Polytechnic University



Dr Yan's research interests include elder abuse, elder sexuality, and dementia care. Her work on elder abuse has been widely recognised in the international research community. She was invited to present her work on elder abuse at the workshop on Elder Abuse and Its Prevention organized by the Institute of Medicine (IOM), Washington DC. She was also a member of the Expert Group Meeting on Neglect, Abuse, and Violence against Older Women at the United Nations New York Headquarters.

SOME MEDIA COVERAGE OF OUR WORK 2017 - 2018

Media Outlet	Date Published	Headline/Program	Potential Reach
ABC Radio RN	June 25, 2017	Interview with CEO Russell Westacott on ABC & Fairfax Media investigation into retirement villages on ABC TV's 4 Corners program.	Weekend listenership on ABC RN 120,000
ABC Radio RN Drive	June 27, 2017	Interview with President Craig Gear in relation to ABC & Fairfax Media investigation into retirement villages on 4 Corners.	Average daily listeners 84,000
The Land	June 29, 2017	Media release on exploitation in Retirement Villages published on Opinion/Letter page.	42,000 weekly regional, rural & remote readers.
Lesbians on the Loose	July 6, 2017	Media release on exploitation in Retirement Villages published online.	Monthly online readership 125,000
Benchmark Bulletin (Bench TV)	July 7, 2017	Solicitor Melissa Chaperlin & Manager Advocacy Pat Joyce discussed elder abuse from legal and advocacy viewpoints.	30,000+ legal practitioners nationally plus Vimeo viewers
Talking Aged Care	July 12, 2017	Interview with SRS solicitor Melissa Chaperlin on exploitation of people with dementia, in particular by charities and tele-marketing.	9,500 subscribers
Pro Bono Newsletter	July 12, 2017	CEO Russell Westacott interviewed for article on OPAN funding.	Pro Bono Newsletter has over 49,000 subscribers
ABC Radio South Coast	August 16, 2017	Short interview on Keeping Your Finances Safe - a forum run in collaboration with SRS, Centrelink, Legal Aid and Fair Trading on NSW South Coast.	Regional reach of over 300,000
7.30 Report, ABC nightly national television program	September 13, 2017	Interview with Russell Westacott on recent story about an OPAL RV.	Estimated 1million views nationally each night
North Coast Seniors Revolution	October, 2017	Editorial on elder abuse and 5thNEAC and SRS services with breakout on SRS advocacy service.	New quarterly publication with 30,000+ readership in from Northern Rivers to mid north coast NSW
Talking Aged Care	December, 2017	Interview with Regional Coordinator Margaret Crothers on Home Care packages wait list.	150,000+ visitors per month
Your Local Independent newspaper	February, 2018	Elder abuse, 5th national Elder Abuse Conference, local responses to elder abuse on Mid-North Coast.	30,000
The Senior	February 2, 2018	Article about the conference adapted from SRS media release. Sue Pieters-Hawke and Russell Westacott quoted.	1,128,000 nationally
ABC RN The Law Report with Damien Carrick	February 13, 2018	Interviews with solicitor Darryl Browne and Seniors Rights Service solicitor Melissa Chaperlin on legal issues around elder abuse & the elder abuse conference.	300,000+ nationally
Sky News	February 20, 2018	Interview with Russell Westacott on elder abuse and Attorney-General's announcement.	2,100,000+ monthly readers online (70,000 per day), 2,800,000+ Foxtel subscribers per month (TV watchers) (93,000+ per day)

Media Outlet	Date Published	Headline/Program	Potential Reach
SBS News	February 20, 2018	Interviews at 5thNEAC with president Craig Gear, Mary Patetos FECCA, and Maria Berry.	7,000,000+ online visitors per month, 230,000+ per day
9News website	February 20, 2018	Report on National Plan on elder abuse; quote from CEO Russell Westacott.	4,600,000+ online visitors per month, 150,000+ per day
ABC RN	February 20, 2018	Interview with Russell Westacott on elder abuse and Attorney-General's National Plan announcement.	300,000+ nationally
The Project, Channel 10	February 20, 2018	Interview with Russell Westacott on elder abuse and AG's National Plan announcement.	527,000+ nationally
ABC TV News	February 20, 2018	Interview with Craig Gear, Maria Berry, AG Christian Porter at 5thNEAC.	150,000+ viewers (TV+online) nationally
The Saturday Paper	March 10, 2018	Caroline Baum write-up of 5thNEAC. SRS supplied images.	350,000+ monthly readers (online + print)
ABC Radio & Fierce FM	April 5, 2018	Interviews with Diana Bernard on Future Proofing LGBTIQ+ forum in Lismore	150k+ weekly 30k+ weekly
ABC RN, Life Matters	April 24, 2018	Panel with SRS solicitor Tim Tunbridge & Age Discrimination Commissioner Dr Kay Patterson on financial abuse.	125,000 listeners daily, nationally
ABC Newcastle 2NURFM, Newcastle	April 30, 2018	Manager Education Diana Bernard on about LGBTIQ+ event in Newcastle	127k+weekly 120,000 weekly
The Last Post	April, 2018	Editorial on 5thNEAC; editorial on SRS.	100,000+
SBS Radio	May, 2018	Solicitor Christine Ai interviewed on Mandarin-language program on legal issues for older people.	1.3million listeners a month
2GB Macquarie Media	May, 2018	Interview with Seniors Rights Service on our services as part of Seniors Week.	1mill+ weekly listeners Sydney
WAVE FM, Wollongong	May 10, 2018	Piano Forte + legal clinics mention in news prior to Law Week; interview with NSW Minister for Ageing Tanya Davies.	801k listeners weekly
ABC Port Macquarie	May 31, 2018	SRS advocate Jill McDonnell and Dr Kay Patterson on the upcoming event Your Rights. Your Voice in Port Macquarie.	208k weekly
ABC RN Breakfast Channel 9News Today with Karl Stefanovic SBS	June 14, 2018	AG Christian Porter was recorded speaking at the launch of EAAA by most major news outlets on the launch of EAAA and conducted a range of interviews.	RN Breakfast: 103k+ daily listeners Channel9 News: 150k+ per day SBS TV: 230k+ per day
ABC Breakfast News TV	June 15, 2018	CEO Russell Westacott discussed WEAAD & launch of resource kits on 15 June	300k+ nationally

SENIORS RIGHTS SERVICE LIMITED ACN 626 676 533
(FORMERLY SENIORS RIGHTS SERVICE INCORPORATED) ABN 98 052 960 862
FINANCIAL REPORT YEAR ENDED 30 JUNE 2018

CONTENTS:	PAGE	DIRECTORS' DECLARATION
Directors' Declaration	76	As detailed in Note 2 to the Financial Report it is the opinion of the Board of Directors that the Company should adopt the preparation of general purpose financial reports to assist all possible users of these statements. Accordingly this is a general purpose Financial Report that has been prepared to meet the Company's reporting requirements to the Members.
Auditor's Report	77	
Lead Auditor's Independence Declaration	78	
Statement of Profit or Loss	78	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.
Statement of Financial Position	79	
Notes to the Financial Statements	80	
Statement of Cash Flows	82	The Board of Directors declares that the Financial Report and Notes set out on pages 76-83:
Detailed Income and Expenditure Statement	83	<div><div>a) comply with Australian Accounting Standards and other mandatory professional reporting requirements as detailed above; and,</div><div>b) give a true and fair view of the Company's financial position as at 30 June, 2018 and of its performance as represented by the results of its operations and its cash flows for the financial year then ended.</div></div>

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

Signed in accordance with a resolution of the Board of Directors.

CRAIG GEAR
Board Director - President

MARGARET DUCKETT
Board Director - Vice President

Sydney
3rd day of October, 2018

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS FOR THE YEAR ENDED 30 JUNE 2018
REPORT ON THE FINANCIAL REPORT

Audit Opinion We have audited the financial report of Seniors Rights Service Limited, which comprises the statement of profit or loss, statement of financial position, notes to the financial statements including a summary of significant accounting policies, statement of cash flow and board's declaration for the year ended 30 June 2018 as set out on pages 76-83.

In our opinion the financial report has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

(a) giving a true and fair view of the financial position as at 30 June 2018 and of its financial performance for the year 30 June 2018 then ended; and

(b) complying with Australian Accounting Standards and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the company in accordance with the auditor independence requirements of the *Corporations Act 2001* and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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 Seniors Rights Service Limited would be on the same terms if provided to the members as at the date of this auditor's report.

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

Information Other than the Financial Report and Auditor's Report The directors are responsible for the other information which comprises the information included in the annual report for the year ended 30 June 2018, but does not include the financial report and our auditor's report thereon. Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon. In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

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

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Board. Conclude on the appropriateness of the Board's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Board of Directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

CCS PARTNERS
Chartered Accountants

EMANUEL P CALLIGEROS
Partner
Date: 3rd day of October 2018
154 Elizabeth Street, SYDNEY NSW 2000

LEAD AUDITOR'S INDEPENDENCE DECLARATION


To the Members of **Seniors Rights Service Limited**.

In accordance with the requirements of Section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012*, as lead engagement partner for the audit of **Seniors Rights Service Limited** for the year ended 30 June 2018, I declare that, to the best of my knowledge and belief there have been:

- i. no contraventions of the independence requirements of Section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012* 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
Date: 3rd day of October 2018
154 Elizabeth Street, SYDNEY NSW 2000

STATEMENT OF PROFIT OR LOSS FOR THE YEAR ENDED 30 JUNE 2018

	NOTE	2018 \$	2017 \$
ORDINARY ACTIVITIES			
Revenue from Ordinary Activities		3,860,890	2,220,982
Transfer (to)/from Grants Unexpended (Net)	9	(704,853)	(35,000)
	6	3,156,037	2,185,982
Employee Benefit Expense		(1,775,570)	(1,498,756)
Depreciation & Asset Acquisitions		(7,083)	(12,183)
Other Expenditure from Ordinary Activities		(1,360,090)	(645,257)
Net Surplus (Deficit) from Ordinary Activities		13,294	29,786
Add/(Less):			
Profit on Sale of Vehicles		-	-
Transfer (to)/from Reserve for Replacement Assets	3	-	(20,000)
Transfer (to)/from Provision - Contingent Liabilities		-	-
		-	9,786
Add:			
RETAINED EARNINGS - Balance 1 July		166,284	156,498
RETAINED EARNINGS - Balance 30 June		179,578	166,284

This Statement of Profit or Loss is to be read in conjunction with the Notes to the Financial Statements as set on pages 80-81.

STATEMENT OF FINANCIAL POSITION FOR THE YEAR ENDED 30 JUNE 2018

	NOTE	2018 \$	2017 \$
FUNDS & PROVISIONS			
Retained Earnings		179,578	166,284
Provision for Contingencies		-	-
TOTAL FUNDS & PROVISIONS		179,578	166,284
Represented by:			
CURRENT ASSETS			
Cash at Bank & on Deposit		1,456,944	627,660
Other Debtors & Receivables		650	9,861
Prepayments		2,176	3,558
Total Current Assets		1,459,770	641,079
NON-CURRENT ASSETS			
Furniture & Equipment - at Cost		197,051	198,151
Less Amounts Expensed & Provision for Depreciation		(169,689)	(163,704)
Total Non-Current Assets		27,362	34,447
TOTAL ASSETS		1,487,132	675,526
Less:			
CURRENT LIABILITIES			
Trade & Other Payables		91,700	43,013
Provisions for Employee Entitlements	5	463,001	383,229
Reserve for Replacement Assets	8	48,000	48,000
Grants in Advance & Unexpended	9	704,853	35,000
Net Current Liabilities		1,307,554	509,242
NET ASSETS		179,578	166,284

This Statement of Profit or Loss is to be read in conjunction with the Notes to the Financial Statements as set on pages 80-81.

NOTES TO THE FINANCIAL STATEMENTS

1) ORGANISATIONAL AND COMPANY STRUCTURE

The Organisation at 30 June 2018 was incorporated under the Associations Incorporation Act 1984. On 24th July 2018 the Company, Seniors Rights Service Limited, a company limited by guarantee was formed to take over the operation of the organisation. 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 Company in the form of Grants received from the Federal and State Governments and other interested bodies. The income and assets of the Company 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 Company has adopted general purpose financial reports to assist all possible users of these statements. The Board of Directors has determined that the accounting policies adopted are appropriate to meet the needs of the Members. The Company has applied Accounting Standard APES 205 Conformity with Accounting Standards, which amended the application clauses of all standards existing at the date of its issue so that they now apply only to entities that qualify as reporting entities. However, the Financial Report has been prepared in accordance with Accounting Standard AASB 101: Presentation of Financial Statements and other applicable Australian Accounting Standards and Urgent Issues Group, Consensus Views, with the exception of the disclosure requirements in the following:

AASB 8 – Operating Segments
ASB 124 – Related Party Disclosures

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

b) Furniture, Equipment & 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. The cost of assets funded by specific grants are written off to match the grants received.

c) Employee Entitlements

Provision is made for the Company's liability for employee benefits arising from services rendered by employees to balance date. Employee entitlements that are entitled to be taken within one year have been measured at amounts payable at balance date plus related on-costs. Employee benefits payable later than in one year have been measured at balance date value plus related on-costs.

Provisions for parenting leave and redundancy are made due to statutory obligations and factors that may be impacted by changes to grant funding. Current wage rates are used in the calculation of these provisions.

d) Comparatives

Comparatives have been adjusted where necessary to conform with presentation in the current period.

e) Revenue Recognition – Grant Funding

The Company receives grants which may relate to activities and expenditure over a number of financial years. Any grants unexpended at year end are carried forward to the subsequent year.

NOTES TO THE FINANCIAL STATEMENTS (CON'T)		
	2018 \$	2017 \$
3) RESERVE FOR REPLACEMENT ASSETS		
Balance – 1 July, 2017	48,000	28,000
Add Transfer from Net Surplus	-	20,000
Balance – 30 June, 2018	48,000	48,000
4) INCOME TAX		
The Australian Taxation Office recognised the former Organisation as an Income Tax exempt public benevolent institution. No taxation provision has been raised in the Financial Statements		
5) PROVISION FOR EMPLOYEE ENTITLEMENTS		
Provision for Annual Leave	139,838	105,449
Provision for Long Service Leave	208,963	165,966
	348,801	271,415
Provision for Redundancy/Staff Payout	81,154	83,005
Provision for Parenting Leave	33,046	28,809
	463,001	383,229

NOTES TO THE FINANCIAL STATEMENTS (CON'T)		
	2018 \$	2017 \$
6) OPERATING RESULTS		
The Surplus (deficit) of Income and Expenditure for the year is arrived at:		
- After Crediting:		
i) Grants Received - Recurrent & RVRA Funding	2,620,601	2,103,454
- One-off funding for Conference (2018)	409,109	51,364
ii) Interest Received	21,381	19,136
iii) Other Income	104,946	12,028
Gross Revenue	3,156,037	2,185,982
- After Charging		
iv) Auditor's Remuneration (Refer to Note 7)	16,900	11,890
v) Office Asset Equipment acquired during the year expensed through the Statement of Profit or Loss (a)	48,966	34,346
vi) Annual & Long Service Leave Provisions	77,386	6,459
vii) Depreciation of Non-Current Assets	7,083	12,183
- And Charging extra and one-off costs:		
viii) Advertising	122,480	32,958
ix) Conference & Workshop Expenses	364,765	34,205
x) Legal, Consultants & Support Fees	131,037	58,463
xi) Website & Computer Software Upgrades	27,890	12,984
xii) Funding to RVRA – Auspices Funding (3 years)	25,000	25,000
xiii) Postage, Printing, Stationary & Publications	80,764	53,741
xiv) Printing & Publications including ALRC – Elder Abuse Conference & Inquiry (b)	30,602	32,815
(a) The cost of new office equipment acquisitions to facilitate new and additional grants has been expensed to match the grants received.		
(b) Elder Abuse conference material and design and print of Elder Abuse Inquiry reports.		
(7) AUDITOR'S REMUNERATION		
Amounts received or due and receivable by the Company's Auditor for:		
- Audit of the Financial Report	12,500	10,000
- Other Services	4,400	1,890
The Auditor received no other benefits from the Company.		
8) RESERVE FOR REPLACEMENT ASSETS		
Reserve for approved future capital expenditure	48,000	48,000
9) GRANTS IN ADVANCE AND UNEXPENDED		
Fair Trading (NSW) - Strata Collective Sales Advocacy Service	140,090	-
Fair Trading (NSW) - Tenants' Advice and Advocacy Program	339,763	
Family & Community Services (FACS) - Grant for Elder Abuse Conference	-	35,000
Family & Community Services (FACS) - Aging Disability & Home Care	50,000	-
Community Benefit	175,000	
Net movement for the year	704,853	35,000
The liability for grants in advance represents income that is the unutilised amount of any grant received on the condition that specified services are delivered. If conditions are attached to a grant which must be satisfied before the company is eligible to receive the contribution, recognition of the grant as revenue is deferred until those conditions are satisfied.		
10) LEASE RENTAL COMMITMENTS		
Future lease rentals are payable as follows:		
Not later than one year	177,116	170,303
Later than one year but not later than two years	184,200	177,116
Later than two years but not later than five years	256,253	440,454
	617,569	787,873
The organisation signed a new lease commencing 1 November 2016. The new lease is for 5 years to 31 October 2021 and has a 3 year option.		
11) SEGMENT INFORMATION		
The Company predominantly operates in the seniors aged care rights industry within Australia.		

STATEMENT OF CASH FLOWS		
	2018 \$	2017 \$
CASH FLOWS FROM OPERATING ACTIVITIES		
Cash Received from Government Grants & Funding	3,839,509	2,227,754
Cash Payments for Operating Activities	(3,031,606)	(2,142,893)
Net Cash Inflow from Operating Activities (Note 2)	807,903	84,861
CASH FLOWS FROM INVESTMENT ACTIVITIES		
Interest Received	21,381	19,136
Proceeds on Sale of Vehicles	-	-
Payments for Plant & Vehicles	-	-
Net Cash Inflow from Investment Activities	21,381	19,136
INCREASE (DECREASE) IN CASH HELD	829,284	103,997
Cash Balance at Beginning of Year (Note 1 below)	627,660	523,663
CASH BALANCE AT END OF YEAR (Note 1)	1,456,944	627,660

Note 1: Reconciliation of Cash	Cash at End of Year	Cash at End of Year
Cash at Bank & on Short-Term Deposit	1,456,544	627,260
Cash on Hand	400	400
	1,456,944	627,660

Note 2: Reconciliation of Net Cash Inflow from Operating Activities to Operating Surplus (Deficit)		
Operating Surplus (Deficit) for the Year	13,294	9,786
Add/(Less):		
Depreciation	7,083	12,183
Profit on Sale of Vehicles	-	-
(Increase)/Decrease in Other Current Assets	10,595	58,072
Increase/(Decrease) in Trade & Other Payables	48,687	(1,507)
Increase/(Decrease) in Provisions	79,772	9,554
(Increase) in Investment Activity (Interest)	(21,381)	(19,136)
Increase/(Decrease) in Grants in Advance	669,853	(4,091)
Increase/(Decrease) in Reserves	-	20,000
Net Cash Inflow from Operating Activities	807,903	84,861

DETAILED INCOME & EXPENDITURE STATEMENT		
	2018 \$	2017 \$
INCOME		
Grants Received - Recurrent (including RVRA Funding)	2,620,601	2,103,454
One-off Funding for Conference (2018)	409,109	51,364
Interest Received	21,381	19,136
Sundry Income	23,196	12,028
Sponsorship	21,750	-
Strategy Day Revenue	60,000	-
Gross Income	3,156,037	2,185,982
Less EXPENDITURE		
Accounting & Audit Fees	16,900	11,890
Advertising	122,480	32,958
Annual & Long Service Leave Provisions	77,386	6,459
Bank Charges	1,506	1,620
Conferences, Expos, Seminars & Workshop Expenses	364,765	34,205
Depreciation & Scrapped Assets	7,083	12,183
Funding to RVRA - (Auspices Funding)	25,000	25,000
Insurances	7,234	5,366
Legal, Consultants & Support Fees	131,037	58,463
Motor Vehicle Costs	8,223	7,274
Office Asset Equipment Acquisitions	48,966	34,346
Office Expenses & Amenities	19,179	20,916
Post, Printing, Stationery & Publications (Note 6 xiii & xiv)	111,366	86,556
Reference Literature & Software	6,017	5,039
Rent & Outgoings	179,384	132,172
Repairs & Maintenance	73,846	68,448
Salaries - Permanent & Relief Staff (including Work Cover Insurance, movement on Redundancy & Parenting Provisions)	1,624,042	1,371,618
Solicitor's Practicing Certificates	2,445	2,933
Subscriptions	19,440	16,756
Superannuation	151,528	127,138
SRS - Strategic Planning (Tri-Annual Expense)	-	-
Telephone & Internet	30,218	23,501
Travel & Accommodation	73,323	46,591
Utilities (including Cleaning)	13,485	11,780
Website & Computer Expenses	27,890	12,984
Total Operating Expenditure	3,142,743	2,156,196
Add/(Less):		
Profit on Sale of Motor Vehicles	-	-
Transfer to Reserve for Replacement Assets	-	(20,000)
OPERATING SURPLUS (DEFICIT) for the Year	13,294	9,786

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, politicians and people in the community to help us spread the word in ensuring older people's rights are upheld and their interests are to the fore.

Undoubtedly, it is due to this support that Seniors Rights Service continues to grow and 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 and refer to us when an older person needs assistance.



**Seniors Rights
Service**

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