

# Your rights Your voice

Legal | Aged Care Advocacy | Education







Advocate Gerard Dunlop with Desley Dyer at Afternoon Delight, Lismore.

## Welcome to our 2019-2020 Annual Report

Seniors Rights Service has been assisting older Australians as the leading provider of aged care advocacy and rights information to older people in New South Wales since 1986. Seniors Rights Service provides support and resourcing to older people to know their rights, and to be empowered and supported to insist on the enactment of their rights.

### Our Services

- Legal advocacy and legal information and education services for seniors;
- Advocacy services, delivered to people using, or wishing to access, in-home or residential aged care services;
- Education and information for seniors and service providers;
- Systemic advocacy.

### Our Vision

A society that respects and upholds the rights of older people.

### Our Purpose

The purpose of Seniors Rights Service is to raise awareness and empower older people to activate, uphold, extend and defend their individual rights. We foster communities to respect and value seniors and their rights. We achieve our purpose by providing legal services, aged care advocacy and community education.

### Our Service 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 any other characteristic;
- 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.

### Our 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 or others.

Seniors Rights Service is a proud member of:





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Seniors Rights Service recognises and acknowledges Aboriginal and Torres Strait Islander peoples as Australia’s First Peoples. We pay our respects to Elders – past, present and emerging – and to the Aboriginal and Torres Strait Islander peoples and communities on whose lands we work.

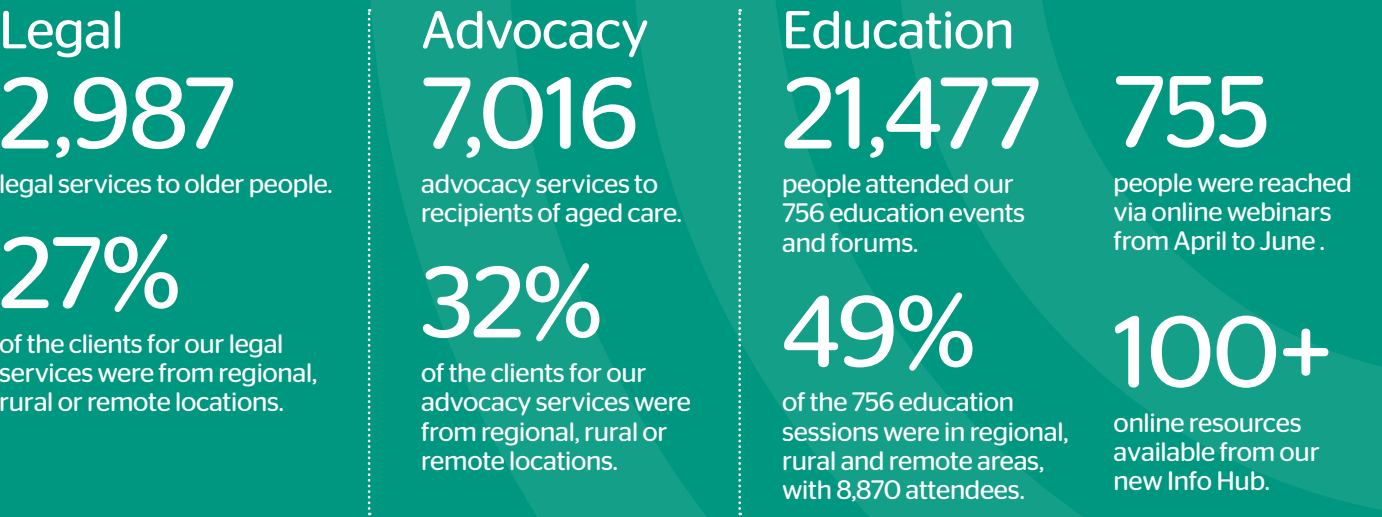
# 2019-2020 at a glance

## Customer satisfaction percentages:



## 1,800 COVID-19 inquiries and issues

By the end of June, we had responded to more than 1,800 inquiries and issues related specifically to COVID-19.



## Social media presence:





## Our Board



**Margaret Duckett**  
Board Director,  
President

Margaret has held various senior roles including Director of the NSW Office of Ageing. Her career has been primarily in the health and social sectors, building on her science background in terms of health promotion, advocacy and policy development. Margaret has extensive experience in government and political processes, and strategic policy development and implementation.



**Elaine Leong**  
Board Director,  
Vice President

A career governance and legal professional to the for-purpose sector, Elaine holds a portfolio of professional, pro bono and volunteer roles. She is the general counsel and company secretary of Australia's oldest charity, The Benevolent Society, and partner in a boutique law firm with a focus on making the law accessible to individuals, families and charities.



**Barbara Anderson**  
Board Director

Barbara's professional background is in health information management. Now retired, she has extensive experience in ageing and the care of older people. At NSW Health, her roles included principal policy adviser in the Aged Care Unit, Health and Social Policy Branch. Barbara also ran her own business as a quality improvement, accreditation and medical record consultant.



**Carole Ferguson**  
Board Director

Carole specialises in legal and compliance management, compliance and risk advice, and financial services law. She has been a director, company secretary, compliance committee member and audit and risk committee member, and chair for listed and unlisted entities, charities, trustees and financial services operators.



**Ross Halfacree**  
Board Director

Ross has held senior roles in both government and corporate sectors, most recently with large US, Danish and Swedish medical device manufacturers. Primary roles have involved business strategy design, risk management, sales and marketing strategies. Ross is on the fundraising and marketing sub-committee of Odyssey House, and supports his local community with pro-bono mentorship and coaching for small businesses and individuals.



**Wendy Morgan**  
Board Director

A Dyiringanj woman from the NSW South Coast, Wendy worked for the Commonwealth Government for 28 years, including for the Aboriginal policy area of the Commonwealth Employment Service. Wendy volunteers extensively in the Aboriginal community of south-west Sydney, is director of Gandangara Local Aboriginal Land Council and is a member of the Ministerial Advisory Council on Ageing (MACA).



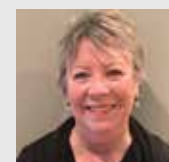
**Barbara O'Neill**  
Board Director

Barbara is a Dunghutti woman and an Indigenous Trauma and Recovery Practitioner, who specialises in the support of care leavers from institutions, and the Stolen Generation. She is an Aboriginal Support Worker at the Junction Neighbourhood Centre in Maroubra. Untold Stories, her DVD and presentation at the 5th National Elder Abuse Conference, drawing on her own post-graduate research, provided unique perspectives on the impacts of ageing on Aboriginal people.



**Carolyn Parker**  
Board Director

Carolyn is an award-winning senior executive and accomplished non-executive director. She has 30 years of commercial experience with not-for-profit and ASX-listed companies, and family-owned businesses. Her expertise spans social housing and property management, community services, retail, wholesale, entertainment, hospitality, tourism and media.



**Anne Zele**  
Board Director

An accomplished senior business executive, Anne has 25 years' experience as a non-executive director in the not-for-profit sector. She is a registered nurse with a number of degrees, and has international experience across health care, energy and mining, and expertise in human resources, commercial excellence, sales and marketing.

We gratefully acknowledge the service of Kwesi Addo and Maureen Walsh, who retired from the Board during the 2019-2020 financial year.





# President's report



This annual report is written after one of the most tumultuous years ever for the people of NSW. First we had continuing and extreme widespread drought, then the worst bushfires the state had ever experienced, with widespread death, injury and destruction. Even within Seniors Rights Service we were not immune, with one staff member evacuated and her elderly father dying not long after, and several others fearing evacuation. Then the world was hit by one of the most significant global health disasters

in 100 years, the COVID-19 pandemic. In the early days, one staff member returned from her holidays with the virus, and another had her husband as a close contact of someone infected, and needed to immediately self-isolate. This helped to reinforce to all of us that this disease was real, and present in Sydney, and had to be addressed as best we could.

In March, a small team, guided by a pandemic planning specialist, undertook detailed planning on all aspects of the work of Seniors Rights Service, including identifying key individuals and how the rest of the organisation would cope if they became severely ill or died. This was confronting but served us in good stead, as our planning for closing the office with everyone working from home proceeded quickly and relatively seamlessly, to the benefit of our clients. Our work has continued unabated, with a significant increase in the case of advocacy services.

We have seen the devastating impact that COVID-19 has on older Australians,

particularly those who reside in aged care, who often are particularly vulnerable, frail or have chronic illness. It has been reported that the median age of COVID-19 fatalities in Australia is 80 years old, and that around one-third of deaths in Australia have occurred at residential aged care facilities. By the end of June, the organisation had dealt with well over 1,800 inquiries and issues related specifically to COVID-19, an unprecedented increase in demand for our services over such a short period of time. I am proud that we were able to quickly respond to NSW Health's directive to work from home and there was no disruption to our services, either during the staff transition to home-based offices or since. Throughout the pandemic, Seniors Rights Service has continued to provide the high-quality support and advice to seniors that they have come to rely on.

Our organisation understands the negative impacts the pandemic is having on many people, such as unemployment, homelessness, mental

illness and increased stress and anxiety. We are deeply concerned that older people will experience an increase of family violence and financial abuse brought about by these negative social drivers. For some people, increased contact with family will only worsen potentially abusive situations. For this reason, we are anticipating a significant increase in demand for our services as the crisis continues to unfold within our communities.

Alongside our response to the pandemic, we were able to complete our new Strategic Plan for 2020- 2024. The plan was launched in June on Elder Abuse Awareness Day by the NSW Acting Minister for Seniors, the Hon. Geoff Lee MP. This plan will provide focus and guidance to the organisation and ensure that everything we do provides a voice to seniors across NSW and contributes to a society that respects and upholds the rights of older people.

I am also extremely proud that through our initial Reconciliation Action Plan (RAP), we have now been able to report

on a year of activities and, guided by Reconciliation Australia, have started the process of developing an Innovate RAP. This plan will focus on developing and strengthening our relationships with Aboriginal and Torres Strait Islander people, and further engaging staff and stakeholders in strategies to empower Aboriginal people across NSW.

We made a number of submissions to the Royal Commission into Aged Care, both as an individual organisation and in partnership with other organisations.

The challenges of 2019-2020 have highlighted the critical role our organisation is able to play, based on knowledge and skills built up over many years, as part of the infrastructure that is so important for the NSW community to be able to rely on, year in, year out.

Finally, I would like to express my sincere gratitude to our staff and volunteers and acknowledge the work they have done each and every day to support seniors across NSW. Guiding

the organisation through its response to the pandemic has been challenging and I thank our CEO Russell Westacott who has ensured that the wellbeing and safety of our staff, in addition to the maintenance of quality service delivery to our clients, are his top priorities.

I thank my fellow Board members for their contributions over the year, and welcome Anne Zele and Ross Halfacree, who joined the Board in August 2019, and Wendy Morgan and Barbara O'Neil, who joined in February 2020. I look forward to their contributions across the organisation.

Whatever unfolds in the year ahead, as the pandemic plays out across our communities, I am confident that the Board and team at Seniors Rights Service is well prepared to effectively respond.

**Margaret Duckett**  
Board Director, President

Margaret Duckett introduces the Seniors Rights Service Reconciliation Action Plan.



**Comment from a Legal client:**

‘Your representative [Name] was most knowledgeable, helpful and patient in helping me understand the issues of whether or not to become guarantor for the house purchase of a family member.

Thank you for this service. I will definitely recommend the service to others.’



## Chief Executive Officer's report



The COVID-19 pandemic is the greatest challenge Seniors Rights Service has faced in its 30+ year history. Nonetheless, staff adapted admirably to being required to work from home and our aged care advocacy and legal services have continued to be delivered efficiently. Our service has provided much-needed advice and assistance in turbulent times, including assisting clients affected by the shocking COVID-19 outbreaks at Sydney's Dorothy Henderson Lodge and Newmarch House aged

care facilities, and later helping out our Victorian counterparts with the second-wave outbreaks there.

Most affected by the pandemic have been our face-to-face education and awareness-raising events. In the previous reporting year, we conducted 1,042 events around NSW, attended by well over 34,000 people. In 2019-2020, face-to-face events took place up until February. We were well on track to exceed the success of the previous year, with more than 750 education events in the seven months to the end of January. In February and March, however, with the onset of the pandemic, events began being cancelled and attendance numbers dropped off. By late March, official restrictions were in place and face-to-face activities came to a standstill. Consequently, total attendance at education events in 2019-2020 was 21,477, down more than 37 per cent on the previous year.

We knew that, in order to reach similar numbers to the attendance rate at our in-person sessions, we needed

to switch our education services to an online format. We set to work uploading education sessions and shooting webinars, and we created a comprehensive Info Hub on our website to house these and other materials, including providing extensive COVID-19 information. This go-to site is a work in progress, added to and updated regularly to build an invaluable resource.

It also became obvious that, with no face-to-face opportunities to spread the word, we needed to find new ways to promote our services. Alongside our existing campaigns to advertise our services through community newspapers and social media, we also looked for new opportunities and partnerships.

Early in 2020, we applied for new funding from the Ecstra Foundation. This grant will enable us to run a radio ad campaign in the second half of 2020 to promote Seniors Rights Service and raise community knowledge of our telephone legal advice and aged care advocacy services. Delivered in

community languages across NSW, the ads will encourage vulnerable older people to contact our service for advice and support.

In another new initiative, we obtained joint funding from the NSW Department of Communities and Justice and Multicultural NSW to produce videos that address the financial abuse of older people, covering topics including granny flat issues, power of attorney, isolation and more. They will be available in Hindi, Mandarin and Arabic with English subtitles, and will be launched progressively from later in 2020.

In addition, we received new funding from the NSW Government's NSW Community Building Partnership program to assist us upgrade our Media Suite technology. Our improved Media Suite has been an invaluable tool during the COVID-19 crisis, allowing us to record and broadcast multiple webinars and videos addressing the needs of our communities.

Public awareness of our organisation is more important than ever, as we are concerned that risks to older people are on the rise. We know all too well that most abuse of older people is perpetrated by someone they trust, usually a close family member. With COVID-19 creating, or adding to, economic and social pressures – through potential job losses, financial crises, enforced proximity to family, and/or greater reliance on each other – we sadly believe we will see an upswing in the abuse, particularly financial abuse, of older people in the months and years ahead.

While much of Seniors Rights Service's focus in 2019-2020 was concerned with the here-and-now of the pandemic, we remain a forward-looking organisation and, to that end, in June we launched our Strategic Plan for 2020-2024. It's an ambitious document that we look forward to implementing over the next four years. It will be reviewed annually as we compare how we are tracking against it, and adjust our approach

accordingly. In line with our work up till now, the Strategic Plan will ensure we continue to inform, empower, listen to and represent older people. We will collaborate with other agencies and groups to better serve the interests of older people, and continuously aim to improve our service quality.

Throughout the pandemic, our funders have remained steadfast, maintaining our existing funding agreements so we can continue to reach older people in need of support in these difficult times. We also received \$90,000 in additional funding from the Commonwealth Department of Health to ensure our advocacy services were able to respond to the increase in demand for our services. We are extremely grateful for this assistance, and to all our funders through this difficult time.

**Russell Westacott**  
Chief Executive Officer



Russell Westacott and the late Hon. Susan Ryan AO "call" Info Bingo in Lismore.



### Our funders

- Commonwealth Department of Health
- Legal Aid NSW
- Multicultural NSW
- NSW Department of Communities and Justice
- NSW Fair Trading
- NSW Government – NSW Community Building Partnership program

We also thank Older Persons Advocacy Network (OPAN) and COTA Australia for our aged care advocacy and Aged Care Systems Navigation funding.

Seniors Rights Service gratefully acknowledges the grant provided by the Ecstra Foundation to support an awareness-raising and information campaign across NSW addressing financial abuse of older people in the context of the pandemic.



## Our response to the COVID-19 crisis

**When the COVID-19 pandemic took hold early in 2020, Seniors Rights Service was at the forefront of the community response in NSW. As an organisation built on assisting and advocating for older Australians, particularly those who are frail, vulnerable or chronically ill, we were well placed to help and we saw a dramatic increase in demand for our services.**

In the three months to the end of June 2020, we responded to more than 1,800 inquiries and issues related specifically to COVID-19. This surge in demand was unprecedented and has given us an in-depth understanding of the complex economic, social and psychological impacts the pandemic has had on senior Australians.

To give an example of our focus, in the first week of May alone we responded to 107 calls about COVID-19. Issues raised included being denied access to an older person, concerns about quality of care, and cancellation of home care services due to fear of contracting the virus from home care workers. These callers were often highly emotional and anxious. Our advocates and legal team noted that the matters raised were typically complex and multi-faceted, required long consultations to resolve and, frequently, involved our team members making follow up calls.

At Newmarch House in western Sydney, Seniors Rights Service provided on-the-ground advocacy services as the aged care facility responded to one of Australia's biggest clusters of COVID-19 cases, with 19 deaths, and 34 staff and 37 patients infected. We made more than 170 calls to residents and families, and provided support to 89 family members with relatives living at the facility. Seniors Rights Service also held weekly Zoom meetings at which

By the end of June, we had responded to more than

# 1,800

inquiries and issues related to COVID-19.

families were able to voice concerns, ask questions and get our advice and support. We continue to provide support to any residents and families who choose to seek advice.

Given the multiple COVID-19 hotspots across NSW, many aged care facilities have imposed lockdowns and visitation restrictions, even when they have no outbreaks. Therefore, a considerable amount of our time has been spent helping families and residents seeking clarification and advice on the potentially confusing and frequently changing public health orders from NSW Health.

Of great concern to Seniors Rights Service is the heightened potential for abuse – whether financial, psychological or physical – from adult children facing economic pressures, or from living in close proximity to an abuser. In the three months to the end of June, we saw an alarming increase in people presenting with abuse issues to our social work service. The number of elder abuse cases was 96 per cent higher than the same period the previous year. We believe this was due to the increased pressures on families in the wake of the economic downturn following COVID-19. Unfortunately, we expect the impacts on older Australians to intensify as the continuing economic and social effects of the pandemic play out.

We also observed a jump in the number of older people reporting stress and

anxiety due to COVID-19 including health worries, increased isolation from family and caregivers, and fears of abuse. In addition, our umbrella organisation Older Persons Advocacy Network (OPAN) received a large influx of calls to their new OPAN COVID-19 helpline and we assigned some of our advocates to assist with these calls.

Alongside the increase in the caseload for our advocacy team, older people also contacted Seniors Rights Service requesting advice from our legal service about how their rights were affected by the pandemic. Some reported being the target of discrimination because of their age. Others sought clarification about the validity and effect of various 'rules' imposed by some businesses and retirement village managers.

From April to June we reached

# 755

people via online webinars.

Like almost every workplace in the country, Seniors Rights Service had to adapt quickly in response to the pandemic to enable staff to work from home while ensuring our services continued and dealings with clients were conducted safely for everyone. Our telephone legal and aged care advocacy services have continued as always, but our ability to see members of the public and clients face-to-face has, of course, been restricted. However, the time we would normally spend in the community and on the road is now dedicated to the increased calls.

We made more than

# 100

online resources available from our new Info Hub.

We have also enhanced our online operations. Community education has been the hardest hit pillar of our work but we have now created an extensive Info Hub, available on our website. In one easy-to-access place, visitors can find fact sheets on our legal, aged-care advocacy and abuse-prevention services, along with education videos, webinars and links to pandemic-related materials. The Info Hub will continue to grow and be updated as a permanent feature on our website.

All government funders of Seniors Rights Service have remained supportive and taken a flexible approach as we continue to serve vulnerable people in our community.

**Russell Westacott**  
Chief Executive Officer

**Sabina Wynn**  
General Manager

## COVID-19 case studies

### Naomi's story

Naomi's\* family forced her to sell her house in New Zealand and move to Australia after her husband died. She now lives in a caravan park. Her grandson, who was her appointed attorney under her power of attorney (POA), said he would put the money from the sale of the house into a joint bank account "for a rainy day". The client did not realise she could not withdraw her money from the account without her grandson's signature. However, she had not seen him, or any other family, since the onset of the pandemic. She was particularly vulnerable, regularly needing oxygen. Her grandson said it was for her own safety that he did not visit but he also stopped returning her calls. She could not access her money and was confined to her mobile home, feeling increasingly isolated and worried about her financial security. This case study highlights that there are currently few safeguards to ensure the holder of the POA acts with the best wishes of the person in mind. It seemed her grandson had used COVID-19 as an excuse to deny her access to her own money. With the client's permission, Seniors Rights Service spoke to the

grandson and explained Naomi's rights and the requirement that he, under the terms of her POA, was required to act in her best interests. As a result, he agreed to close the joint account so his grandmother could have sole access to her funds.

### Yasmin's story

Yasmin\* reported that her daughter and son-in-law coerced her to sign over the title of her house. Her adult daughter had also stopped her from seeing her grandchildren. COVID-19 highlighted the impact of this loss for her. Before the pandemic, she was able to go out and was distracted by other activities. She reported that she was now isolated with her thoughts and becoming increasingly depressed and anxious. She believed the isolation was causing her to be increasingly confused and she was worried about her cognition. There are serious concerns for her health and wellbeing. The Seniors Rights Service social support worker is continuing to support her during this process.

**\*Please note:** The clients' names and identifying details have been changed to preserve confidentiality.





## Our work with Aboriginal and Torres Strait Islander people

**Our five regional services are located in areas with large Indigenous populations, so building stronger relationships with these communities is crucial. We are working hard to improve our reach and encourage vulnerable, often-marginalised people to access Seniors Rights Service, particularly during the pandemic.**

The major development this year in our engagement with Aboriginal and Torres Strait Islander people was the release of our Reflect Reconciliation Action Plan (RAP). Several years in the making, and reflecting guidance from Indigenous people, as well as input from service providers, staff members, volunteers and our Board, this plan sets out our vision and is a solid foundation to build on. It will ensure we deliver culturally safe and responsive services to Aboriginal and Torres Strait Islander groups across the State. Developing more formal collaborative relationships through peak bodies, Indigenous-run health organisations and community groups is a priority of this RAP, along with developing an Aboriginal Employment Strategy.

Our Aboriginal and Torres Strait Islander consultant, Dr Elizabeth McEntyre, worked on the RAP as well as mentoring staff to embed culturally safe and responsive services into our operations and to enable staff to become self-sufficient in working with Indigenous people. As Dr McEntyre finishes her work with us this year, we thank her for her guidance, input and encouragement.

In 2019-2020, two Indigenous women joined the Seniors Rights Service Board, bringing a depth of insight and experience. Wendy Morgan, a Dyirringanj woman, has an extensive government, consulting and research

background and is very active in the Aboriginal community of south-west Sydney. Barbara O'Neill, a Dunghutti woman, works as an Indigenous Trauma and Recovery Practitioner, and at the Junction Neighbourhood Centre in Maroubra as an Aboriginal support worker.

Before the pandemic curtailed many of our community activities, Seniors Rights Service was involved in a number of events and initiatives with Aboriginal and Torres Strait Islander communities, and our activities reached more than 1,000 Aboriginal people.

At a grassroots level, we joined craft and yarning circles to talk with and listen to communities about the needs of their Elders. For NAIDOC Week 2019, we staffed stalls at NAIDOC events in Penrith and Riverstone run by local Aboriginal people. About 1,000 people attended the Penrith event, with an estimated 400 visiting our stall. In Riverstone, the Seniors Rights Stall drew about 100 interested passers-by. There were also NAIDOC events in Nowra, Ulladulla and other regional locations. Unfortunately, the 2020 NAIDOC celebrations had to be postponed due to the pandemic.

We were proud, once again, to be among the more than 100 stallholders at the annual Yabun Festival at inner-Sydney's Victoria Park on January 26. Celebrating and acknowledging Aboriginal and Torres Strait Islander history and culture with music, dance, food, activities and information, Yabun attracts a diverse crowd and is increasingly being embraced as a respectful, alternative way to mark our national day.

On the day, Seniors Rights Service connected with Aunties, Uncles and other Elders from as far as Moree,

Glen Innes and Dubbo, as more than 300 people visited our stall, seeking information on home care, accommodation, family issues and the rights of older people.

In late February, Seniors Rights Service staff attended the Community Legal Centres NSW (CLCNSW) Quarterlies training session on Aboriginal Cultural Awareness for CLCs, where Aboriginal colleagues shared their expertise to help ensure and build culturally safe services and workplaces.

On March 13, just before COVID-19 restrictions came into force, Seniors Rights Service sponsored a day of friendly competition at the South West Sydney Aboriginal and Torres Strait Islander Elders Olympics, hosted by Macarthur Disability Services. We were also set to sponsor the Nambucca Elder's Olympics, due to be held in April, but it was postponed until 2021.

During the next 12 months, Seniors Rights service will work with Reconciliation Australia to develop a new Innovate RAP to both guide us in developing our engagement with Aboriginal and Torres Strait Islander communities and foster more inclusive participation in all our services.



The Hon. Linda Burney MP launches our Reconciliation Action Plan in November 2019.



Former Board Member and Chair of Reconciliation Action Plan Advisory Group Maureen Walsh with Aboriginal and Torres Strait Islander Consultant, Dr Elizabeth McEntyre at the launch of the Reconciliation Action Plan.



## Our work in regional, rural and remote NSW

**With our services now spread across NSW, from the Far North and Mid North Coasts, down to the South Coast, South West and Far South Coast, and out to the Central West, Seniors Rights Service is able to link up with elderly people in regional, rural or remote locations. Even in this difficult year, our reach was genuinely state-wide.**

In any ordinary year, our regional staff deliver dozens of education sessions across the state, with around 30 per cent of the people attending our education events coming from regional, rural or remote areas.

2019-2020 has been a very different and difficult year in our regions, first with the bushfires of summer, soon followed by COVID-19.

On the South and Mid North Coasts, communities and towns were particularly hard-hit by the bushfires. Providers worked together, sharing hours and available staff to ensure needs were met. Seniors Rights Service received regular updates from the Commonwealth Department of Health about residential aged care home evacuations. These updates meant we could not only see which homes were evacuated but also where residents had been evacuated to. We had the information at our fingertips in case any concerned relatives called.

In February, Seniors Rights Service South Coast advocates Margaret Crothers and Amadis Lacheta co-chaired aged care interagency meetings in Eurobodalla and Bega Valley. These gatherings reviewed responses to the bushfires and shared what they had learnt from the critical experience in order to be better prepared in the future.

Margaret and Amadis produced a video on the aged care response to the fires on the South Coast, and Margaret later wrote an article for veterans' journal The Last Post about the courage and resilience of rural Australians.

The bushfire experience stood our regional services in good stead when the pandemic followed soon after. Margaret Crothers led a team of six, including staff from advocacy

well as entertaining them with skits, games, competitions and quizzes, as well as lunch and prizes, usually chocolate. These events have been enormously successful, with much positive feedback about the friendly atmosphere, opportunity to socialise and access to information.

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### Comment from a Legal client:

**'I have been dealing with two lovely reassuring ladies but we are not able to get resolution for an extremely unusual, stressful and lengthy sad saga. I am so very worn down ...'**

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organisations interstate, to help deal with the COVID-19 crisis in aged care homes in NSW and in particular to respond to the COVID-19 cluster at Newmarch House in western Sydney. Seniors Rights Service senior advocates were on call every evening and weekend from March to respond to calls from around Australia. Later in 2020, advocacy organisations from all states, including Seniors Rights Service, shared resources again to help out with the second-wave pandemic crisis in Victoria.

On a lighter note, and coming off the back of the bushfire crisis, Seniors Rights Service held one of our fun Info Bingo events in Ulladulla on the South Coast, an area particularly affected by fires. Seniors Rights Service initiated Info Bingo as a way to reach out to isolated older people, providing them with important information as

## Our work with disadvantaged and vulnerable people

**As a state-wide telephone service, Seniors Rights Service is able to provide support and advice to disadvantaged and vulnerable people no matter where they live across NSW.**

With the advent of the global pandemic, Seniors Rights Service worked quickly to adapt, knowing that disadvantaged and vulnerable older people would need more assistance than ever.

In inner Sydney, we continued to provide free and confidential legal services and social support for older housing estate residents through our Surry Hills Community Connect (SHCC) Program – over the phone instead of face-to-face. To book appointments at the outreach clinic, which operates every second Tuesday, clients contact SHCC as usual and staff, with permission, pass on their phone details. Seniors Rights Service then contacts them at the allocated time, with an interpreter if required.

In June, to mark World Elder Abuse Awareness Day, Seniors Rights Service hosted Stronger Futures, a webinar that discussed strategies to help prevent abuse of older Australians. Well over 100 people participated live and hundreds more have viewed the webinar since then.

During the event, the NSW Acting Minister for Seniors, the Hon. Geoff Lee MP, launched the Seniors Rights Service Strategic Plan 2020-2024, a blueprint for our work over the next four years. Guest speaker, the Age Discrimination Commissioner, the Hon. Dr Kay Patterson AO, spoke of the importance of staying connected with older people increasingly isolated by physical distancing, while our CEO, Russell Westacott, discussed abuse-prevention strategies with Aged

Care Advocate Margaret Crothers and highlighted a number of key collaborators and organisations in the sector.

Before COVID-19 forced changes to our activities, Seniors Rights Service continued to work hard to extend its reach and raise awareness.

We have been involved in the Wentworthville Community Service Access Hub for the past two years,

important conversations around the issue, and adds another level of industry professionals committed to creating positive change.

In the second half of 2020, Seniors Rights Service is preparing to launch a state-wide radio campaign, Money Matters, focusing on financial abuse of older people, particularly within families, which we know has intensified during COVID-19. Money Matters,

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### Comment from an Education attendee:

**'Very interesting and informative. Presented in a very professional way. Professional, respectful presentation – supportive and with info about where to go next for help.'**

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and in February 2020 we were thrilled to attend the most recent hub. This free hub enables people of all ages to meet local service providers who provide advice and help in a range of areas including finance, bill payments, housing and Centrelink services. Seniors Rights Service is proud to maintain a stall at the hub, providing assistance to potential clients, speaking with community members who have legal or care-related questions, and networking with other organisations.

In August 2019, Russell Westacott shared his expertise at the launch of Stop Elder Financial Abuse, a campaign jointly backed by the Australian Banking Association (ABA) and Bauer Media to address how financial abuse is having devastating repercussions for Australian seniors. The partnership forged between Seniors Rights Service and the ABA allows for further

funded with a grant from the Ecstra Foundation, aims to reach vulnerable older people across NSW who may be isolated from support and information. The campaign will urge seniors who are experiencing, or at risk of experiencing, financial abuse to contact Seniors Rights Service. It will be produced in four community languages.



## Our work with people from culturally and linguistically diverse backgrounds

**With NSW's enormous multicultural diversity, ensuring our service is available to all remains a priority for Seniors Rights Service and we target programs and activities to the specific needs of a variety of cultural and linguistic groups.**

The COVID-19 pandemic has increased social isolation and financial pressures on many families, including in culturally and linguistically diverse communities in Sydney and across regional NSW. To that end, Seniors Rights Service is striving more than ever to reach out to and connect with people of all ethnic backgrounds.

Our face-to-face educational activities in 2019-2020 reached 4,675 people from multicultural communities, well down on the previous annual total of 6,389. However, since our in-person activities were curtailed in February

# 4,675

**of the attendees at our education events and forums identified as coming from culturally and linguistically diverse backgrounds.**

and had stopped altogether by late March, this fall is not surprising, and we quickly adapted our work practices to ensure our education services continued to be available online.

At Northcott Towers housing estate in inner-Sydney, through the Surry Hills Community Connect (SHCC) Program, Seniors Rights Service continued to provide free legal advice for estate

### Comment from an Education attendee:

**'This was amongst the clearest and most relevant talks that we have had. A very useful presentation and relevant to my situation.**

**'A very informative meeting and questions and answers fully accepted. As a new resident of a Retirement Village, I now have a better understanding of our rights. Thank you very much'**

residents from diverse backgrounds, to help prevent and respond to the abuse of seniors.

This service, which offers a Mandarin-speaking solicitor and a social worker, as well as providing interpreters when necessary, now gives legal advice and social support to SHCC clients over the phone rather than face-to-face.

In Blacktown, one of our solicitors facilitates Sri Lankan seniors to have a weekly online gathering after their regular get-togethers were cancelled due to the pandemic.

Prior to the advent of COVID-19, Seniors Rights Service and the AASHA Australia Foundation, a retirement and wellbeing service for seniors from the South Asian community, partnered to host Everyone Deserves Respect, a forum on ageing and rights. More than 120 members of Sydney's Indian community attended this event in August 2019 at Wentworthville Community Centre.

Seniors Rights Service is proud to work with AASHA and, as this report went to print, we were due to launch two short films addressing isolation among older Australians and the increasingly

prevalent issue of financial abuse.

The films have been produced in Hindi in collaboration with AASHA and the Indian community. They are part of a planned series of videos, including two in Mandarin and one in Arabic, that represent a significant resource to reach vulnerable older people from multicultural communities.

Yaozhi Ma performing in one of our Mandarin language "Family Money Matters" films about financial abuse within families





## Our work with older LGBTIQ+ people

**Older LGBTIQ+ people can sometimes be overlooked as a potentially vulnerable community but Seniors Rights Service strives to address their needs and improve awareness of our services.**

As in all areas of our service, our face-to-face opportunities with the LGBTIQ+ community have been limited since the onset of COVID-19 in March, but telephone and online work continued and much activity took place before the pandemic. And despite the crisis, our educational activities were attended by more LGBTIQ+ people than in the previous year, a rise from 884 to 1,460. This number would have been even greater had restrictions not halted our face-to-face work.

Its name is Afternoon Delight, and Seniors Rights Service was truly delighted to partner once again with ACON and Uniting to sponsor this movie matinee and afternoon tea series for LGBTIQ+ seniors. In July and August 2019, the documentary feature film McKellen, Playing The Part, along with a selection of short films, screened in cinemas in Sydney, Newcastle, Sawtell, Wagga, Lismore and Katoomba. Each screening was followed by afternoon tea and a chance to socialise, network and access health information. A Seniors Rights Service staff member attended each event, giving voice to what we do and spreading awareness of available support networks.

In the Northern Rivers region, home to a large LGBTIQ+ population, the biggest event on the calendar for Seniors Rights Service was Tropical Fruits Fair Day in Lismore in September 2019. This is a family event for LGBTIQ+ people, including their children, pets and friends, and around 450 people attended. We had an information stall

and our advocate, Gerard Dunlop, won the prize for second-best hat! Gerard also conducted an education session at Lismore Lads Lunch Club, a group of older gay men who meet regularly for lunch.

2020 swung into gear with our annual stall at Mardi Gras Fair Day on February 16. As always, thousands of revellers enjoyed the festivities in Sydney's Victoria Park in Camperdown, marking the official opening of the Mardi Gras. Seniors Rights Service, alongside organisations such as ACON and Inner City Legal Service, provided information on health and wellbeing, aged care resources, and legal centre services for the LGBTIQ+ community.

# 1,460

of the attendees at our education events and forums identified as being LGBTIQ+.

In early March, Seniors Rights Service was proud to show our support for the LGBTIQ+ community at The Pollys Club charity fundraising dance at Marrickville Town Hall in Sydney's inner west. The Pollys Club, which has hosted events since 1964, nurtures a safe, inclusive and fabulous environment for all, and attracts a crowd that is usually aged 50+. Seniors Rights Service had a stall in the entrance foyer and people were keen to pick up our brochures, particularly those relating to planning for the future.

As part of the nationwide Navigator Trial, funded by COTA For Older Australians, we ran an information

hub in the Northern Rivers. The trial is to test services to help people understand and engage with the aged care system, and the purpose of the Northern Rivers hub was to support older LGBTIQ+ people in understanding, navigating and accessing aged care services. Gerard Dunlop spoke on radio a number of times to promote the hub. The trial is now complete for the Northern Rivers LGBTIQ+ community, but is continuing in other parts of NSW and during the next year, we will be running a trial for the LGBTIQ+ communities in Sydney and Wollongong.



Education Manager Diana Bernard and Solicitor Mitchell Harvey at the Mardi Gras Fair Day



## Our Legal, Aged Care Advocacy and Education services

Your rights | Your voice

Seniors Rights Service provides free and confidential telephone advice, aged care advocacy and support, legal advice and rights-based education to seniors across NSW.

Our legal team provides advice and a comprehensive referral service on discrimination, abuse, consumer rights, future planning and accommodation matters.

Our aged care advocates assist those who receive Commonwealth-funded aged care services at home or in residential care, as well as their carers or family members. We listen, clarify, inform, identify possible outcomes, help you advocate for yourself and, if requested, speak up for you.

Seniors Rights Service offers rights-based education to older people, their families, carers and service providers on prevention of abuse or exploitation, planning ahead and other issues.





# Our Legal services

It was a rollercoaster ride for the Legal Service in 2019-2020. In late 2019, we experienced a considerable increase in the number of callers requesting legal assistance. This was a continuation of the huge rise we had been seeing since the 5th National Elder Abuse Conference, hosted by Seniors Rights Service in 2018, raised awareness of our organisation.

Then, with the onset of COVID-19 in early 2020, we experienced a decline in older people seeking legal assistance, back to the numbers we saw before the conference. The reasons for the drop are uncertain, as our telephone legal service continued uninterrupted, but the ructions of the pandemic – with clients staying home more and interacting less – must have played a part. COVID-19 restrictions also saw the cancellation of all Seniors Rights Service face-to-face education.

2,987

legal services were provided to older people in 2019-2020.

This included many legal education sessions, so word-of-mouth awareness was affected.

We have taken the opportunity presented by working from home to greatly expand our online education resources. Our solicitors have participated in webinars on topics including retirement village living, planning ahead and financial abuse awareness for older women. We have also produced video resources on granny flats and retirement village living, and are working on many more.

## Building alliances

In the past year, Seniors Rights Service has engaged with more than 70 stakeholder services and organisations. This engagement is crucial to the service we provide our clients in advising them and also referring them.

One particularly satisfying involvement has been our membership of the Law Society's Elder Law Capacity and Succession Committee, and its subcommittee examining abuse of older people. The legal service of Seniors Rights Service has a particular interest in law reform in this area, and our participation means we are abreast of the most recent developments.

We have been actively involved in several Elder Abuse Prevention Collaborative forums in the eastern suburbs, south-west Sydney and

(continued next page)

# Legal case study

## Abe's story

Abe\*, 76, called about his sister Betty, who lives with him and has an intellectual disability. Betty's mother used to manage Betty's finances but recently died. Abe said Betty had a pension and an investment account and the bank recommended he obtain an enduring power of attorney (EPOA) to help her manage her finances. She also needed help with shopping. Abe said Betty understood the need for an attorney and wanted Abe, with two nieces as alternative attorneys. Abe wanted advice on how to arrange an EPOA. We explained that Betty, as principal, could make an EPOA appointment if she understood its nature and effect. A solicitor would have to witness Betty's signature and certify that she understood. If the solicitor was not satisfied, the next step would be for Abe to apply for a financial management order through the NSW Civil and Administrative Tribunal's guardianship division and propose himself as financial manager. He would be supervised by the NSW Trustee and Guardian and would submit accounts every six to 12 months. We also referred Abe to Intellectual Disability Rights Service to discuss how to make an EPOA for a person with an intellectual disability and other capacity aspects.

**\*Please note:** The client's name and identifying details have been changed to preserve confidentiality.

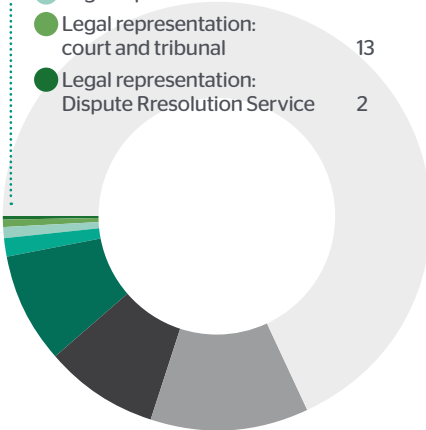
## Type of legal inquiry

Generalist - Older Persons Legal Service (OPLS)	68%
Retirement village	20%
Strata	12%



## Legal service work type

Legal advice	1,693
Legal information	297
Referral	214
Legal task (complex)	211
Legal intake list	34
Legal representation: other	21
Legal representation: court and tribunal	13
Legal representation: Dispute Resolution Service	2



## Legal services across NSW

Metropolitan	70%
Regional/Rural	24%
Remote	3%
Outside NSW	2%
Unknown	1%





# Our Legal services (continued)

16%  
of our legal clients identified  
as coming from culturally and  
linguistically diverse backgrounds.

Blacktown. We also participated in the Central Coast Co-operative Legal Service Delivery Program, which works to better coordinate the delivery of legal services to increase reach and avoid duplication.

We have built strategic alliances with government bodies and community organisations. Seniors Rights Service is part of the Multicultural NSW Sydney West Regional Advisory Council, where we established partnerships to develop abuse prevention and awareness videos, and raised senior issues in the course of their strategic planning.

As part of the Seniors Advisory Committee in Blacktown, we have established a number of community forums. We have partnered in the Seniors Event planning group for two years to hold the biggest seniors event in Blacktown City. Currently one of our solicitors is facilitating Sri Lankan seniors to have a weekly online gathering after their regular gatherings were cancelled due to the pandemic.

In collaboration with other service organisations, we have continued to conduct the fortnightly outreach service to public housing residents at the community centre in Surry Hills. Through this Surry Hills Community Connect (SHCC) Program we have reached clients we would not otherwise have reached. Our solicitors are accompanied by the Seniors Rights Service social worker, whose support is invaluable in assisting clients through an often-daunting experience. During the pandemic, solicitors have been

joined by our social worker in phone conferences with disadvantaged clients as well as in meetings in the office. This has been a very successful experience for all.

Seniors Rights Service advises many older people on guardianship and financial management proceedings in the Guardianship Division of the NSW Civil and Administrative Tribunal. As part of the Tribunal's Guardianship Advisory Forum, our solicitors also provide insights gained through this work to the Tribunal.

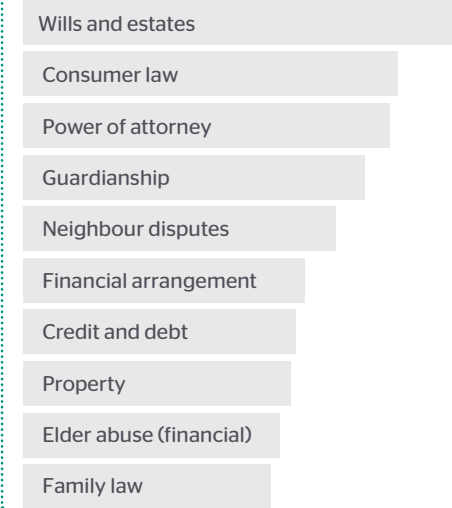
We have also developed TAFE programs in collaboration with Western Sydney TAFE. We take this opportunity to thank our education partners in this valuable program.

## External assistance

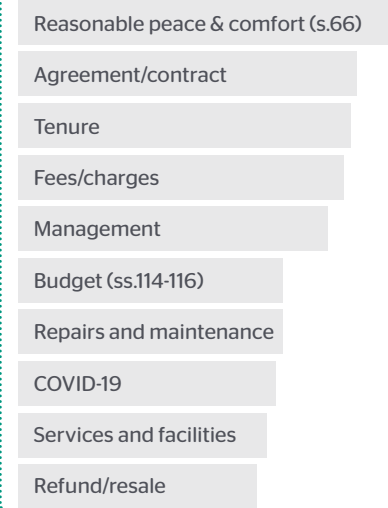
During the past year, our legal team has successfully undertaken a number of court and tribunal representations.

(continued next page)

### Top Legal client issues General legal service



### Top Legal client Issues Retirement village



### Top Legal client issues Strata



# Legal case study

## Ivy's story

Ivy\* is a 67-year-old Aboriginal woman with no assets to speak of, reliant on the pension. Two years ago, she moved as a tenant into a strata apartment in a retirement village. Neighbours soon began complaining about the smell from her unit when she smoked on the balcony. To remedy this, she smoked only indoors - in one room with the windows closed - and bought air purifiers, and wind barriers for the doors. However, the neighbours said they could still smell it. This led to a harassment campaign wherein neighbours would peer into her windows with a camera trying to catch her out and report her to strata. After unsuccessful mediation with the Owners Corporation (OC), Ivy contacted Seniors Rights Service, fearing that NSW Civil and Administrative Tribunal (NCAT) proceedings for a penalty were imminent. This was correct. Perusing the evidence, our solicitor noted deficiencies in the way the NCAT application was prepared and presented. Notwithstanding that the client appeared to have taken all reasonable precautions, there were five witnesses against her. And the notice to comply did not specify any actual breaches. We decided to defend the action in the Tribunal following the campaign of harassment and intimidation against a vulnerable and disadvantaged older woman. The Tribunal determined that the notice to comply was invalid and the matter was dismissed. The client now planned to leave the property as she no longer felt safe due to the harassment.

**\*Please note:** The client's name and identifying details have been changed to preserve confidentiality.





# Our Legal services (continued)

In many of these, we have been ably supported by barristers from a range of chambers who have offered their services on either a pro bono basis or a no-win, no-fee basis. Seniors Rights Service would be unable to assist as many deserving disadvantaged clients as we do without these barristers' time and assistance. We, along with our clients, are truly grateful for this expert support.

Seniors Rights Service also partners with law firms whose solicitors provide us with expert advice on more complex issues and take on some of our clients' matters on a pro

**27%**  
of the clients for our legal services were from regional, rural or remote locations.

## How our pro bono partnerships work...

Wotton + Kearney has helped Seniors Rights Service to increase its capacity to help protect the human rights of vulnerable older people, particularly where they have been subject to abuse. Their lawyers give their time to our pro bono Telephone Advice Clinic, which assists with a range of issues including wills, power of attorney, guardianship and the abuse of older people. This assistance in taking action to overcome discrimination or

infringements of human rights within Australia has a positive and direct effect on the lives of elderly vulnerable people. The firm has also taken on pro bono referrals of more complex matters where Seniors Rights Service resources are too constrained to offer the full legal service that particular cases of abuse or financial exploitation demand. Wotton + Kearney have also

assisted our service with pro bono legal advice that has helped our own operations. Wotton + Kearney has facilitated a specialist internship program where interns have been placed in the Seniors Rights Service office. We have found this to be a valuable experience and so, too, have the interns themselves, who have now nominated to become volunteers at Seniors Rights Service.

## Comment from a Legal client:

**'Your representative [Name] was most knowledgeable, helpful and patient in helping me understand the issues of whether or not to become guarantor for the house purchase of a family member. Thank you for this service. I will definitely recommend the service to others.'**

bono basis. Each Thursday and every second Wednesday, solicitors from these firms assist clients with legal problems in our pro bono clinic. As well as helping the clients, this is a great opportunity for the solicitors to interact with vulnerable older people and develop an understanding of the issues they face. We appreciate the support and the close working relationships we have developed that stretch beyond the clinic.

The legal team has also expanded our capacity to assist and represent clients

with Apprehended Violence Order (AVO) matters relating to domestic violence or neighbour disputes. For domestic violence matters in particular, working with our social worker has been of great value to traumatised clients. Our social worker has also been able to assist clients to get specialist police support from Police Vulnerable Persons Liaison Officers.

**Tom Cowan**  
Manager Legal Service  
Principal Solicitor

# Legal case study

## Ecco's story

Ecco\* said he was born in Italy and migrated to Australia, aged eight, with his parents. Ecco said he later became an Australian citizen and left school at 14 to go to work. He got a tax file number and had an accountant who prepared his tax returns. Ecco left Australia 11 years ago to live in Thailand. While there, his passport expired and his old passport was lost. He was later deported from Thailand back to Australia and arrived two weeks before he contacted Seniors Rights Service. Ecco said he had with him a letter from the Australian Consulate in Thailand but that letter was lost after he got temporary accommodation with the Salvation Army. He applied to Centrelink for a pension but was not able to prove his identity. We advised Ecco to apply to the Australian Taxation Office (ATO) for a statement as to his tax file number, or obtain the same from his former accountant. We also advised him to apply to the Department of Immigration for details regarding the grant of Australian citizenship. We referred him to the Welfare Rights Centre community legal centre.

**\*Please note:** The client's name and identifying details have been changed to preserve confidentiality.





# Our Aged Care Advocacy services

The first half of 2019-2020 was business as usual. The team was engaged in assisting older people across the state to raise concerns about the home care or residential care services they were receiving, and in providing aged care education and community group presentations. We were already using the concept of ‘Info Bingo’ for community education about rights and recognising abuse. This was developed for aged care homes as ‘Rights Bingo’ with great results, as the residents enjoyed learning about their rights in a fun way. We will be able to offer this model in the future for vulnerable groups such as those in remote areas, Aboriginal and Torres Strait Islander people, people from culturally diverse backgrounds and LBGTIQ+ seniors.

We continued to meet with other groups working to prevent abuse of older people, and contributed to more 10 Questions To Ask brochures about inquiries to make when accessing aged

7,016

advocacy services were provided to recipients of aged care in 2019-2020.

care services. And with Carers NSW and Partners In Culturally Appropriate Care (PICAC), we were involved in a new project for elder mediation with the University of NSW.

### Bushfire devastation

Then, in January and February, bushfires devastated much of NSW. Twelve aged care homes needed to be evacuated. Regional advocates supported aged care providers by contacting them and offering support and encouragement. Travel to many areas was impossible and we received many calls from anxious family members who could not access their loved ones.

We heard that many home care and home support providers went above and beyond their roles by evacuating stranded older people to safety, popping in to ensure they were ok, and assisting with accessing their medications. Older people also required extra assistance at evacuation centres, which were not set up for frail older people in wheelchairs who could not easily sleep on mattresses on the floor. Regional coordinator Margaret Crothers and advocate Amadis Lacheta were moved to make a video on the aged care response to bush fires on the south coast of NSW. Margaret later wrote an article for veterans’ journal The Last Post about the courage of resilient rural Australians.

### Home care in the pandemic

When COVID-19 began, some providers cancelled or withdrew non-essential services such as meals and shopping because staff had resigned in fear of the virus. As well, some fearful people cancelled their home care services.

(continued next page)

# Aged Care Advocacy case study

### Millie’s story

Millie\* receives a Home Care Package Level 2, and was concerned about carers coming to her home because she has many health issues. She sought advice about her right to cancel services and have her daughter care for her. She said one carer came to her house with a cold. She wanted to know if carers should be wearing masks and proper protection. The advocate listened to her concerns and discussed the option of temporarily suspending her services, and speaking to the provider about staff wearing masks, gown and gloves during visits. We referred to NSW Department of Health guidelines which recommended masks when caring for vulnerable people.

**\*Please note:** The client’s name and identifying details have been changed to preserve confidentiality.



### Our Advocacy work - quick facts

Advocacy cases	1,674
Complex advocacy cases	22
Advocacy inquiries	2,055
Social support	300
Navigator	155
General information	2,810
<b>TOTAL</b>	<b>7,016</b>
Additional COVID-19 Advocacy promotion*	600

\*A special advocate worked to contact Aged Care services throughout NSW during the COVID-19 crisis.

### Aged care Advocacy across NSW

Metro	2,246
Regional/Rural	1,103
Remote	31
National COVID-19 support*	313

\*Provision of assistance to OPAN members during the COVID-19 crisis.

### Social Support across NSW

Metro	247
Regional/Rural	45
Remote	3
National COVID-19 support*	1



# Aged Care Advocacy case study

## Maria's story

Maria's\* daughter had serious concerns about the care her mother was receiving. These included pressure wound dressings not being changed for days, oral care not being attended to after meals – as per a speech pathologist's care plan to ensure no food was retained in her mouth, which could cause her to aspirate – and no help with meals, even though she struggled to feed herself. After a complaint to management, her mother was locked in her room, with no light on and no water, and was unable to reach her call bell. The advocate discussed the standard and quality of care her mother should be receiving, her rights and choices, and that care should be a partnership between the resident and the aged care home. We assisted her to make a formal complaint to the Aged Care Quality and Safety Commission, as she was not being heard by the provider.

**\*Please note:** The client's name and identifying details have been changed to preserve confidentiality.



# Our Aged Care Advocacy services (continued)

We encouraged home care consumers to keep their services in place, but some were terrified the workers would bring infection into their homes.

In the early days of the pandemic, when people over 70 were told to stay at home and isolate, many were caught without food and essential supplies. Seniors Rights Service advocates referred many callers to My Aged Care in order to access Meals on Wheels and essential shopping delivery services.

## Aged care homes

In March, BaptistCare's Dorothy Henderson Lodge, in northern Sydney, was the first aged care home in Australia to have an outbreak of COVID-19. Seniors Rights Service reached out to the lodge but management said they had a plan and had already set up a communications hub. Six older people died during this outbreak.

Soon after, intensive advocacy support was provided to the residents and their families at Anglicare Newmarch House in western Sydney, where a COVID-19 outbreak infected 37 residents. Of these, 18 recovered and 19 died, and 34 staff who tested positive to the virus recovered.

A team of six advocates was led by Margaret Crothers – two from Seniors Rights Service, two from Victoria and two from Queensland. The team we named Super Six assisted the 89 family members who had loved ones at Newmarch House. Seniors Rights Service worked alongside Older Person's Advocacy Network (OPAN) to set up meetings and on-site contacts, as even advocates could not reach

to calls from around Australia. The biggest issue was that vulnerable older people were in lockdown for weeks or months at a time, and were separated from their loved ones. Families were concerned about their quality of care and emotional state. Some residents were very distressed and frightened, and begged families to take them home. Some families visited every day and assisted the resident to eat or

## Comment from an Advocacy client:

**'I was desperate for help. I explained my situation. The lady listened and helped me to understand things I did not know.'**

anyone at the facility in the early weeks. When it was deemed safe, we arranged to have an advocate on-site to talk with residents directly, with full PPE precautions. We were also involved in weekly family meetings via Zoom.

Seniors Rights Service senior advocates were on call every evening and weekend from March to respond

manage anxiety. In May, an industry code for visiting residential care during the pandemic was instigated by peak bodies, including OPAN, to ensure vulnerable older people were not separated from loved ones. Many aged care facilities disregarded this, and advocates stepped in to defend the right to access in reasonable circumstances.

## Aged Care Advocacy for special needs groups

Aboriginal and Torres Strait Islanders	70
Culturally diverse	688
Dementia	320
Financially disadvantaged or at risk of homelessness	178
Veterans	15
LGBTIQ+	4
Care leavers	2

## Types of Aged Care Advocacy work

Empowering clients for self-advocacy	980
Assisted advocacy	250
Representation and face-to-face	62
Providing information on rights	2,845



# Our Aged Care Advocacy services (continued)

## Social support for clients experiencing abuse

Our social worker has been working with advocates and solicitors assisting vulnerable older people in complex legal-social cases. The mid and long-term impact of COVID-19, which has further isolated at-risk people, was really beginning to show by the end of June, with more people coming to us for assistance for financial, psychological and physical abuse. As aged care advocacy is an essential service in the pandemic, the social worker attended face-to-face advocacy and social support meetings with clients at risk.

**32%**  
of the clients for our advocacy services were from regional, rural or remote locations.

## Comment from an Advocacy client:

**‘I think it’s an excellent service which I didn’t previously know about. Not only knowledgeable advice but experience in dealing with emotional upset involved in the issue.’**

## Aged Care Navigator Trial

Seniors Rights Service is part of a nationwide trial, funded by COTA (Council On The Ageing) Australia, which tests services and activities to help people understand and engage with the aged care system. We had three trial locations - in Dubbo, Surry Hills and Lismore. The trial is now complete for the Northern Rivers LGBTIQ+ community, and for the inner-Sydney homeless population and those at risk of homelessness. With the trial now extended until June 2021, we have extended the Dubbo and regional hubs,

and set up an LGBTIQ+ information hub for Sydney and Wollongong. The trial has revealed the level of assistance required for older people to feel confident in accessing services so they have the option to remain at home and continue a full life. Many older people still do not have access to the internet or computers and are very cautious of spending money for services. Access to information is essential, in both regional and remote areas and big cities.

**Pat Joyce**  
Manager Advocacy

## Top Aged Care Advocacy client concerns

### Residential care

- COVID-19
- Access to older person being restricted
- Alternative decision-making
- Duty of care
- Quality of care
- Individual care planning
- Staffing and staff skills

### Home Care packages

- Fees and charges
- Long wait for aged care services and care
- COVID-19
- Choice and options

### Commonwealth Home Support Program

- Access to services
- Human and consumer rights
- Choice and options

# Social Support case study

## Joan’s story

Joan\*, a resilient 85-year-old woman, lives alone, still recovering from the impact of summer bushfires, and now impacted by COVID-19. Her landlord wanted to sell the property she lived in. She presented with low mood and reported suicidal thoughts such as jumping out the window. She remembered World War Two as a better time because of the strength and connection of the community, rather than being shut down alone. She said she used to be independent but felt overwhelmed with moving and decision-making. We scheduled wellbeing check-ins and provided phone counselling and referrals to social housing specialists. We linked her to a community mental health team and community services.

**\*Please note:** The client’s name and identifying details have been changed to preserve confidentiality.





# Our Education services

The impact of the COVID-19 pandemic on our education program during the first part of 2020 was significant and all our face-to-face education sessions had to be postponed or cancelled due to the social distancing requirements put in place by NSW Health. Seniors Rights Service responded to the challenges by moving much of our education online. This involved the development of an Info Hub on the front page of our website. This useful resource is updated regularly and encompasses some of our key education topics, including abuse, scams, ageism, advocacy, and legal information. It also now includes a specific place for resources and information on COVID-19.

As an addition to this content, we have developed - and will continue to develop - a range of webinars on planning ahead (including power of attorney and other documents), diversity in the time of COVID-19, and retirement village issues. Videos have also recently been developed focusing

21,477  
people attended our  
756

education events and forums.

on women and abuse, advocacy, information for aged care staff, information for those in residential aged care, granny flat issues, strata issues and wills.

Although our attendance totals are considerably lower than those achieved last financial year (21,477 compared with 34,366), our online Info Hub is generating increasing attention from the community. Over the next year, we will continue to reach out to older people and work to make contact with increasing numbers remotely.

However, while online delivery suits many people, a substantial number of older people, especially those in aged care, can find engaging with online content challenging. Others are simply not able to access it. This has presented Seniors Rights Service with a challenge and we are determined to find new and appropriate ways of engaging with all older people as the pandemic continues to affect their lives.

### Education events

In the second half of 2019, before the onset of the pandemic, our educational events were numerous and focused on key issues such as abuse and our priority populations. Until COVID-19 slowed our face-to-face activities, then brought them to a halt in March, we held 756 educational events around the state. This compared to the previous full-year total of 1,042 events, so we were on target for an extremely productive year.

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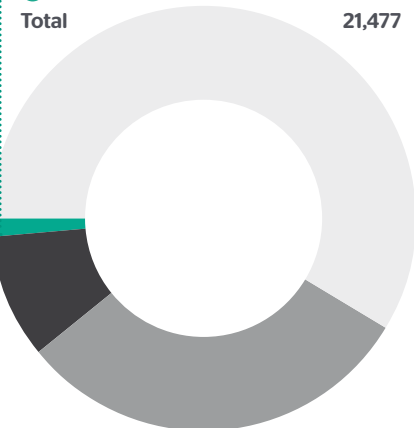
In 2019-2020 we distributed over

80,000

educational and information resources.

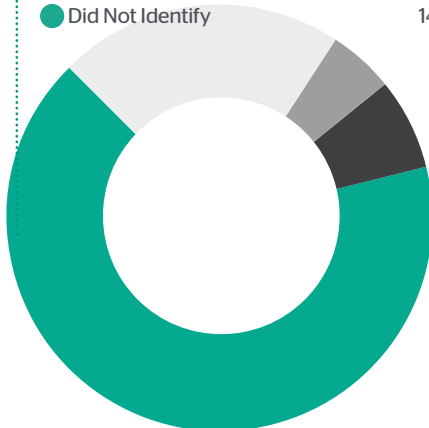
### Geographical location of Education attendees

Metro	12,607
Regional	6,563
Rural	2,052
Remote	255
Total	21,477



### How Education attendees identified themselves

Culturally and Linguistically Diverse	4,675
Aboriginal and Torres Strait Islander	1,088
Lesbian, Gay, Bisexual, Transgender, Intersex, Queer or Others	1,460
Did Not Identify	14,254



Attendees at the “Everyone Deserves Respect” forum hosted by Seniors Rights Service and the AASHA Australia Foundation.





Solicitor Christine Ai and Social Worker Kate Kennedy at the Surry Hills Community Connect program.

# Our Education services (continued)

From April to June we reached  
**755**  
people via online webinars.

In August 2019, Seniors Rights Service and the AASHA Australia Foundation, a retirement and wellbeing service for seniors from the South Asian community, co-hosted Everyone Deserves Respect, a forum on ageing and rights at Wentworthville Community Centre. At this event more than 120 members of Sydney’s Indian community heard guest speakers and a discussion panel, and enjoyed traditional music, dance and Indian food.

We also presented to NSW Police Vulnerable Communities Liaison Officers and detectives in Botany and Campbelltown on the issue of abuse, and on how Seniors Rights Service can work with police to respond to abuse of older people.

We continued our successful Piano Forte collaboration with Legal Aid and libraries around the state, utilising a play developed in Queensland on abuse, followed by discussion panels with community service providers, our lawyers and the public. Other presentations were provided to the Women’s Housing Collaborative and a number of other community services.

The Surry Hills Community Connect (SHCC) outreach service, in which we participate, is continuing. We provide legal and social support advice and also ran two workshops for residents on abuse and advocacy.

We also continued our collaboration with various cultural groups and organisations to hold forums on abuse and other issues. These included working with Multicultural Communities Illawarra (MCCI), Partners in Culturally Appropriate Care (PICAC), AASHA Australia Foundation (AASHA), Chinese Australian Services Society (CASS), and Arab Council Australia (ACA).

In response to community feedback, a major focus in 2019-2020 has been

The Info Hub on our website now provides over

**100**  
online resources for our community.

on developing culturally appropriate resources, including five videos around issues of financial abuse in Hindi, Mandarin and Arabic. The videos portray the complexities for older people in negotiating matters such as power of attorney, wills and granny flats and examine how the isolation of older people can often make them more vulnerable to abuse. The videos were developed after community consultation and were produced with community members acting the various roles. Many thanks to our community partners, including AASHA, CASS and ACA, for their support and contributions to the development of these videos. The release of the videos was delayed due to COVID-19 but were due to be launched in late 2020.

**Diana Bernard**  
Manager Education and Community Services

## Summary of Education forums and events


Aged care service education	Sessions	Attendees
Residential aged care recipients	255	
Home care/ home support recipients	105	7,990
Aged care staff	33	414
Legal education	Sessions	Attendees
General legal sessions	19	362
Strata specific sessions	13	65
Retirement village sessions	34	687
Other education	Sessions	Attendees
Community education	125	2,833
Projects	5	69
Events	43	4,314
Expos	33	3,310
Students	4	147
Hub visits/community sessions	155	2,115




Financial Report year ended 30 June 2020

CONTENTS:	PAGE	DIRECTORS' DECLARATION
Directors' Declaration	40	The directors of the company declare that:
Auditor's Report	41-42	1. The financial statements and notes, as set out on pages 40-51, for the year ended 30 June 2020 are in accordance with the Australian Charities and Not-for-profits Commission Act 2012 and:
Auditor's Independence Declaration	43	(a) Complying with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Australian Charities and Not-for-profits Commission Regulation 2013; and
Statement of Profit or Loss and other Comprehensive Income	44	(b) give a true and fair view of the financial position and performance of the company.
Statement of Financial Position	44	2. In the directors' 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.
Statement of Changes in Equity	45	
Statement of Cash Flows	45	
Notes to the Financial Statements	45-51	

This declaration is made in accordance with a resolution of the Board of Directors.



**Margaret Duckett**  
Board Director  
President  
Sydney  
Dated this 12th day  
of October, 2020



**Elaine Leong**  
Board Director  
Vice President  
Sydney  
Dated this 12th day  
of October, 2020

**MEAGHER, HOWARD & WRIGHT**  
CERTIFIED PRACTISING ACCOUNTANTS  
ABN 42 664 097 441

Ken WRIGHT J.P. M.Com. F.CPA  
Greg MIDDLETON B.Comm, G.Dip FP, CA  
MaryJane HARDY J.P. B.Bus  
John HOWARD OAM, J.P, F.CPA, B.Ec  
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**Independent Auditor's Report**  
**To the Members of Seniors Rights Service Ltd**

**Opinion**

We have audited the financial report of Seniors Rights Service Ltd ("the Entity"), which comprises the statement of financial position as at 30 June 2020, the statement of comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the Committee.

In our opinion, the accompanying financial report of the Entity is 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 Entity's financial position as at 30 June 2020 and of its financial performance and cash flows for the year then ended; and
- b) complying with Australian Accounting Standards to the extent described in Note 1 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 Entity in accordance with the auditor independence 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.

We confirm that the independence declaration required by Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, which has been given to the Committee, would be in the same terms if given as at the time 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.

**Emphasis of Matter – Basis of Accounting**

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the financial reporting responsibilities under the *Australian Charities and Not-for-profits Commission Act 2012*. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

**Responsibilities of Management and the Committee for the Financial Report**

Management is responsible for the preparation of the special purpose financial report that gives a true and fair view in accordance with the relevant Australian Accounting Standards in accordance with the *Australian Charities and Not-for Profits Commission Regulations 2013* and the *Australian Charities and Not-for-profits*



*Commission Act 2012* and for such internal control as management determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the special purpose financial report, management is responsible for assessing the Entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intend to liquidate the Entity or to cease operations, or have no realistic alternative but to do so.

The Committee are responsible for overseeing the Entity's financial reporting process.

**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 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 Entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of the management'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 Entity'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 Entity 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 Committee 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.

We also provide the Committee with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

Meagher Howard & Wright  
CPA

Suite 506, 55 Grafton Street  
Bondi Junction NSW 2022



Ken Wright  
Partner

Date Dated this 12th day of October, 2020

Liability limited by a scheme approved under Professional Standards Legislation.



**MEAGHER, HOWARD & WRIGHT**  
CERTIFIED PRACTISING ACCOUNTANTS  
ABN 42 664 097 441

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BONDI JUNCTION NSW 2022

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John HOWARD OAM, J.P. F.CPA, B.Ec  
Emma DIAMOND B.Bus

**Auditor's Independence Declaration  
To the Directors of SENIOR RIGHTS SERVICE LTD  
(A Company Limited by Guarantee)**

In accordance with the requirements of section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012*, as lead audit partner for the audit of the financial report of Senior Rights Service Ltd for the financial year ended 30 June 2020, I declare that to the best of my knowledge and belief, that there have been

- (i) no contraventions of the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- (ii) any applicable code of any applicable code of professional conduct in relation to the audit.

MEAGHER HOWARD & WRIGHT  
Certified Practising Accountants

Ken Wright  
Partner



Date: Dated this 12th day of October, 2020

Liability limited by a scheme approved under Professional Standards Legislation.



## STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2020

	NOTE	2020 \$	2019 \$
<b>Income</b>			
Revenue	3	3,476,131	3,485,020
<b>Expenditure</b>			
Advertising expenses		(71,128)	(90,965)
Auditor's remuneration	4	(10,000)	(13,310)
Depreciation and amortisation expenses		(176,064)	(162,967)
Employee benefits expenses		(2,493,557)	(2,370,894)
Finance costs	5	(16,126)	(24,725)
Other expenses		(522,700)	(808,256)
		186,556	13,903
<b>Surplus for the year</b>	5	186,556	13,903
<b>Total comprehensive income for the year</b>		186,556	13,903

## STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2020

	NOTE	2020 \$	2019 \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	6	1,254,974	996,481
Trade and other receivables	7	113,660	30,203
Other current assets	8	2,075	2,650
<b>TOTAL CURRENT ASSETS</b>		1,370,709	1,029,334
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	9	261,214	437,279
<b>TOTAL NON-CURRENT ASSETS</b>		261,214	437,279
<b>TOTAL ASSETS</b>		1,631,923	1,466,613
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables	10	572,898	501,839
Provisions	11	496,961	440,260
<b>TOTAL CURRENT LIABILITIES</b>		1,069,859	942,099
<b>NON-CURRENT LIABILITIES</b>			
Trade and other payables	10	63,587	249,880
Provisions	11	118,441	81,154
<b>TOTAL NON-CURRENT LIABILITIES</b>		182,028	331,034
<b>TOTAL LIABILITIES</b>		1,251,887	1,273,133
<b>NET ASSETS (LIABILITIES)</b>		380,036	193,480
<b>EQUITY</b>			
Retained earnings	12	380,036	193,480
<b>TOTAL EQUITY</b>		380,036	193,480

## STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2020

	NOTE	RETAINED EARNINGS \$	TOTAL \$
<b>Balance at 1 July 2018</b>		179,577	179,577
Profit attributable to equity shareholders as per 2019 Accounts		32,451	32,451
Adjustment due to AASB16		(18,548)	(18,548)
<b>Adjusted total</b>		13,903	13,903
<b>Balance at 30 June 2019</b>		193,480	193,480
Profit attributable to equity shareholders		186,556	186,556
<b>Balance at 30 June 2020</b>		380,036	380,036

## STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2020

	NOTE	2020 \$	2019 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts from Grants & Funding		3,770,704	3,260,520
Payments to suppliers and employees		(3,527,552)	(3,744,022)
Interest received		15,340	23,038
<b>Net cash provided by (used in) operating activities</b>	14	258,492	(460,464)
Net increase (decrease) in cash held		258,492	(460,464)
Cash at beginning of financial year		996,481	1,456,944
Cash at end of financial year	6	1,254,973	996,480

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

The financial reports cover Seniors Rights Service Ltd as an individual entity. Seniors Rights Service Ltd is a not for profit Limited by Guarantee company incorporated and domiciled in Australia.

The functional and presentation currency of Seniors Rights Service Ltd is Australian dollars.

Comparatives are consistent with prior years, unless otherwise stated.

#### 1. Basis of Preparation

The financial statements are general purpose financial statements - reduced disclosure requirements that have been prepared in accordance with the Australian Accounting Standards and the Australian Charities and Not-for-Profits Commission Act 2012. In the opinion of the board the company is not a reporting entity since there are unlikely to exist users of the financial statements who are not able to command the preparation of reports so as to satisfy specifically all of their information needs.

The financial statements have been prepared on an accruals basis and are based on historical costs modified, where

applicable, by the measurement at fair value of selected non current assets, financial assets and financial liabilities.

The significant accounting policies adopted in the preparation of these financial statements are presented below and are consistent with prior reporting periods unless otherwise stated.

#### Application of new Accounting Standards

Seniors Rights Service Ltd as an individual entity has prepared financial statements in accordance with the Australian new accounting standards AASB 1058 and AASB 16 from 1 July 2019.

Reconciliations of the transition from previous Australian Standards and the new accounting standards have been included in Notes to this report.

#### 2. Summary of Significant Accounting Policies

##### Property, Plant and Equipment

Each class of property, plant and equipment is carried at cost less, where applicable, any accumulated depreciation and impairment of losses.



## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

**Plant and equipment**

Plant and equipment are measured using the cost model.

**Depreciation**

Property, plant and equipment, is depreciated on a straight line basis over the assets useful life to the Company, commencing when the asset is ready for use.

Leased assets and leasehold improvements are amortised over the shorter of either the unexpired period of the lease or their estimated useful life.

**Employee Benefits**

Provision is made for the company's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits that are expected to be wholly settled within one year have been measured at the amounts expected to be paid when the liability is settled. Employee benefits payable later than in one year have been measured at balance date plus related on costs.

Provision 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.

**Provisions**

Provisions are recognised when the company has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

Provisions are measured at the present value of management's best estimate of the outflow required to settle the obligation at the end of the reporting year. The discount rate used is a pre-tax rate that reflects current market assessments of the time value of money and the risks specific to the liability. The increase in the provision due to the unwinding of the discount is taken to finance costs in the statement of other comprehensive income.

**Cash and Cash Equivalents**

Cash and cash equivalents comprises cash on hand, demand deposits and short-term investments which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.

**Revenue**

Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

**Government Grants**

A number of the Company's programs are supported by grants received from the federal, state and local governments. 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. Where a grant is received on the condition that specified services are delivered to the grantor, this is considered a reciprocal transaction. Revenue is recognised as services are performed and at year end a liability Grants In Advance is recognised until the service is delivered.

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

**Cash Flow Boost**

The first cash flow boost payment from the Australian Government have been recognised in full as income in the 2020 financial year. In addition, the second cash flow boost payment has been taken up as a sundry receivable and recognised as income in the 2020 financial year given that it is a matching amount based on the first agreed support payment as an eligible employer.

**Goods and Services Tax (GST)**

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

Receivables and payables are stated inclusive of GST.

Cash flows in the statement of cash flows are included on a gross basis and the GST component of cash flows arising from investing or financing activities which is recoverable from, or payable to, the taxation authority is classified as operating cash flows.

**Comparative Amounts**

Comparatives are consistent with prior years, unless otherwise stated.

Where a change in comparatives has also affected the opening retained earnings previously presented in a comparative period, an opening statement of financial position at the earliest date of the comparative period has been presented.

**Adoption of New and Revised Accounting Standards**

During the current year, the following relevant standards became mandatory and have been adopted retrospectively by the {entity}.

The accounting policies have been updated to reflect changes in the recognition and measurement of assets, liabilities, income and expenses and the impact of adoption of these Standards is discussed below.

1058 Income of Not -for-Profit Entities  
01 January 2019 30 June 2020

No change, no impact

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

	Previous accounts at 30 June 2019 \$	Effect of transition to Australian equivalents to AASB \$	Australian equivalents to AASB at 30 June 2019 \$
<b>Reconciliation of Equity at 30 June 2019</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	996,481	-	996,481
Trade and other receivables	30,203	-	30,203
Other current assets	2,650	-	2,650
<b>TOTAL CURRENT ASSETS</b>	<b>1,029,334</b>	<b>-</b>	<b>1,029,334</b>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	36,262	401,017	437,279
<b>TOTAL NON-CURRENT ASSETS</b>	<b>36,262</b>	<b>401,017</b>	<b>437,279</b>
<b>TOTAL ASSETS</b>	<b>1,065,596</b>	<b>401,017</b>	<b>1,466,613</b>
<b>CURRENT LIABILITIES</b>			
Trade and other payables	332,153	169,686	501,839
Provisions	440,260	-	440,260
<b>TOTAL CURRENT LIABILITIES</b>	<b>772,413</b>	<b>169,686</b>	<b>942,099</b>
<b>NON-CURRENT LIABILITIES</b>			
Trade and other payables	-	249,880	249,880
Provisions	81,154	-	81,154
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>81,154</b>	<b>249,880</b>	<b>331,034</b>
<b>TOTAL LIABILITIES</b>	<b>853,567</b>	<b>419,566</b>	<b>1,273,133</b>
<b>NET ASSETS</b>	<b>212,029</b>	<b>(18,549)</b>	<b>193,480</b>
<b>EQUITY</b>			
Retained earnings	212,029	(18,549)	193,480
<b>TOTAL EQUITY</b>	<b>212,029</b>	<b>(18,549)</b>	<b>193,480</b>

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

	Prior Year \$	Effect of transition to Australian equivalents to AASB \$	Australian equivalents to AASB at 30 June 2019 \$
<b>Reconciliation of Profit or Loss for 2019</b>			
Revenue	3,485,020	-	3,485,020
Advertising expenses	(90,965)	-	(90,965)
Auditor's remuneration	(13,310)	-	(13,310)
Depreciation and amortisation expenses	8,898	(171,865)	(162,967)
Employee benefits expenses	(2,370,894)	-	(2,370,894)
Finance costs	-	(24,725)	(24,725)
Other expenses	(986,297)	178,041	(808,256)
<b>Profit before income tax</b>	<b>32,452</b>	<b>(18,549)</b>	<b>13,903</b>
Income tax expense	-	-	-
<b>Profit attributable to members of the company</b>	<b>32,452</b>	<b>(18,549)</b>	<b>13,903</b>



## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

	NOTE	2020 \$	2019 \$
<b>3</b>	<b>Revenue and Other Income</b>		
	<b>Revenue</b>		
	Sales revenue:		
	Rendering of services	3,348,675	3,411,583
	Other revenue:		
	Interest received	15,340	23,039
	Other revenue	112,116	50,398
		<u>127,456</u>	<u>73,437</u>
	Total revenue	<u>3,476,131</u>	<u>3,485,020</u>
	<b>Interest revenue from:</b>		
	Interest Received	15,340	23,039
	Total interest revenue on financial assets not at fair value through profit or loss	15,340	23,039
	<b>Other revenue from:</b>		
	Cash Boost	100,000	-
	Sundry Income	12,116	50,398
	Total other revenue	<u>112,116</u>	<u>50,398</u>
<b>4</b>	<b>Auditor's Remuneration</b>		
	Auditors Remuneration - Fees	<u>10,000</u>	<u>13,310</u>
<b>5</b>	<b>Profit for the year</b>		
	The result for the year was derived after charging / (crediting) the following items:		
	Profit before income tax from continuing operations includes the following specific expenses:		
	<b>Expenses</b>		
	Employee benefits expense:		
	contributions to defined contribution superannuation funds	205,992	195,626
	Depreciation of property, plant and equipment	176,064	162,967
<b>6</b>	<b>Cash and Cash Equivalents</b>		
	Cash in Hand	400	400
	Cash at Bank	<u>1,254,574</u>	<u>996,081</u>
		<u>1,254,974</u>	<u>996,481</u>

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

	NOTE	2020 \$	2019 \$
<b>7</b>	<b>Trade and Other Receivables</b>		
	Other Debtors	70,398	650
	Trade Debtors	22,607	2,231
	GST on Acquisitions	<u>20,655</u>	<u>27,322</u>
		<u>113,660</u>	<u>30,203</u>
	The carrying value of trade receivables is considered a reasonable approximation of fair value due to the short term nature of the balances.		
<b>8</b>	<b>Other Assets</b>		
	Current		
	Load to Go	<u>2,075</u>	<u>2,650</u>
<b>9</b>	<b>Property, Plant and Equipment</b>		
	<b>PLANT AND EQUIPMENT</b>		
	<b>Plant and Equipment:</b>		
	At cost	783,032	783,032
	Accumulated depreciation	<u>(521,818)</u>	<u>(345,753)</u>
	<b>Total Plant and Equipment</b>	<u>261,214</u>	<u>437,279</u>
<b>10</b>	<b>Trade and Other Payables</b>		
	<b>Current</b>		
	Grants in Advance	247,182	184,434
	Lease Liability	186,293	169,686
	Accrued Expenses	56,293	59,765
	Reserve for Asset Replacement	48,000	48,000
	GST on Supplies	<u>35,130</u>	<u>39,954</u>
		<u>572,898</u>	<u>501,839</u>
	<b>Non-Current</b>		
	Lease Liability	<u>63,587</u>	<u>249,880</u>
<b>11</b>	<b>Provisions</b>		
	Provision for Holiday Pay	177,883	151,245
	Prov'n for Long Service Leave	285,697	250,969
	Provision for Parenting Leave	33,381	38,046
	Provision for Redundancy	<u>118,441</u>	<u>81,154</u>
		<u>615,402</u>	<u>521,414</u>
	<b>Total provisions</b>	<u>615,402</u>	<u>521,414</u>
	Analysis of Total Provisions		
	Current	496,961	440,260
	Non-current	<u>118,441</u>	<u>81,154</u>
		<u>615,402</u>	<u>521,414</u>



## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

	NOTE	2020 \$	2019 \$
<b>12</b>	<b>Retained Earnings</b>		
	Retained earnings at the beginning of the financial year	193,480	179,577
	Net profit attributable to members of the company	186,556	13,903
	Retained earnings at the end of the financial year	380,036	193,480
<b>13</b>	<b>Capital and Leasing Commitments</b>		
	<b>Operating Lease Commitments</b>		
	Non-cancellable operating leases contracted for but not capitalised in the financial statements:		
	Payable - minimum lease payments		
	Not later than 12 months	186,293	184,200
	Between 12 months and five years	64,910	256,253
		251,203	440,453
	The organisation signed a lease commencing 1 November 2016. This lease is for 5 years to 31 October 2021 and has a 3 year option. The company Introduced AASB 16 in 2020 and the 2019 accounts were amended so that the 2020 changed was reflected in the comparison in 2019. This resulted in a profit adjustment reduction of \$18,548 from \$32,451 to \$13,903		
<b>14</b>	<b>Cash Flow Information</b>		
	<b>Reconciliation of result for the year to cashflows from operating activities.</b>		
	<b>Reconciliation of net income to net cash provided by operating activities:</b>		
	Profit after income tax	186,556	13,903
	Cash flows excluded from profit attributable to operating activities		
	<b>Non-cash flows in profit</b>		
	Depreciation adjustment prior year	-	(13,098)
	Depreciation	176,064	176,065
	<b>Changes in assets and liabilities</b>		
	(Increase)/decrease in other assets	575	(475)
	(Increase)/decrease in trade and other receivables	(83,457)	433
	Increase/(decrease) in trade and other payables	(115,234)	(122,821)
	Increase/(decrease) in provisions	93,988	58,413
		258,492	112,420

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

<b>15</b>	<b>Financial Risk Management</b>
	The company is exposed to a variety of financial risks through its use of financial instruments.
	The company's overall risk management plan seeks to minimise potential adverse effects due to the unpredictability of financial markets.
	The company does not have any derivative instruments at 30 June 2020.
	<b>Objectives, Policies and Processes</b>
	The board of directors receives overall responsibility for the establishment of the company's financial risk management framework. This includes the development of policies covering specific areas such as interest rate risk and credit risk.
	Risk management policies and systems are reviewed regularly to reflect changes in market conditions and the company's activities.
	The day-to-day risk management is carried out by the company's finance function under policies and objectives which have been approved by the board of directors. The chief financial officer has been delegated the authority for designing and implementing processes which follow the objectives and policies. This includes monitoring the levels of exposure to interest rate and assessment of market forecasts for interest rate movements.
<b>16</b>	<b>Change in Accounting Policy</b>
	The company has adopted the following accounting standards that apply on or after 1 January 2019:
	- AASB 1058: Income of Not-for-Profit Entities
	- AASB 16: Leases
<b>17</b>	<b>Statutory Information</b>
	Seniors Rights Service Ltd



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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.

It is undoubtedly 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.



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