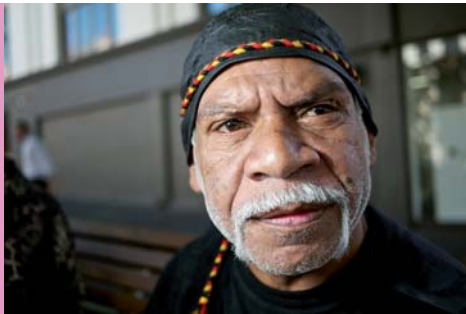
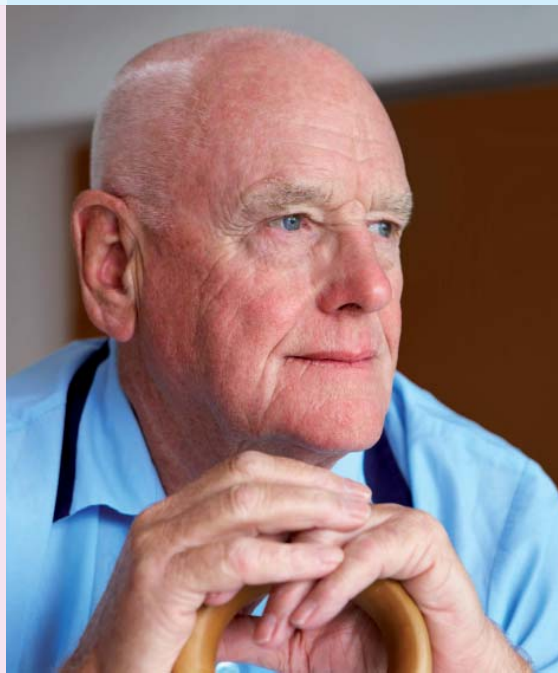




ANNUAL REPORT 2011-2012





About this Report

This report provides our stakeholders with an overview of our performance in the 2011-2012 financial year. It highlights what we have achieved and presents statistical data for each of our programs.

The audited 2011-2012 Financial Statements are included on pages 29-36

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Organisational Profile

Advocare Incorporated

Advocare Incorporated (Advocare) is an independent, community based, not for profit organisation that provides advocacy, information and education to people who receive government funded Aged Care services and to older people (50+ for Aboriginal and 60+ for non Aboriginal) living in the community who are victims or potential victims of Elder Abuse perpetrated by a person of trust in an informal relationship such as family or friends.

Government Funded Aged Care Services

Government Funded Aged Care Services include:

- Home and Community Care (HACC) services funded by the Department of Health WA and provided to people who live at home or in a community who have an ongoing functional disability, which prevents them from carrying out tasks of daily living
- Special care packages such as Community Aged Care Package (CACP), Extended Aged Care at Home (EACH) and Extended Aged Care at Home (Dementia) (EACHD) funded by the Commonwealth Department of Health and Ageing and provided to people who live at home and have complex care needs
- Residential Aged Care facilities

Advocacy

Advocacy focuses on the fundamental human needs and can be simply defined as standing up for the rights of another person. This can be done through the process of speaking, acting or writing on behalf of the sincerely perceived interests of a person, or group, in need of support to promote, protect and defend their welfare and justice.

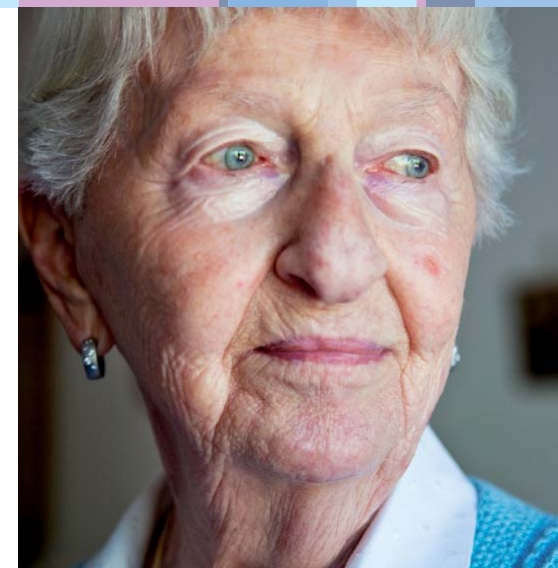
Advocacy:

- Is partial, empathetic and loyal to the disadvantaged party by being on their side and no-one else's to support their realistic demands
- Supports the disadvantaged to express what they want and secure their rights

The purpose of advocacy is to empower the disadvantaged to maintain or regain control over the decisions which affect their lives so they get the outcomes they need. While family members and support workers may act as advocates, there are circumstances in which having an independent, impartial advocate is a more desirable option.

Our Advocates

Advocare advocates are independent and autonomous professionals, whose main role is to empower and support the rights of people living in residential Aged Care facilities and those receiving community based



care as well as older people who are experiencing abuse by family or friends. The outcome that we strive to achieve is to give our clients the ability and confidence to make their own decisions based on well informed choices.

We empower and promote our clients' rights through individual advocacy and the provision of information and education to Aged Care staff and members of the greater community to generate a full understanding of the range of challenges faced by older people, especially as those challenges could, whether inadvertently or not, impact their rights and quality of life.

Advocare maintains close working relations with other stakeholders and provides referrals to other sources of help in the community to ensure that our clients have all of the information they need to make informed decisions.

Unless the contrary is established, we assume that our clients are capable of making the decisions that affect their lives and we stress to them that they are the best people to make the decisions that will affect them, regardless of what their age may be.

Rather than stipulating to the client their best option, we work alongside the client providing information on their rights and assisting them to identify options so they can speak out confidently for their own interests.

Advocare, the only body recognised in this field by both State and Federal governments in WA, provides a voice for residents of Aged Care facilities, clients of Home and Community Care services, victims and those at risk of Elder Abuse, including people from special needs groups such as Aboriginal and Torres Strait Islander (ATSI) and Culturally and Linguistically Diverse (CALD) backgrounds. Advocare ensures their rights are protected as provided for in the Charter of Residents' Rights and Responsibilities, The Community Care Common Standards and the United Nations Human Rights Charter (1945).

Advocare works only with clients who have the mental capacity required to make their own decisions. In a situation where a client, or potential client, has impaired decision making capacity, and there is conflict within that client's family about their best interests, Advocare will refer the matter for consideration to the Office of the Public Advocate or encourage the service provider involved in their care to apply for the appointment of a guardian or administrator.

Our Philosophy

Advocare's philosophy stems from the principle that all people are entitled to the same human rights. Our advocacy work is based on the belief that all of our clients have the right to:

- Be in charge of their own lives, money and possessions
- Privacy, dignity and respect
- Good quality care that meets their needs
- Be informed about their rights, care, accommodation and fees
- Make a complaint

Our Vision

A community where the rights of people are supported and respected

Our Purpose

To provide systemic and individual advocacy to support the rights of older people and people with disabilities

Our Key Values

- Honesty and Integrity
- Respect
- Equity
- Proactive
- Person Centred



Chairperson's Report



Dr Sonya Girdler

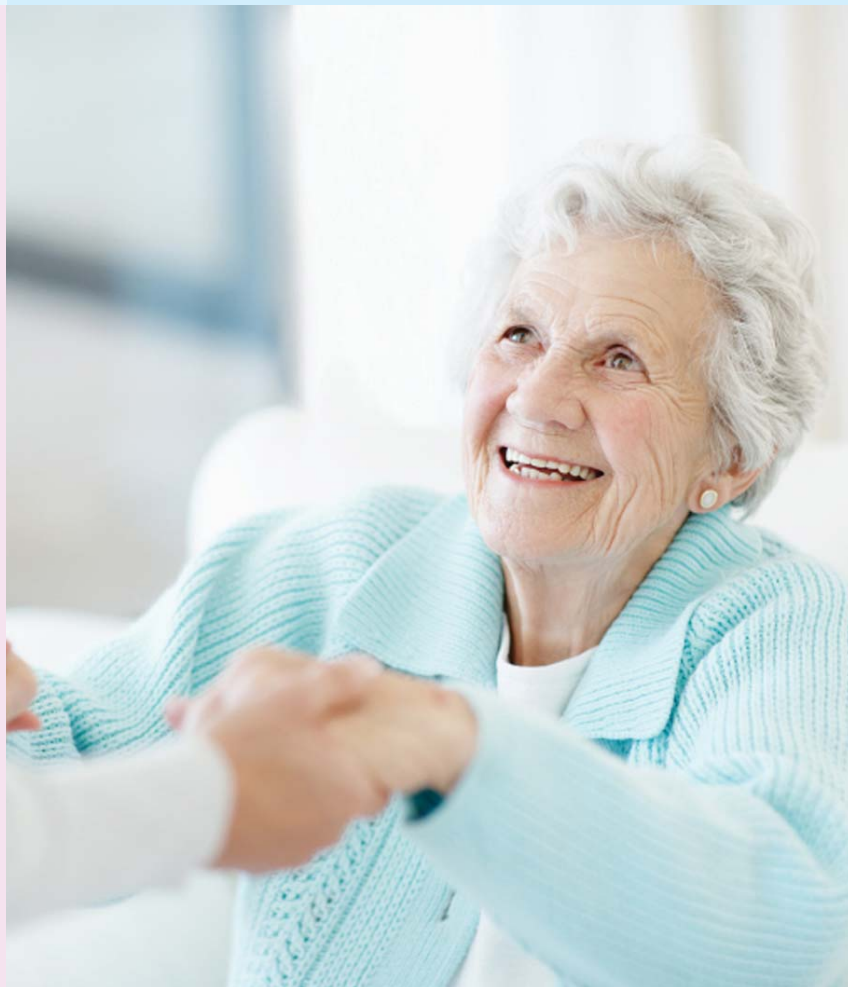
In 2011-2012 the Advocare Board and CEO decided to make a greater budgetary commitment to marketing. A strategic decision was also made to create a new position for a Marketing and Education Coordinator. In 2011-2012 we saw a dramatic increase both in the number of clients and hours of service, which has resulted in more work for our Advocates and more successful outcomes for clients. We believe that this was a direct 'flow on' result of the increased media exposure and awareness of the role of Advocare in the community.

In 2012 Advocare undertook an important study which aimed to describe the extent of Elder Abuse in Culturally and Linguistically Diverse (CALD) communities. This research was funded by a generous grant from the WA Home and Community Care Program. Professor Mike Clare and Dr Barbara Black-Blundell undertook a review of previous research, and focus group studies to identify "best practice" in service delivery to those at risk of Elder Abuse, whose first language is not English. This research will be important in informing future policy and models of care in this field. The report will be launched later this year.

Once again I would like to thank those who have worked tirelessly to continue the work of Advocare. In the 2011-2012 financial year Advocare provided 2,481 hours of advocacy and information in relation to the Home and Community Care Program and 2,274 hours of service in relation to the National Aged Care Advocacy Program. In addition, 1,204 hours of service were provided in the Elder Abuse Prevention Program. This represents a significant increase in hours on recent years. The increase in referrals and clients has put greater demands on Greg and his staff. They have worked hard to continue to provide a high quality service and have continued to ensure that the rights of older people and people living with a disability are protected. For your commitment I thank you.

To my fellow Board members thank you again for the contribution of your time and your collective wisdom in directing Advocare. This year we undertook another round of strategic planning which will position Advocare into the next decade. Advocare faces many challenges including an ageing population and movement in the political environment. Monitoring and responding to these changes is a challenge which we face together. I believe that our collective wisdom will help us to continue to position Advocare as a World leader in the provision of advocacy. The international calibre of our work was recently evidenced by Greg's presentation of research conducted by Advocare at the 11th Global Conference on Ageing of the International Federation on Ageing in Prague.

Dr. Sonya Girdler
Chairperson



Board Members

as at 30th June 2012

Dr. Sonya Girdler *(Chair)*

Britta Meyer *(Vice-Chair)*

Greg Mahney *(CEO)*

Jeff Powell

Lana Snook

Mark Weller

Peter Butler

Tara Ludlow

Veronica Lawrence

Retired during the year:

Margaret Ryan

Russell Raymond

Advocare
incorporated

Chief Executive Officer's Report



It has been another satisfying and successful year at Advocare. We started on a high with the considerable interest created by our much publicised research report '*Examination of the Extent of Elder Abuse in Western Australia*'. The report proved to be a springboard for raising awareness in the general community, the media and amongst some state politicians. Following on from this, we commissioned further research, this time on Elder Abuse in Culturally and Linguistically Diverse (CALD) communities.

An increased emphasis on marketing has meant an increase in work for advocates and an increase in

the number of people we have been able to assist. Advocare's advocates are well trained professionals who go out of their way to assist clients to assert their rights. As usual our work spanned many areas: clients who have had an issue with Home and Community Care services, those with a concern about their residential Aged Care, and people who have been at risk of abuse by family or friends.

Advocare has also fulfilled an important role in providing education to providers and consumers of Aged Care services, and this is another area that has received special attention this year. The content of all our education sessions has been reviewed and staff have received additional training on presentation skills. Advocare consistently receives excellent feedback on its education sessions. The high demand for education in residential Aged Care underscores the inadequate funding provided by the Commonwealth for this service.

In the coming year we will be visiting more regional locations to provide advocacy and education, and further exploring how we can better service clients in remote areas through better use of technology.

There will be other changes at Advocare over the coming years as we implement a new strategic plan recently developed. The plan provides a cohesive set of strategic objectives aimed at increasing Advocare's

internal and external capacity which will result in increased awareness of the work we do, an increased number of people we assist, and improved service delivery. There are interesting times ahead as Advocare refines the way it operates, and the Aged Care industry continues to evolve.

Finally I would like to thank the Board members for their voluntary but diligent services throughout the year. The Board has worked cohesively and has particularly been concentrating on its governance role. The Advocare staff too have been working as a team to provide great service to our clients. As well as being consummate professionals, they are a great bunch of people to work with. I thank and commend them for their efforts over the last 12 months.

As we go forward into a new year I am confident the Board and staff will continue to provide outstanding service to our clients.

Greg Mahney
Chief Executive Officer

Staff as at 30th June 2012

Clare O'Connor	<i>Accounts/Administration Officer</i>
Dianne Barker	<i>Senior Advocate</i>
Doris Hill	<i>Advocate (Aboriginal Advocacy Program)</i>
Greg Mahney	<i>Chief Executive Officer</i>
Helen Jackson	<i>Administration Assistant</i>
Jenna Aziz	<i>Marketing and Education Coordinator</i>
Krystyna Cieslawski	<i>Manager, Policy and Support</i>
Lynette Walters	<i>Accountant</i>
Maree Cherubino	<i>Advocate</i>
Mary Kepert	<i>APEA:WA Executive Officer</i>
Michelle Penny	<i>Advocate</i>
Sarah Patterson	<i>Advocate</i>
Taryn Ford	<i>Advocate</i>



Resignations and New Appointments in 2011-2012

Resignations

Kathy Kavanagh – Advocate (August 2011)

Jane Peet – Education and Marketing Officer (September 2011)

Fran Rafferty – Advocate (September 2011)

Darlinda Pooran-Singh – Accounts/Administration Officer (December 2011)

Beverley Hills – Advocate (February 2012)

New Appointments

Jenna Aziz – Marketing and Education Coordinator (September 2011)

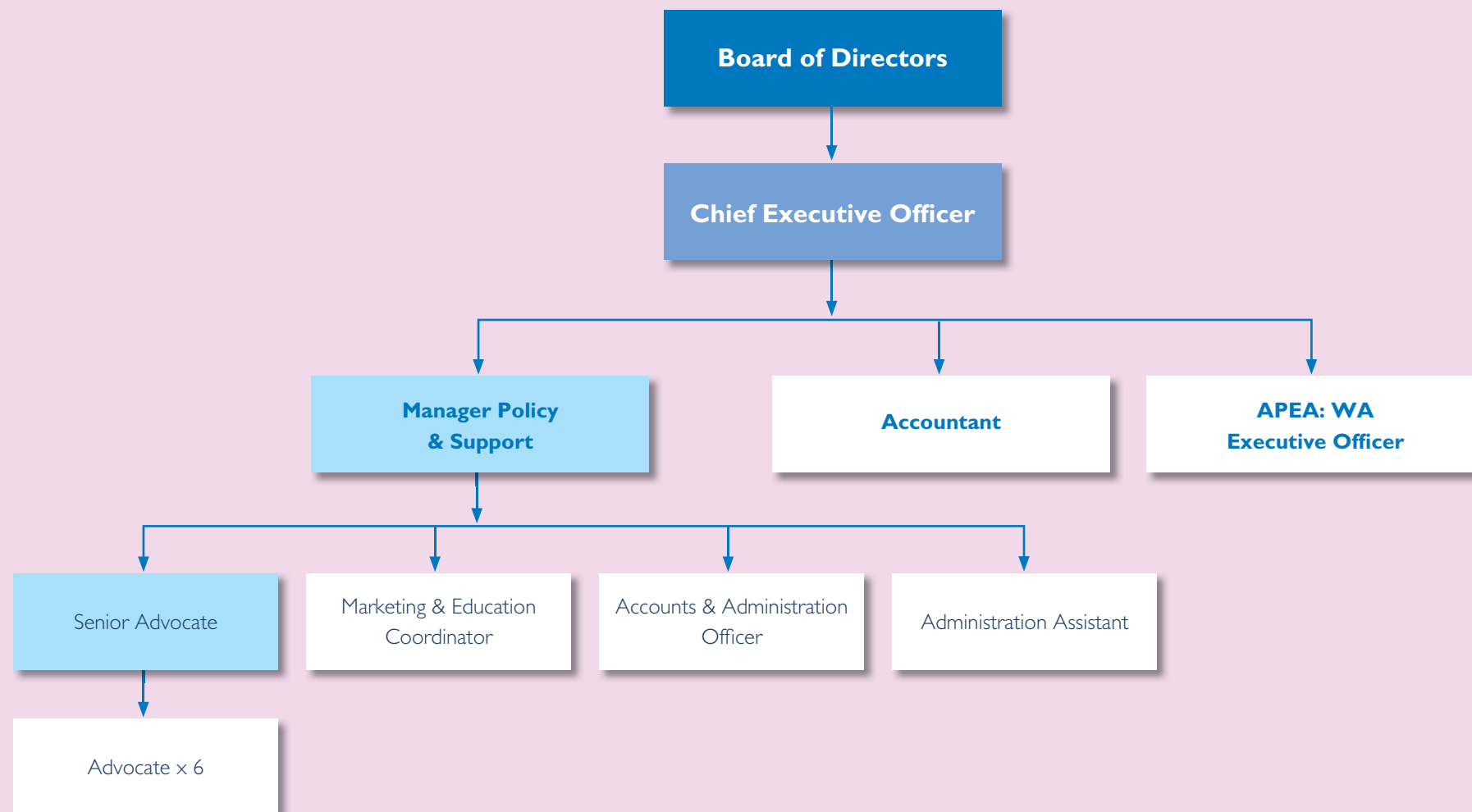
Sarah Patterson – Advocate (October 2011)

Michelle Penny – Advocate (October 2011)

Helen Jackson – Administration Assistant (January 2012)

Maree Cherubino – Advocate (March 2012)

Management Structure





Marketing

In 2011-2012 there has been a strong focus on improving market communication and promotion. Focus areas were increasing awareness among audience groups and developing systems and materials to enable Advocare to consistently promote the purpose and value of Advocare.

We continued to build a strong community presence and raised awareness within audiences by participating in numerous community events such as festivals, shopping centre displays, forums and expos.

During Seniors Week in November 2011 we had information stalls at several organised events which enabled older community members to access information about our services and talk to an advocate. Have-a-Go Day, the largest event during Seniors Week, was held at Burswood Park where we had a joint information stall with the Older People's Rights Service.

Metropolitan city councils offered senior information workshops for local older community members where Advocare was invited to provide a presentation and set up an information stall. We also attended industry organisation events such as the CarersWA Expo, Time of Your Life Festival and Seniors Recreation Council's events.

We attended the Rural Health West Aboriginal conference to present a paper about Advocare's Aboriginal Advocacy Program. The conference had

representatives from the Department of Health and Ageing, private practice GPs, allied health professionals and not for profit organisations that benefited from knowing about our services.

Articles were placed in several industry magazines promoting Advocare's services. We also advertised in larger publications such as The Senior and Have a Go News to reach a wider audience.

Radio advertising campaigns were commenced on Curtin FM and Capitol Radio stations to reach older and frail people in the community. Throughout the year Greg Mahney was interviewed on several radio stations including Capitol Radio, ABC News, Radio Fremantle and Sunshine FM promoting the role of Advocare.

Advocare brochures and materials were updated with relevant information and to align them with Advocare's current branding. A total of 25,000 Advocare brochures, 10,000 Elder Abuse pocket brochures and 3,000 Aboriginal Advocacy Program brochures were distributed throughout Western Australia in 2011-2012.

Advocare's marketing has resulted in an increase in advocacy, which is evident in this year's advocacy statistics. New initiatives and innovations to current projects will continue in 2012-2013 to further increase our market communication and promotion with audiences.



Main Activities

National Aged Care Advocacy Program (NACAP)

Provision of advocacy, information, education and referral for people who are residents of Aged Care facilities and people who are recipients of Community Aged Care Packages (CACP) and Extended Aged Care at Home (EACH) packages

Home And Community Care (HACC) Program

Provision of advocacy, information, education and referral for people accessing Home and Community Care (HACC) services

Aboriginal Advocacy Program (AAP)

Provision of culturally specific advocacy, information and education to Aboriginal people living in residential Aged Care facilities, receiving in home Aged Care packages (HACC, EACH, CACP) or who are experiencing, or at risk of experiencing, mistreatment by family or friends

Elder Abuse Prevention Program (EAPP)

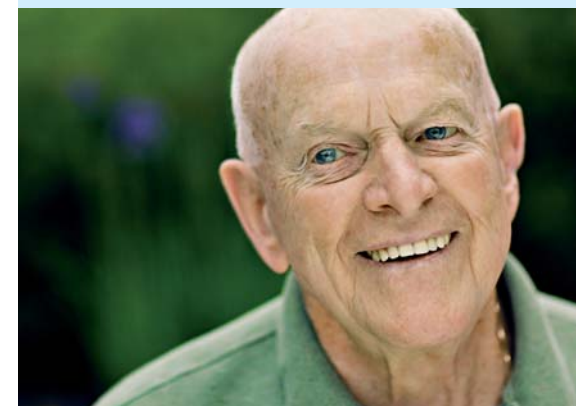
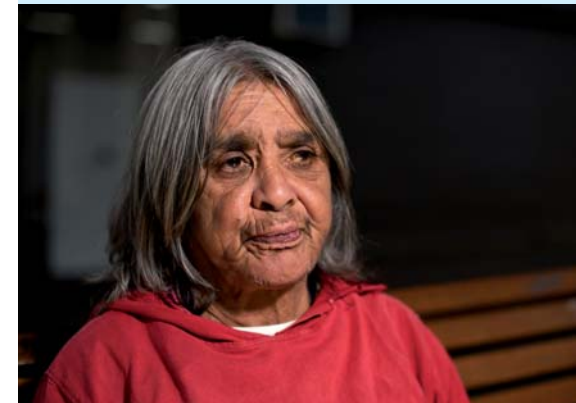
Provision of advocacy, information, education and referral for older people who are, or are at risk of becoming, victims of Elder Abuse from family or friends

Alliance For The Prevention Of Elder Abuse (APEA:WA)

Promotion of a whole of government policy framework for dealing with systemic issues of Elder Abuse in Western Australia

Older People's Rights Service (OPRS)

Provision of legal support for older people experiencing abuse by family or friends and crisis support required in relation to the legal issue



Performance in Brief

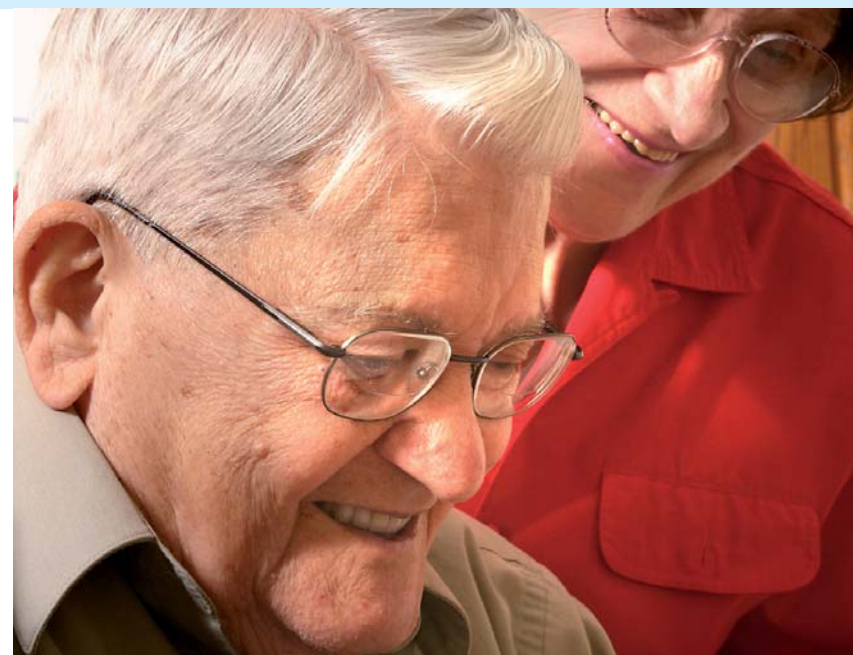
Advocacy and Information

The Home and Community Care Program recorded the highest number of advocacy and information hours with 2,481 hours, closely followed by the National Aged Care Advocacy Program with 2,274 hours and the Elder Abuse Prevention Program with 1,204 hours.

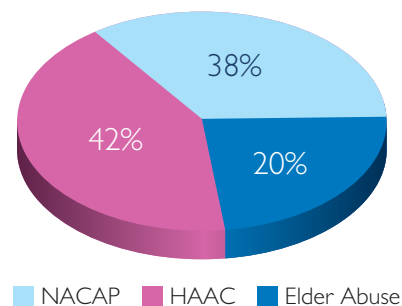
The Home and Community Care Program, as well as having the most hours spent on advocacy and information, also had the most requests for assistance from Home and Community Care clients with 1,117 requests. This was followed by 766 requests for assistance from National Aged Care Advocacy Program clients and 463 requests for assistance for the Elder Abuse Prevention Program. The average time spent on a case for National Aged Care Advocacy Program, Elder Abuse Prevention Program and Home and Community Care Program was 2.9 hours, 2.6 hours and 2.2 hours respectively.

Advocacy & Information by program in 2011-2012

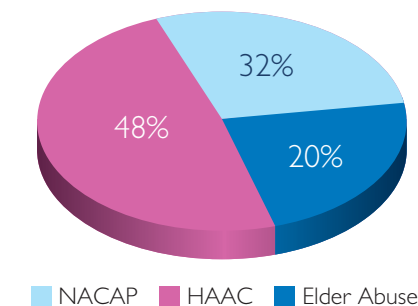
Program	Cases	Hours	Average Hours
NACAP	766	2,274	2.9
HACC	1,117	2,481	2.2
Elder Abuse	463	1,204	2.6
Total	2,346	5,959	



Advocacy and Information Hours by program graph



Advocacy and Information Clients by program graph



National Aged Care Advocacy Program (NACAP)

Program Description

The National Aged Care Advocacy Program provides advocacy, information, education and referral to people who are residents of Aged Care facilities and those who are recipients of Community Aged Care Packages (CACP) and Extended Aged Care at Home (EACH) packages.

The need for advocacy and support for residents and their families once the older person needs to go into residential Aged Care is clearly defined. Incoming residents are decidedly frailer and older when they make the choice or it has become a necessity for them to enter an Aged Care facility. Dealing with life changing issues such as loss of their spouse, loss of home and community and other unresolved grief issues makes this a highly emotional stage of their life. With dementia or memory difficulties also affecting a significant proportion of residents, many rely on facility staff to both maintain their rights and initiate access to help when needed.

High numbers of staff members in facilities have English as their second language and this, coupled with many also having only basic training, contributes to communication difficulties with many residents. This often results in a high turnover of staff at many facilities. Advocare, through the provision of education sessions to facility staff, has become aware that support workers' knowledge about basic human rights of residents is often very limited. Statements such as "they should do as they're told", "they don't really need to know" and "they have no rights" from support workers raise concerns for advocates. Feedback from facilities is that Resident and Relative meetings are poorly attended by relatives and the

consequences of this is that relatives are unaware of how to advocate for their family member in care or what independent advocacy services are available to them.

The education sessions presented by Advocare are important in raising and maintaining staff awareness about abuse and the attentiveness of staff to the residents' right to access assistance or information from an independent advocate. Education for staff should be ongoing and frequent as the information gained from these education sessions benefits both residents and staff alike. These sessions allow staff to learn about the rights of residents and also how to facilitate discussions on how those rights relate to a support worker's daily tasks. Addressing an issue through the internal complaints mechanism can be very confusing and uncomfortable for an older person and if staff have been educated and are able to assist the resident through that process, it can empower both the resident and the staff member.

Advocare is currently funded by the National Aged Care Advocacy Program to provide only one education session for staff every ten years and only one education session for residents every five years. Combined with the high staff turnover experienced by the majority of facilities and current average length of tenure by residents', these current funding levels are clearly inadequate.

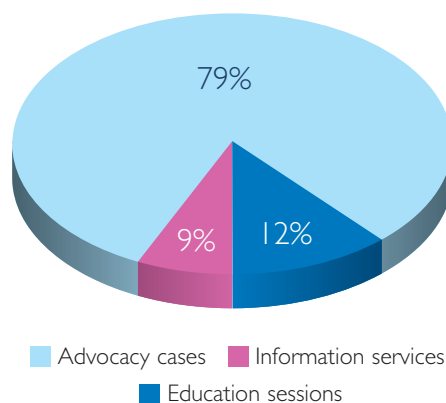
Over the past year, Advocare staff have provided many hours of additional, unfunded education sessions for staff and the positive impact that these sessions have on residents' quality of life cannot be underrated. Concerns have been raised by the fact that these additional sessions are exhausting Advocare's already limited resources.

Program Performance Summary

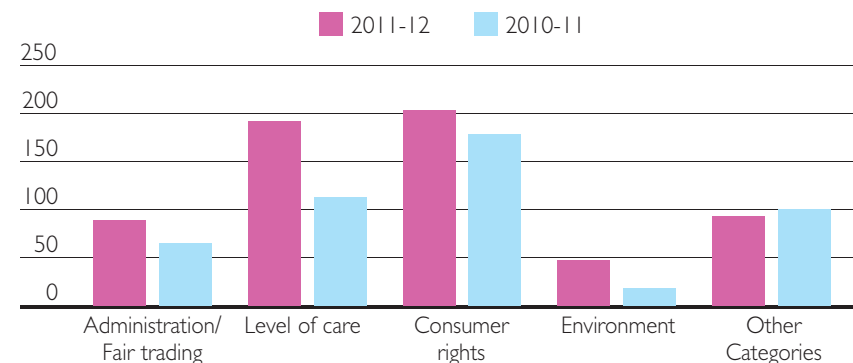
During 2011-2012 there were 420 National Aged Care Advocacy Program advocacy cases and 346 requests for information, a noticeable increase from the previous year.

Together with 106 education sessions to over 1,406 participants, Advocare provided 2,587 hours of service under the National Aged Care Advocacy Program.

Summary of NACAP Funded Activities Hours

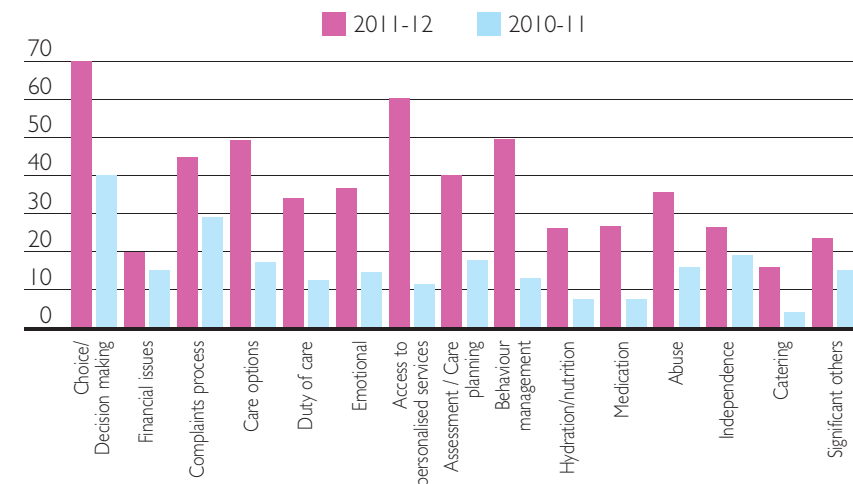


Number of Issues by NACAP Advocacy Category

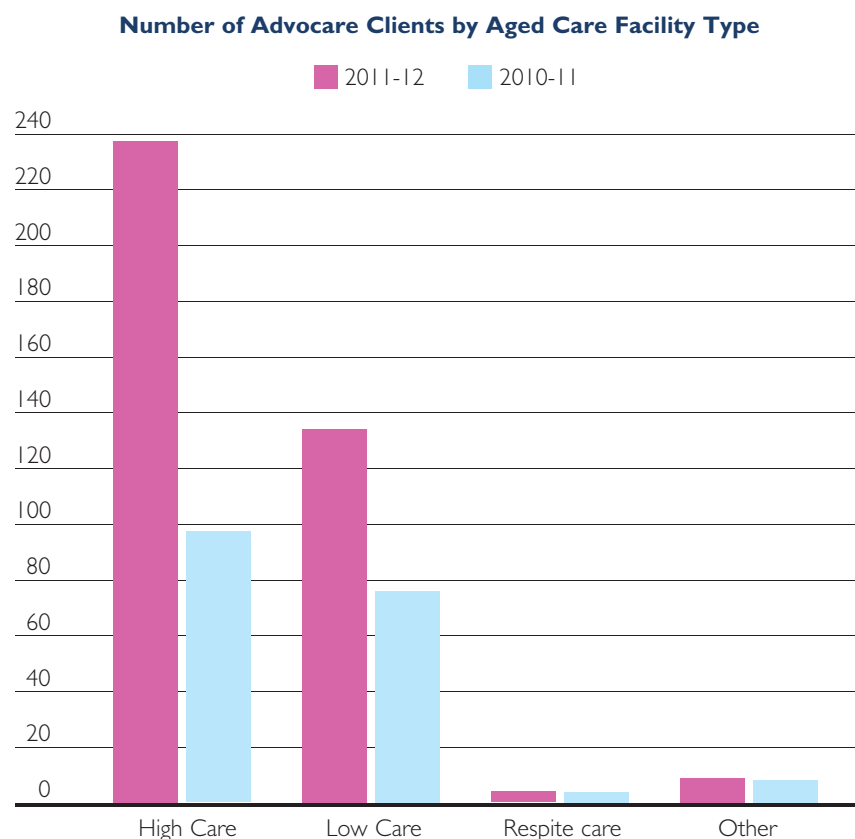


The four major National Aged Care Advocacy Program advocacy categories recorded an increase in clients requesting assistance from Advocare. The largest increase occurred in the 'Level of Care' category, going from 111 issues in 2010-2011 to 189 in the 2011-2012 financial year. It is possible that increased education sessions to both support staff and residents have contributed to an increased awareness of the rights of the resident.

NACAP Major Advocacy Issues



Advocare's advocates deal with increasingly complex cases and regularly attend professional training to keep abreast of changes in the provision of services and to meet our clients' growing expectations. An increasing number of clients present to Advocare with a multitude of issues, which requires extensive time and consideration from the advocates.



Home and Community Care Program (HACC)

Program Description

The Home and Community Care Program provides advocacy, information, education and referral for people accessing Home and Community Care services. Advocates provide professional support, information and advocacy to Home and Community Care clients who are unsure or confused about their care options, feel pressured to make a choice, are dissatisfied with the level of care received, or need assistance in making a complaint.

Frail, older people and younger people with disabilities living independently at home are able to access Advocare's Home and Community Care Program. Home and Community Care provides services that supports and assists these clients to remain living in their own homes and not be at risk of premature admission into residential Aged Care facilities. Home and Community Care services include assistance in the home such as cleaning, gardening and home maintenance, assistance in accessing their community such as shopping and medical appointments and providing respite for family carers.

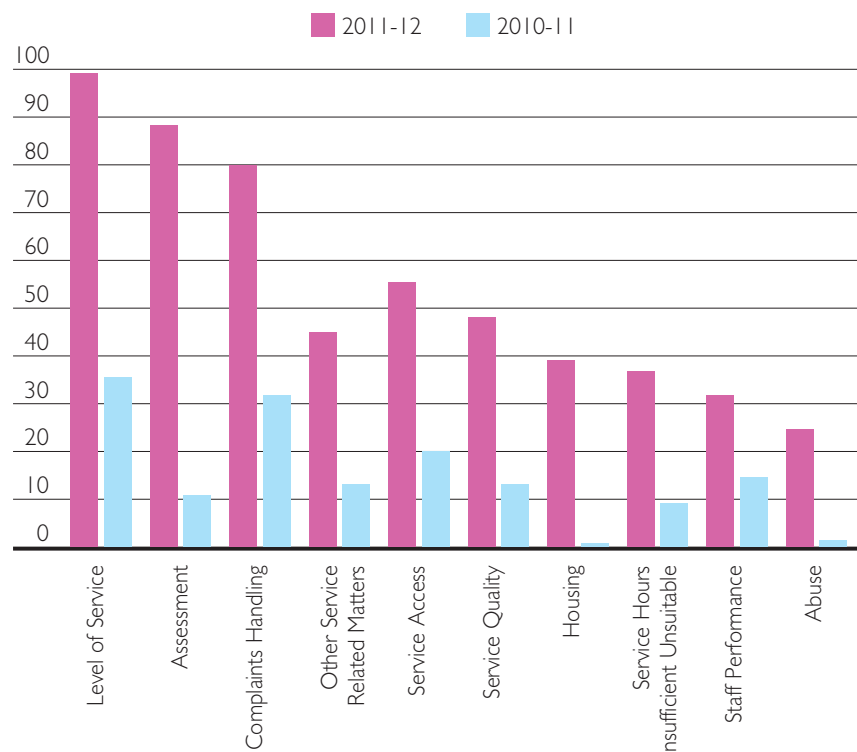
The Community Care Common Standards is a tool used by all government funded Home and Community Care service providers and, by adhering to the Standards, Home and Community Care service providers ensure that all clients have the right to quality service, to be treated with respect and courtesy, and to have access to an advocate for support and information.

Program Performance Summary

The three major issues referred to Advocare by Home and Community Care clients during 2011-2012 were: Level of Service 99, Assessment 88, and Complaints Handling 80.

Advocare also received requests for: Other Service Related Matters 46, Service Access 56, Service Quality 48, Housing 39 and Service Hours Insufficient/Unsuitable 37.

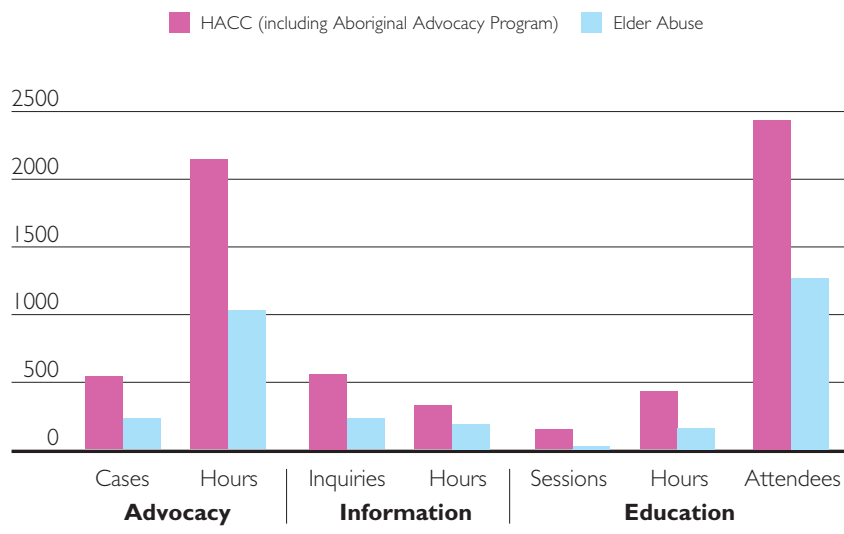
Major HACC Advocacy Issues



Other HACC Funded Programs

Under the Home and Community Care Program, Advocare receives funding to provide the Aboriginal Advocacy Program and the Elder Abuse Prevention Program, which provide Advocacy, Information and Education. The graph below demonstrates the distribution of Advocare's activities across all Home and Community Care funded programs.

HACC Funded Activity Summary 2011-2012



Aboriginal Advocacy Program (AAP)

Program Description

The Aboriginal Advocacy Program provides culturally specific advocacy, information and education to Aboriginal and Torres Strait Islander (ATSI) people living in residential Aged Care facilities, receiving in home Aged Care packages (HACC, EACH, CACP) or who are experiencing, or are at risk of experiencing, mistreatment by family or friends.

The program was established to assist Aboriginal and Torres Strait Islander (ATSI) people in Western Australia by:

- Providing information about their rights and responsibilities when seeking to access Home and Community Care Services
- Improving access to information for Home and Community Care clients about their rights and responsibilities
- Promoting the rights and entitlements of clients to Home and Community Care Service providers
- Reinforcing respect for older Aboriginal and Torres Strait Islander clients

Program Performance Summary

Education sessions included information on Aboriginal health and culture, advocacy, and the role of Advocare and Elder Abuse prevention. The current advocate employed under the program has attended numerous meetings with various government departments such as Housing and Works, WA Health Department and Centrelink which has helped raise awareness about cultural specific issues faced by Aboriginal clients.

Indigenous Australians have been under-represented in access to Aged Care and Advocare has been developing a number of strategies to address these issues and will continue to address them in 2012-2013.

One positive strategy used to raise awareness has been displays at large shopping centres, forums and expos where people can stop and look at the displayed information and get on the spot answers to their questions on Aboriginal culture or Elder Abuse. Our advocate has been actively involved in many Aboriginal networks and forums and is passionate about the cause she represents.



Elder Abuse Prevention Program (EAPP)

Program Description

The Elder Abuse Prevention Program provides advocacy, information, education and referral for older people who are, or are at risk of becoming, victims of Elder Abuse from family or friends.

Many older people in our community are at an increased risk of abuse because of a lack of knowledge or insufficient understanding about their rights, finances, because of frailty or their state of health, social circumstances or other factors. In addition, the number of older people who are at risk of abuse and exploitation continues to rise due to the increasing age of our population.

Abuse can occur in many different environments, including Aged Care facilities, hospitals and community settings. It is a complex social issue that covers both legal and illegal behaviors, both of which must be regarded with equal seriousness. A person's home is the most common place for abuse to occur and can also include the abuse of older family carers by care recipients.

Advocare defines Elder Abuse as *'Any act occurring which causes harm to an older person and occurs within an informal relationship of trust such as family members or friends'*.

and can include:

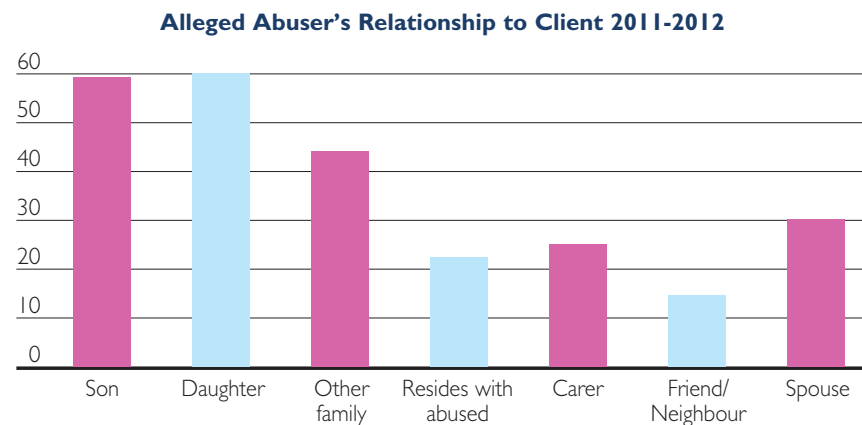
- Financial or Material abuse
- Emotional or Psychological abuse
- Physical abuse
- Sexual abuse
- Social abuse
- Neglect

Because of issues of shame and lack of self worth, abusive situations make it much more difficult for an older person to stand up for their own rights. Emotional and social ties that exist in intimate relationships make dealing with abuse by relatives and friends a far more complex matter for people to disclose than abuse by others less intimately connected with them. Emotional bonds often inhibit those who have been victims of family violence to prosecute the perpetrators with whom they have that relationship of trust.

It is in this context that Advocare operates its Elder Abuse Prevention Program.

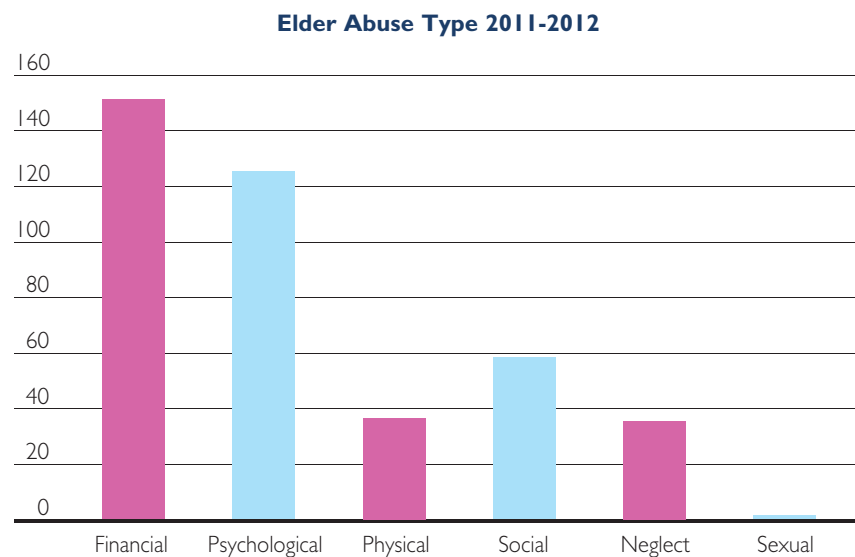
Program Performance Summary

Advocare's statistics show that most of the time the perpetrators of Elder Abuse are from the people who are directly responsible for the older person's care – such as adult children, spouses, grandchildren and other relatives or friends.



In total, Advocare received 220 reports of Elder Abuse with financial abuse being the highest at 151 cases followed by psychological abuse at 124 cases. There has been a marked increase in all types of abuse from the previous financial year.

Elder Abuse Issues



*Most clients experience more than one type of abuse, hence the higher number of issues versus the actual amount of clients.

The Alliance for the Prevention of Elder Abuse (APEA:WA)

The Alliance for the Prevention of Elder Abuse (APEA:WA) was established in 2005 to promote a whole of government policy framework that values and supports the rights of older people. APEA:WA is a high level policy group which meets bi-monthly and includes organisations such as Advocare, WA Police, Office of the Public Advocate, Public Trustee, Department of Health, Department for Communities, Disability Services Commission, Legal Aid and the Western Australian Local Government Association (WALGA).

Members of APEA:WA work collaboratively to raise awareness of issues that surround Elder Abuse and to influence current attitudes, policies and practices in relation to Elder Abuse. APEA:WA forms an integral part of Advocare's Elder Abuse awareness strategy, and is supported by a part-time Advocare staff member. The APEA:WA office is located within Advocare's Belmont headquarters, whilst the CEO of Advocare Chairs APEA:WA meetings.

Research

A new research project funded by Home and Community Care begun this year - *"Elder Abuse in Culturally and Linguistically Diverse Communities: Developing Best Practice."* A reference group was established to guide the progress of the research.

Between October 2011 and February 2012, seven community forums were conducted with a total of 152 members of the following communities: Polish, Italian, Mandarin, Cantonese, Sikh, Iranian, Vietnamese and a mixed group from the Indian, Pakistani, Sri Lankan and Burmese communities.

Two focus groups were held - one with Advocare staff and one with Aged Care professionals with interest and experience in Elder Abuse. The research has highlighted:

- The difficulty that people from Culturally and Linguistically Diverse (CALD) communities would have in reporting Elder Abuse
- The numbers of older people that aren't being reached
- The importance of the multi-lingual Coordinator in each venue
- Services for the numbers of people with language difficulties are inadequate for the current level of service demand

The research project highlighted the need for the "front-line professional to develop skills in cross-cultural communication to recognise and work effectively within the family culture embedded in the uniqueness in every presenting situation." (Black Blundell, B. and Clare, M. 2012)

The research is in its final stages of completion.

Presentations

During this financial year APEA:WA was asked to make a presentation for Mental Health Week, the Older Womens' Network Conference in October 2011 and the Western Australian Country Health Service Conference at the end of May 2012.

Conferences and Seminars

APEA:WA was represented at the following workshops and conferences during 2011-2012:

- Boomerang Kids workshop (Melbourne 2012)
- The International Network for the Prevention of Elder Abuse (INPEA) Conference (Prague, 2012). The Chairperson of APEA:WA, Greg Mahney, was appointed the Australian representative for INPEA at this conference

- The International Federation on Ageing Conference (Prague, 2012)
- The Elder Abuse National Conference (Brisbane 2012)
- Responding to Elder Abuse: A Collaborative Forum (Mercy Hospital, Perth)

Department for Communities Elder Abuse Awareness Reference Group

The Department for Communities Elder Abuse Awareness Reference Group was established to provide direction for the prevention of Elder Exploitation and Abuse marketing campaign and to identify the best practices for community receptiveness. Several Departments, APEA:WA and other community organisations are represented on this reference group.

Older People's Rights Service (OPRS)

It is now the end of our fifth year of assisting older people in WA who are or are at risk of experiencing Elder Abuse. The partnership with Advocare continues to be productive with many referrals linking the two organisations.

The Department for Communities, through the Office of Seniors and Carers has also continued to support the Older People's Rights Service, both with funding and through assisting with special events such as World Elder Abuse Awareness Day.

During the year the team grew with the employment of Tim Safe as a parttime lawyer to assist current full-time lawyer Fran Ottolini. Tim has been working with clients seeking violence restraining orders and representing them in the relevant courts.

In this financial year 70% of our clients were female and 30% male. Statistically there has been an increase in male clients attending the service. Figures also reveal that 70% of our clients are English speaking, while 30% are from Culturally and Linguistically Diverse (CALD) backgrounds. During 2011-2012 there has been an increase in the use of interpreter services.

Again, this year has shown that clients presenting with issues of financial abuse remain the prevalent law type and the lawyers are kept busy with legal advice, research and advocacy particularly on issues of informal family agreements. Family Agreements are typically defined as 'informal arrangements made between an older person and their relatives, usually their adult children'. Sometimes they are made with family carers. These arrangements involve property sharing, granny flats, pooling resources or large sums of money being conveyed (gifted or loaned) from the older person to their relatives (or family carer) with the intent they live together in shared accommodation.

40% percent of casework time is spent on Family Agreements with another 40% allocated to advice and assistance around breaches of Attorney's duties and drafting of new Enduring Powers of Attorney documents. The remaining 20% involves a variety of legal issues including criminal matters, family violence and trespass by boomerang kids, grandparent visitation rights and probate issues. Some matters are referred to pro bono lawyers and financial advisors for successful resolution.

Annie Huggett, our Advocate and Social Worker continues to offer social services, crisis counselling and support, and community referral services for clients in need. This year there has been an increase in the number of domestic violence cases reported to the program, amounting to 98% females and 2% males requiring social work intervention. Other services provided included negotiating with Centrelink, Department of Housing and Older Adult Mental Health services in support of clients.

Scott Johnson, the Education Lawyer, continued delivering community legal education to groups and professionals around the issues of Elder Abuse.

The Older People's Rights Service is privileged to be able to assist and support so many older people in WA and are very grateful for the continued funding from the Department for Communities and the support that we have received from Advocare.

We will continue to work in partnership with Advocare and the Department for Communities to raise the awareness of the increasing need for services to our older population who are at risk or experiencing Elder Abuse.



Left to right – Annie Huggett, Tim Safe, Fran Ottolini

Education Report

Service Description

Advocare's education sessions are available and carried out statewide to residential Aged Care staff and residents and Home and Community Care staff and clients including Aboriginal clients. In addition, education is provided to older community members, Aged Care students, health professionals and various other key stakeholders.

During the 2011-2012 financial year, we continued to visit both residents and staff of Aged Care facilities conducting informative sessions on rights and responsibilities, the complaints process and how to access free advocacy should people need it. Advocates also educated existing and potential Home and Community Care clients on rights and responsibilities, the complaints process, and advocacy. This included education sessions for Home and Community Care clients from Culturally and Linguistically Diverse (CALD) backgrounds utilising the services of an interpreter when required.

Two advocates visited the Kimberley region over a two week period covering 23 residential Aged Care facilities and Home and Community Care service providers. Facilities and services providers reported that this region lacks support services and Advocare's education sessions were of true benefit.

Our Elder Abuse education sessions were directed to several groups. This included allied health professionals, Social Work and Palliative Care Departments at metropolitan hospitals, nurses and other allied industry professionals. We also visited various older community groups, churches and were present at city councils senior information days providing one hour sessions and longer workshops. Education for students at health training facilities was also regularly requested from the Australian Medical Association, universities and TAFEs.

We provided paid education sessions on Elder Abuse and assistance in accessing community services to the superannuation fund GESB who run a workshop for

people transitioning into retirement. The workshop invites various organisations to talk about subjects that older people need to know about as they grow older.

In addition, we provided education on behalf of CommunityWest to Aged Care staff from various Home and Community Care service providers. There were five scheduled CommunityWest workshops for Advocare, two of which were located in the Perth metropolitan area and three in regional WA.

Our Aboriginal advocate continued to visit community groups and Aboriginal health organisations to share information about the Aboriginal Advocacy Program.

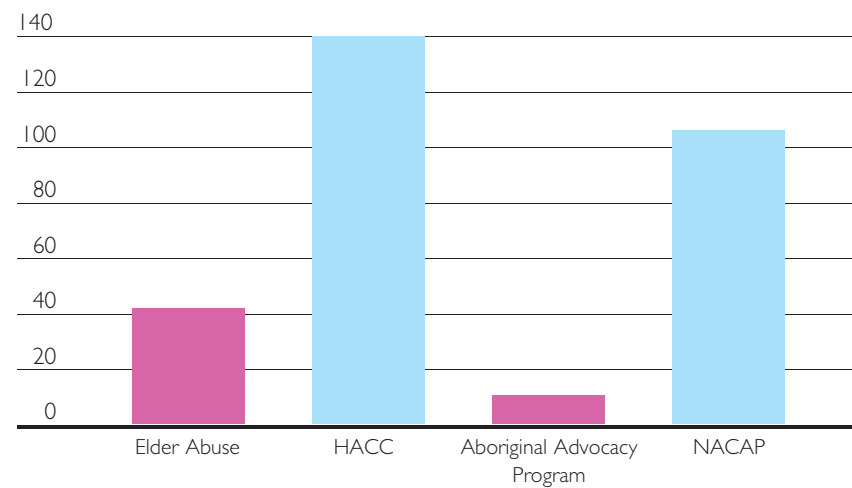


Aboriginal Advocate Doris Hill with older community members in Djarindjin Lombadina, Kimberley WA

Service Statistical Summary

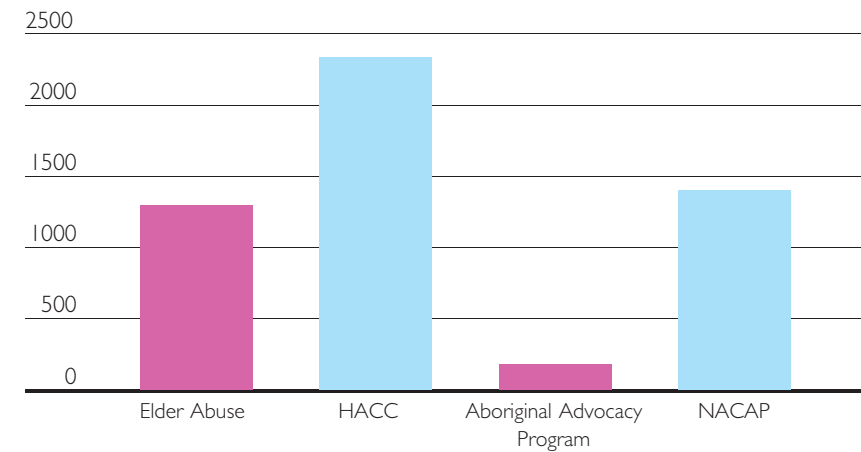
In total, 298 education sessions were provided by Advocare in 2011-2012.

Education Sessions Provided in 2011-2012



The number of education sessions we provided for the Home and Community Care Program was (140), followed by National Aged Care Advocacy Program (106), Elder Abuse Prevention Program (41) and the Aboriginal Advocacy Program (11).

Number of Attendees at Educational Sessions by Program



The highest number of attendees who participated in education sessions was for the Home and Community Care Program (2,299), followed by National Aged Care Advocacy Program (1,406), Elder Abuse Prevention Program (1,299) and the Aboriginal Advocacy Program (152).

Feedback

Audiences were very happy with the content of the education sessions finding them to be very informative and clear. The style used by each presenter encouraged very positive feedback. There were numerous comments on what participants found useful - the effective use of case studies and workplace specific examples, the appreciation of question and answer time, the satisfaction with presenters including their presentation content and style, approachability and friendliness. Many audience members said the presentations were "interesting" and "informative." A few said the presentation could "last longer."

Some examples of comments noted on the evaluation forms include:

"Clear speaking voice – wonderful for hearing impaired"

"General knowledge was good and good group participation"

"I learnt a lot and to understand how to handle clients if they need help"

"Personalised and very informative"

"Very relevant to my role at work"

"Presenter was professional and clear"

"Relevant examples were very useful"

- | | | |
|-------------------------|---------------------|--------------------|
| 1. Broome | 6. Fitzroy Crossing | 11. Narrogin |
| 2. Bunbury | 7. Halls Creek | 12. Southern Cross |
| 3. Derby | 8. Kalgoorlie | 13. Wyndham |
| 4. Djarindjin Lombadina | 9. Kununurra | 14. York |
| 5. Eaton | 10. Meekatharra | |

Education in Rural and Regional Areas in 2011-2012



World Elder Abuse Awareness Day (WEAAD) 2012

The 15th of June every year marks the United Nations internationally recognised day - World Elder Abuse Awareness Day. Publicity for World Elder Abuse Awareness Day (WEAAD) has been growing year by year in WA. This year saw an increase in the number and diversity of events scheduled to raise awareness about Elder Abuse in the community. It was particularly encouraging to note that some communities took the initiative to plan their own activities.

The following WEAAD events were scheduled this year:

- On the evening of the 14th June, the City of Perth illuminated Council House, the Bell Tower and Trafalgar Bridge in purple
- The Department for Communities funded Ms Bridget Penhale, Reader in Mental Health, University of East Anglia to visit Perth after the Elder Abuse Conference National in Brisbane (June 2012). Ms Penhale attended three meetings in Perth
 1. On Monday the 11th June Ms Penhale met with APEA:WA members
 2. Ms Penhale attended a Symposium entitled, "Preventing Elder Exploitation and Abuse", which was held in the Department of Health theatre on the 12th June. The Symposium was chaired by Mr Peter Kennedy and Ms Penhale spoke about the safeguards established in the UK to protect older people
 3. On the 13th June at the Department for Communities, policy officers and practitioners from government and non-government organisations were invited to hear Ms Penhale, speak about international perspectives on Elder Abuse prevention and intervention
- The Office of the Public Advocate (OPA) held a series of information sessions in the Metropolitan area, the Wheatbelt and Carveron WA. Separate sessions were designed to cater to both community members and service providers about their role in promoting and protecting the rights of vulnerable older people
- The City of Melville arranged a static display in the foyer of the Civic Centre during the second week of June. On the 14th June, the City of Melville hosted a WEAAD morning tea for staff and attendees of the Melville Aged Services Network. On the 13th August, the City of Melville hosted a Seniors Forum on the prevention of Elder Abuse
- Library staff in the City of Joondalup set up WEAAD table top information displays featuring posters and brochures about Elder Abuse
- People attending the community lunch at the City of Subiaco on the 15th June had access to information about Elder Abuse
- The Older People's Rights Service staff carried placards at the Mirrabooka Shopping Centre on the 14th June. Messages on the placards asked if shoppers knew anyone who had been affected by Elder Abuse. Although many people identified with the concept on that day, few people attended the information sessions conducted at the Karrinyup and Osborne Park libraries the following day. The library sessions were designed to provide information about contact points for assistance for those experiencing Elder Abuse
- In the evening of the 14th June, an event conducted jointly by Advocare and the Australian Association of Gerontology was held at the Mercy Hospital in Mt Lawley. Professor Mike Clare and Dr Barbara Black-Blundell presented draft findings from their "Elder Abuse in Culturally and Linguistically Diverse Communities: Developing Best Practice." research to the forum. This presentation was followed by a 'Hypothetical.' A panel of eight people prominent in various aspects of Aged Care were led by a senior member of the State Administrative Tribunal. A 'Hypothetical' scenario involving an older person was read to the panel and members were asked to comment on managing the case from their individual professional perspectives



Students from Bunbury Highschool



Left to right - Andrew Robinson, Robert Gazendam, Trisha Ward, Narelle Taite and Fred Drake Brockman all from Community Home Care



Social Work staff from Geraldton Hospital (left)

WEAAD display (far left)

- Advocare CEO, Greg Mahney was interviewed by Bob Edwards, host of the morning show on Radio Fremantle on the 15th June. Greg spoke about the significance of WEAAD and the role of Advocare in supporting people who may be affected by Elder Abuse

Regional Events:

- In Bunbury, a community service provider organised a rally in Paisley Square. Participants incorporated the colour purple into their clothing and carried purple balloons and brochures. They were supported by students at the Bunbury Senior High School who carried purple flags and placards promoting WEAAD
- Social work staff at Geraldton Hospital devised an Elder Abuse questionnaire for staff and set up a WEAAD display featuring posters and brochures in the foyer of Geraldton Hospital
- Dog Rock Pharmacy in Albany had a display of brochures about Elder Abuse and information about where to seek help
- Perth Home Care Services in Mandurah held an Elder Abuse information session on the 11th June in the Senior Citizens building on Mandurah Terrace Mandurah

The Western Australian Network for the Prevention of Elder Abuse (WANPEA)

WANPEA is a network of service providers who work with older people and have an interest in the prevention of Elder Abuse and supporting those who are experiencing abuse by family or friends. Meetings consist of information sharing and discussions on the prevention of Elder Abuse and promotion of the safety and well being of older people in WA. The network meets bi-monthly and has representatives from various government departments including Local, State and Commonwealth as well as hospitals, private and not for profit agencies, and client representatives. Members come from a range of professional backgrounds and include social workers, service managers, CEOs, Aged Care Assessment Team members, nurses and advocates.

In 2011-2012 WANPEA held five meetings and had a number of guest speakers including Professor Mike Clare from the University of Western Australia who spoke on the findings and recommendations of his and Dr Barbara Black-Blundell's 2011 research project on collecting Elder Abuse data, and Fran Ottolini, a lawyer from the Older People's Rights Service, whose presentation was about Enduring Powers of Attorney and Family Agreements that sometimes resulted in financial mismanagement.

The Office of the Public Advocate (OPA)

The Office of the Public Advocate is an independent statutory office holder established by the government under the *Guardianship and Administration Act 1990* to protect and promote the rights, dignity and autonomy of people with decision-making disabilities and to reduce their risk of neglect, exploitation and abuse. This includes people suffering from dementia, intellectual disability, mental illness or acquired brain injury.

As Advocare works only with clients who have decision making capacity, both the Public Advocate and Advocare have a long standing Memorandum of

Understanding on a joint referral policy enabling Advocare to seek a Community Referred Investigation when a person lacks capacity or decision making ability. This is done with the view to an application being made to the State Administrative Tribunal for guardianship or administration. Similarly, The Office of the Public Advocate refers clients to Advocare when a person who is experiencing abuse is believed to have capacity.

Future Directions

- Improve our use of technology to assist our clients
- Continue to strive for the highest level of client satisfaction with our advocacy services
- Nurture our growing reputation as a provider of high quality education and training that is both informative and empowering
- Grow our capacity by developing strategic partnerships
- Ongoing commitment to Continuous Quality Improvement
- Becoming a benchmark for advocacy agencies
- Ongoing review of current programs
- Continue to develop effective promotion and marketing strategies to increase community awareness of Advocare's services
- Increase opportunities for clients to contribute to the improvement and development of our services
- Create additional tools to obtain feedback from clients
- Provide staff with further opportunities for training and professional development
- Promote and continue to enhance a positive work culture and environment
- Broaden the funding base to improve future financial security



Our Partner Agencies and Organisations

The staff of Advocare would like to acknowledge the significance of our ongoing working relationships with the following agencies and organisations which have assisted us to achieve the best possible outcomes for our clients.

- Aboriginal Health Services
- Aged Care Assessment Teams
- Aged Care Complaints Scheme (formerly CIS)
- Aged Care Services WA (ACSWA)
- Aged Care Standards & Accreditation Agency
- Alzheimer's Australia WA
- Australian Association of Gerontology
- Australian Medical Association
- Carers WA
- Centrelink
- City of Belmont
- City of Joondalup
- City of Meville
- Commonwealth Respite and Carelink Centre (CRCC)
- Community Legal Centres
- CommunityWest
- Continence Advisory Service
- Council on the Ageing
- Derbarl Yerrigan
- Department for Communities
- Department of Health and Ageing
- Disability Services Commission
- Domestic Violence Advocacy & Support (DVAS)
- Government Employees' Superannuation Board
- Home and Community Care organisations
- Legal Aid
- Lotterywest
- Murdoch University
- Northern Suburbs Community Legal Centre
- Office of the Public Advocate
- Older Adult Mental Health Services
- Older People's Rights Service (OPRS)
- Public Trustee
- Regional Assessment Services (RAS)
- State Administrative Tribunal
- TAFEWA
- Translating & Interpreting Service (TIS)
- Umbrella
- University of Western Australia
- Western Australian Department of Health
- Western Australian Local Government Association



Acronyms

Acronyms used in this publication or within the industry:

AAP	Aboriginal Advocacy Program	EACHD	Extended Aged Care at Home (Dementia)
ACAT	Aged Care Assessment Team	EAPP	Elder Abuse Prevention Program
ACSAA	Aged Care Standards Accreditation Agency	EPA	Enduring Power of Attorney
AMS	Aboriginal Medical Service	F&DV	Family & Domestic Violence
ANPEA	Australian Network for the Prevention of Elder Abuse	HACC	Home and Community Care
APEA	Alliance for the Prevention of Elder Abuse	ILC	Independent Living Centre
ATSI	Aboriginal and Torres Strait Islander	INPEA	International Network for the Prevention of Elder Abuse
CACP	Community Aged Care Packages	MPS	Multi Purpose Service
CALD	Culturally and Linguistic Diverse	NACAP	National Aged Care Advocacy Program
CM	Care Manager	NAN	National Advocacy Network
COTA	Council on the Ageing	OPA	Office of the Public Advocate
CRCC	Commonwealth Respite and Carelink Centre	OPRS	Older People's Rights Service
DSC	Disability Services Commission	POA	Power of Attorney
DV	Domestic Violence	PT	Public Trustee
DVA	Department of Veterans Affairs	SAT	State Administrative Tribunal
DVAS	Domestic Violence Advocacy Service	VRO	Violence Restraining Order
EACH	Extended Aged Care at Home	WANPEA	Western Australian Network for the Prevention of Elder Abuse
		WEAAD	World Elder Abuse Awareness Day



FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2012

Ray Woolley Pty Ltd
19 Bayport Circuit
Mindarie
WA 6030

CASH FLOW STATEMENT For the year ended 30 June 2012

	\$
Cash Flows from Operating Activities	
Receipts from - Department of Health & Ageing	292,006.51
Receipts from - Department of Health WA	746,353.00
Receipts from - Lotterywest	9,746.36
Interest Received	24,782.40
Other Income Received	11,688.68
Payments to Suppliers and Staff	-1,023,747.37
Net Cash Flows from Operating Activities	60,829.58
 Cash Flows from Investing Activities	
Additions to Fixed Assets	0.00
 Net increase in Cash and Cash Equivalents	60,829.58
 Cash and Cash Equivalents Brought Forward	443,852.21
 Cash and Cash Equivalents Carried Forward	 \$504,681.79

INCOME STATEMENT For the year ended 30 June 2012

	30/06/2011	
Income		
Grant - Department of Health & Ageing	298,268.34	286,488.97
Grant - Department of Health WA	774,600.93	713,153.68
Grant - Lotterywest	9,746.36	45,188.09
Interest	24,782.40	9,912.44
Other Income	23,003.68	13,252.33
Total Income	1,130,401.71	1,067,995.51
Expenditure		
Accounting & Audit Fees	1,150.00	1,145.45
Advertising & Recruitment	39,906.43	24,439.69
Board & Meeting Costs	17,991.52	7,203.84
Consultants - Industrial	18,113.33	49,832.93
Consultants - Interpreters	98.17	155.00
Depreciation	40,632.00	45,094.00
Electricity	6,905.60	6,905.60
Equipment Expenses	1,873.63	910.80
Insurances	10,347.60	10,347.60
Make Good Cost re Lease	0.00	1,169.00
Motor Vehicle Expenses	34,770.60	36,051.65
Printing, Postage & Stationery	18,497.04	17,041.82
Rent	55,304.37	55,304.37
Repairs & Maintenance	1,149.61	397.89
Salary & Wages Costs	763,689.82	643,134.15
Telephones	10,360.21	8,353.97
Training	14,582.79	12,919.46
Travel & Transport Costs	23,291.10	14,219.94
Other Expenses	37,603.54	25,625.76
Total Expenditure	1,096,267.36	960,252.92
Operating Surplus for the year	34,134.35	107,742.59
Accumulated Funds Brought Forward	209,764.30	106,952.62
Transfer to Capital Reserve	0.00	-4,930.91
Accumulated Funds Carried Forward	\$243,898.65	\$209,764.30

The accompanying notes form part of these Financial Statements

BALANCE SHEET As at 30 June 2012

		30/06/2011
Current Assets		
Cash at Bank	504,381.79	443,552.21
Cash on Hand	300.00	300.00
GST Recoverable	0.00	0.00
Trade Debtors	14,425.00	3,110.00
Sundry Debtors & Prepaid Expenses	0.00	0.00
Total Current Assets	<u>519,106.79</u>	<u>446,962.21</u>
Non - Current Assets		
Office Furniture & Equipment		
Cost	302,410.11	303,748.11
Accumulated Depreciation	<u>-270,947.01</u>	<u>-231,653.01</u>
Total Non - Current Assets	<u>31,463.10</u>	<u>72,095.10</u>
Total Assets	<u>550,569.89</u>	<u>519,057.31</u>
Current Liabilities		
Trade Creditors	16,369.89	25,049.33
Sundry Creditors & Accruals	9,345.93	3,082.05
Wages Accrual	12,138.54	10,008.17
GST Payable	0.00	0.00
Grants in Advance	27,559.39	62,069.15
Provision for Annual Leave	57,575.67	44,819.98
Provision for Sick Leave	<u>10,329.86</u>	<u>7,642.99</u>
Total Current Liabilities	<u>133,319.28</u>	<u>152,671.67</u>
Non - Current Liabilities		
Provision for Long Service Leave	25,444.05	8,713.43
Make Good Provision re Lease	<u>40,000.00</u>	<u>40,000.00</u>
Total Non - Current Liabilities	<u>65,444.05</u>	<u>48,713.43</u>
Total Liabilities	<u>198,763.33</u>	<u>201,385.10</u>
Total Net Assets	<u>\$351,806.56</u>	<u>\$317,672.21</u>
Accumulated Funds		
Accumulated Funds Carried Forward	243,898.65	209,764.30
Asset Replacement Reserve	15,000.00	15,000.00
Capital Reserve	92,907.91	92,907.91
Total Accumulated Funds	<u>\$351,806.56</u>	<u>\$317,672.21</u>

The accompanying notes form part of these Financial Statements

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2012

Note 1: Summary of Significant Accounting Policies

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act of WA. The committee has determined that the incorporation is not a reporting entity.

The financial report has been prepared on an accruals basis and is based on historic costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following significant accounting policies, which are consistent with the previous period unless stated otherwise, have been adopted in the preparation of this financial report.

a. Income Tax

The Incorporation is exempt from Income Tax.

b. Office Furniture and Equipment

Office Furniture and Equipment are carried at cost less, where applicable, any accumulated depreciation.

The depreciable amount of all assets is depreciated over the useful lives of the assets to the association commencing from the time the asset is held ready for use.

c. Impairment of Assets

At the end of each reporting period, the committee reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, the asset's carrying amount. Any excess of the asset's carrying amount over its recoverable amount is recognised in the income and expenditure statement.

d. Employee Benefits

Provision is made for the Association's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits have been measured at the amounts expected to be paid when the liability is settled.

e. Provisions

Provisions are recognised when the association 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 best estimate of the amounts required to settle the obligation at the end of the reporting period.

f. Cash and Cash Equivalents

Cash and cash equivalents include cash on hand, deposits held at call with banks, and other short-term highly liquid investments with original maturities of three months or less.

g. Accounts Receivable and Other Debtors

Accounts receivable and other debtors include amounts due from members as well as amounts receivable from donors. Receivables expected to be collected within 12 months of the end of the reporting period are classified as current assets. All other receivables are classified as non-current assets.

h. Revenue and Other Income

Revenue is measured at the fair value of the consideration received or receivable after taking into account any trade discounts and volume rebates allowed. For this purpose, deferred consideration is not discounted to present values when recognising revenue.

Interest revenue is recognised using the effective interest method, which for floating rate financial assets is the rate inherent in the instrument. Dividend revenue is recognised when the right to receive a dividend has been established.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2012

Grant and donation income is recognised when the entity obtains control over the funds, which is generally at the time of receipt.

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

If conditions are attached to the grant that must be satisfied before the association is eligible to receive the contribution, recognition of the grant as revenue will be deferred until those conditions are satisfied.

i. Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO). Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the statement of financial position.

j. Financial Assets

Investments in financial assets are initially recognised at cost, which includes transaction costs, and are subsequently measured at fair value, which is equivalent to their market bid price at the end of the reporting period. Movements in fair value are recognised through an equity reserve.

k. Accounts Payable and Other Payables

Accounts payable and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the association during the reporting period that remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

STATEMENT BY MEMBERS OF THE COMMITTEE

The committee have determined that the incorporation is not a reporting entity.

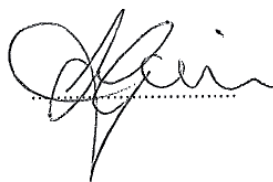
The committee have determined that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the committee the attached financial report:

1. Presents fairly the financial position of Advocare Incorporated as at 30 June 2012 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that Advocare Incorporated will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:

Chairperson

A handwritten signature in black ink, appearing to be 'A. Fair', written over a horizontal dotted line.

Dated this 6th day of September 2012

INDEPENDENT AUDIT REPORT TO THE MEMBERS OF ADVOCARE INCORPORATED

We have audited the accompanying financial report, being a special purpose financial report, of Advocare Incorporated (the incorporation), which comprises the committee's report, the assets and liabilities statement as at 30 June 2012, the income and expenditure statement and cashflow statement for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the statement by members of the committee.

Committee's Responsibility for the Financial Report

The committee of Advocare Incorporated is responsible for the preparation of the financial report, and has determined that the basis of preparation described in Note 1 is appropriate to meet the requirements of the Associations Incorporation Act of WA and is appropriate to meet the needs of the members. The committee's responsibility also includes such internal control as the committee determines is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the association's preparation of the financial report that gives a true and fair view, 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 association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

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

Opinion

In our opinion, the financial report presents fairly, in all material respects, the financial position of Advocare Incorporated as at 30 June 2012 and its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements, and the requirements of the Associations Incorporation Act of WA.

Basis of Accounting and Restriction on Distribution

Without modifying our opinion, we draw attention to Note 1 to the financial statements, which describes the basis of accounting. The financial report has been prepared to assist Advocare Incorporated to meet the requirements of the Associations Incorporation Act of WA. As a result, the financial report may not be suitable for another purpose.



Ray Woolley Pty Ltd

Ray Woolley

Registered Auditor No 16396

25 August 2012

19 Bayport Circuit

Mindarie

WA



Unit 1 - Byblos House
190 Abernethy Road, Belmont WA 6104
Phone: (08) 9479 7566
Fax: (08) 9479 7599
Email: rights@advocare.org.au
Freecall (country areas): 1800 655 566

www.advocare.org.au