

# Advocare

incorporated  
Empowering People

Annual Report  
2013 - 2014



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## About this Report

This report provides our stakeholders with an overview of our performance in the 2013-2014 financial year. It highlights what we have achieved and presents statistical data for each of our programs. The audited 2013-2014 Financial Statements are included on pages 33-40.

# 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 subsidised Aged Care services and to older people (50+ for Aboriginal and 60+ for non Aboriginal) living in the community who have been subjected to or who are potential victims of elder abuse perpetrated by a person of trust within an informal relationship of trust such as family or friends.

## Government Funded Aged Care Services

Government Funded Aged Care Services include:

- Home and Community Care (HACC) services provided by the Department of Health WA for 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
- Home Care Packages Levels 1-4 funded by the Commonwealth Department of Social Services provided to people who live at home and have complex care needs
- Residential aged care facilities



## Our Philosophy

Advocare's philosophy is that all people have equal human rights and this includes 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

## Advocacy

Advocacy can be defined as standing up for the rights of another person. This is done through the process of speaking, acting or writing on behalf of the interests of a person, or group, in need of support to promote and protect their rights.

Advocacy:

- Is partial, empathetic and loyal to the vulnerable party by being on their side and no-one else's to support their concerns
- Supports the vulnerable to speak out for their own interests and rights

Advocacy empowers the vulnerable to remain involved in the decisions which affect their lives. While family members and support workers may act as advocates, there are circumstances in which having an independent, advocate is a more desirable option.



## The Advocates at Advocare

The Advocates at Advocare are independent, autonomous professionals, whose main role is to empower and support the rights of people living in residential aged care facilities, those receiving community based care and older people who are experiencing abuse by family or friends.

We promote the clients' rights through individual advocacy to give them the ability and confidence to make their own decisions based on well informed choices.

We provide education sessions to aged care staff, care recipients, and members of the greater community state-wide. Advocates aim to inform and make people aware of their rights and their entitlement to the high quality standards of care.

Advocare maintains close working relations with other stakeholders and provides referrals to these agencies when needed to make informed decisions.

All clients are treated with respect, equally and without discrimination. Decision making ability is assumed and supported in their being involved in decisions affecting their lives.

Advocates 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. Advocates seek the client's permission prior to taking any action.

Advocare is the sole Western Australian agent for the National Aged Care Advocacy Program (NACAP) and provides a voice for residents of aged care facilities, clients of Home and Community Care services, those experiencing or who are at risk of elder abuse; including people from special needs groups such as Aboriginal and Torres Strait Islander communities; people from non-English speaking (culturally and linguistically diverse) backgrounds; people who live in rural or remote areas; people who are financially or socially disadvantaged; people who are veterans, (of the Australian Defence Force or an allied defence force), including the spouse, widow or widower of a veteran; people who are homeless or at risk of becoming homeless; people who are care leavers; and people from the Lesbian, Gay, Bisexual, Transgender and Intersex community. Advocare ensures their rights are protected as provided for in the Charter of Residents' Rights and Responsibilities, The Community Care Common Standards and the Universal Declaration of Human Rights.

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.



## Chairperson's Report



In my second year as the Advocare Chairperson, I am delighted to report the advancements and achievements of the organisation for this financial year.

Advocare has continued to inform, educate and empower older Western Australians across our vast state. We have been able to respond to the demonstrated need for provision of information and empowerment of older people and their families, particularly as they make the difficult decision to move from their homes into residential aged care. This is one of the most significant decisions anyone will ever have to make, and brings with it many questions. Advocare together with Carers WA launched the 'Support

Pack for Families whose loved one is entering Residential Aged Care' as a comprehensive resource to support people and their loved ones as they transitioned into full time care. This project was recognised at the ACSWA Excellence in Care Awards 2014 as the winner of the New Projects/Innovations Division.

Another significant milestone was the launch of the 'Elder Abuse Protocol: Guidelines for Action'. The Protocol is the culmination of many years of collaboration, research and partnership with the members of APEA:WA. This protocol will guide policy makers, and assist aged, community, health and seniors organisations substantially in their ability to effectively recognise and respond to elder abuse.

Furthermore, the Department of Health and the Department for Local Government and Communities have funded Advocare to provide an Elder Abuse Helpline in response to the groundswell need for this service. The new helpline will increase the awareness of elder abuse and promote best practice approaches to difficult situations.

The organisation has navigated an internal restructure, and in doing so has welcomed two new managers to the Advocare team. Sharon Richards is our new Service Delivery Manager and brings with her many years experience in the aged care industry and an acute awareness of the issues facing older Western Australians living in rural areas. Kary Murray is our new Operations Manager and she brings with her knowledge of Home and Community Care compliance, financial reporting and human resources management. The leadership team has now been bolstered by these new appointments and the Board, together with the CEO look forward to moving the organisation forward towards its strategic goals.

The terrific services that Advocare provides cannot be delivered without the dedication, patience and tireless work performed by the Advocare staff, during a time of enormous change in the aged care industry. They continue to strive to achieve a community where the rights of people are supported and respected and for this the Board, CEO and I express our sincere thanks.

On behalf of the Board, I'd like to thank the CEO of Advocare, Greg Mahney for his dedicated contribution and concerted efforts to improve the quality of life for older Western Australians and for his leadership of the organisation during the last year.

As Chairperson I have had the privilege of leading a dedicated, knowledgeable and diverse Board, and I would like to personally thank them for their support and dedication to the task at hand over the last year which they do voluntarily. The Board was further strengthened by the addition of three new members, Alex Atkins, Brian O'Keefe and Andrew Schox. Tara Ludlow will be retiring from the Board at the next AGM and the Board extends our thanks to her for the insights, positive contributions and value she has brought to the organisation during her time at Advocare.

**Mark Weller**  
Chairperson

## Board Members as at 30th June 2014

**Mark Weller** (Chair)

**Peter Butler** (Vice-Chair)

**Greg Mahney** (CEO)

**Alex Atkins**

**Paula Clough**

**Veronica Lawrance**

**Tara Ludlow**

**Brian O'Keefe**

**Andrew Schox**  
**Lana Snook**

Retired during the year:

**Britta Meyer** (Vice-Chair)

**Jeff Powell**



## Chief Executive Officer's Report



The planned restructure of the organisation has now been implemented and we have welcomed two new managers to the Advocare team, Sharon Richards (Service Delivery Manager) and Kary Murray (Operations Manager). Mentoring and inducting our new managers, while working strategically to grow and develop the organisation has ensured the past year was full and challenging.

The increased emphasis on marketing and promotion has facilitated media exposure in newspaper, TV and radio talkback, as we lead both the community and the sector on important aged care issues. The sector is making changes ahead of the planned reforms to aged care funding,

and those changes bring uncertainty and concern for both clients and providers.

Lotterywest have approved our grant application to upgrade our Information Communication Technology infrastructure, and we are imminently awaiting the installation of our new equipment. This capital investment will facilitate improved productivity and new ways of working to ensure that we grow and are prepared to meet the demands of the future.

The Alliance for the Prevention of Elder Abuse (APEA: WA) has been instrumental in the development of the Elder Abuse Protocol, which is the culmination of many years of collaboration between various government agencies and Advocare.

The 'Elder Abuse Protocol: Guidelines for Action' was launched in March this year; an event that was well attended by an audience from the aged care industry and government. The booklet was launched by the Honourable Tony Simpson, Minister for Local Government, Community Services, Seniors, Volunteering and Youth. Minister Simpson announced at this event additional funding for a WA Elder Abuse Helpline. This was very welcome support for the work of our organisation and the community that we serve. Advocare is now able to provide a dedicated helpline for people that are experiencing elder abuse, concerned about someone that may be at risk, or looking for information on how to protect themselves. Promotion of the new helpline will commence at the upcoming National Elder Abuse Conference.

We are hosting the Third National Elder Abuse Conference at the Perth Hyatt Regency on the 3rd, 4th and 5th of September 2014, where we will welcome both national and international speakers who will bring the hope and expertise needed to shape a safer life for all senior people. The conference committee have invested many hours of planning, discussion, consultation and work to ensure that the event is informative, inspirational and drives new approaches to the difficult issue of elder abuse.



I am pleased that there have been opportunities during the year for staff to participate in a range of professional development activities that feed into the way we can better deliver services to clients. Many have also had opportunities to travel as part of their work. I am also glad to welcome new staff members Graeme Dargie, Judi Granger, Val Hansen, Hazel Mangazva and Tiffany Ugle. With the very able and willing support of our existing staff they are all making a great contribution to the organisation and to our clients. I would like to thank all the staff for their excellent work throughout the year.

Advocare continues to have a highly effective and governance focussed Board. Whilst they are all a pleasure to work with, I would like to single out our Chair, Mark Weller. He provides dedicated and professional leadership, and he is always prepared to offer assistance and advice when required.

Advocare has had an excellent year and I look forward to us building on that success in 2014 -15.

**Greg Mahney**

Chief Executive Officer

## **Staff** as at 30th June 2014

**Greg Mahney** - Chief Executive Officer

**Sharon Richards** - Service Delivery Manager

**Kary Murray** - Operations Manager

**Jenna Aziz** - Marketing and Community Engagement Coordinator

**Mary Kepert** - APEA: WA Executive Officer

**Sarah Patterson** - Executive Assistant/Project Officer

**Ann Canham** - Advocate

**Graeme Dargie** Advocate

**Judi Granger** - Advocate

**Valdeine Hanse** - Advocate

**Rachel Hodes** - Advocate

**Hazel Mangazva** - Advocate

**Sheryl Royal** - Advocate

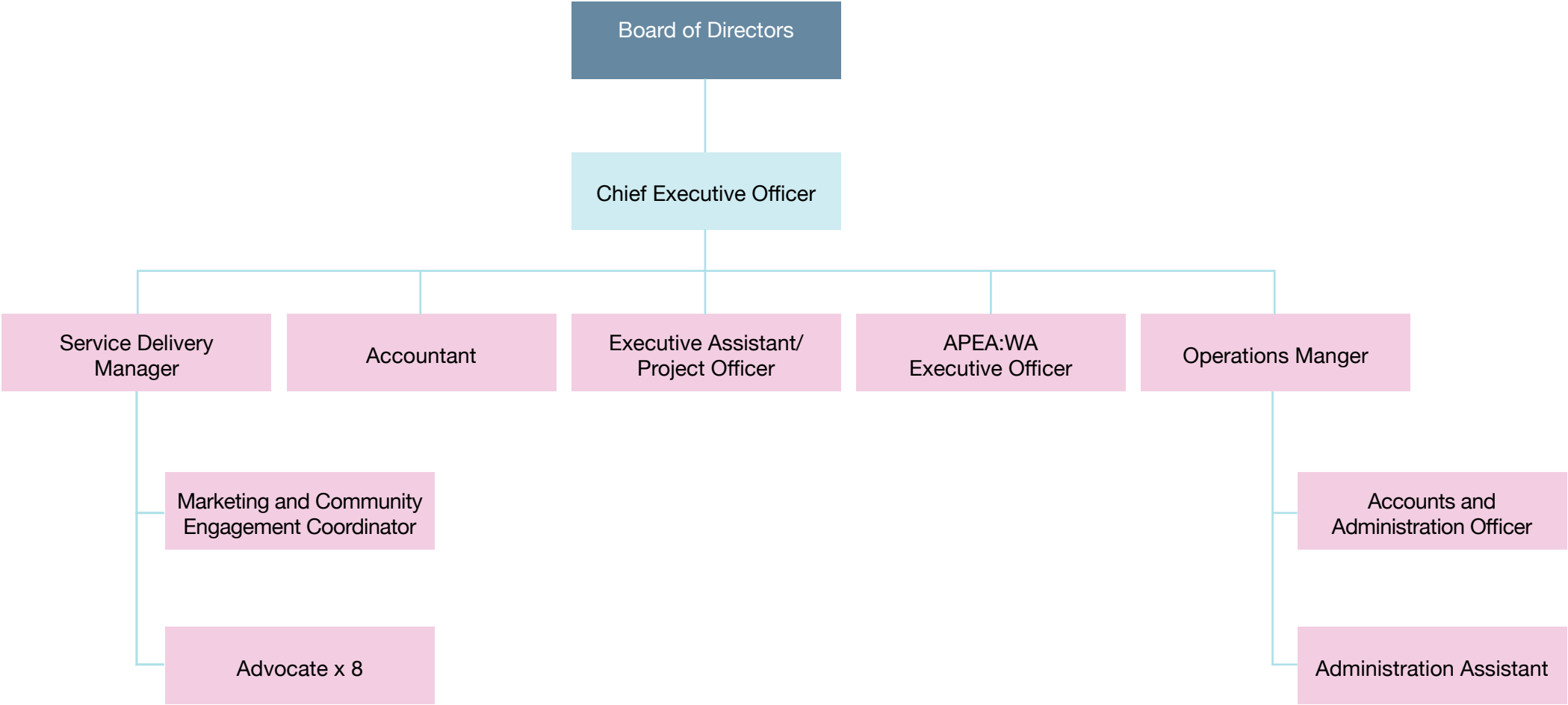
**Tiffany Ugle** - Advocate (Aboriginal Advocacy Program)

**Lynette Walters** - Accountant

**Clare O'Connor** - Accounts/Administration Officer

**Helen Jackson** - Administration Assistant

# Organisational Structure



# Reporting Against the Strategic Plan 2012-2015

The 2012-2015 Strategic Plan defines Advocare's direction and addresses four overarching goals against which all our services have been measured. The following tables depict Advocare's performance in regard to meeting the Key Performance Indicators in 2013-2014.

## Objectives

- To grow and extend our services, and our physical and virtual presence
- Our role, purpose and brand is widely understood in the community and sector
- Valuing our people
- Grow our capacity within the community by working innovatively and developing strategic partnerships

### **Abbreviations:**

A= Achieved; IP= In Progress; NS= Not Started; EO= Established & Ongoing

## Strategic Objective

To grow and extend our services, and our physical and virtual presence

Key Performance Indicators	Performance
Review and audit IT architecture	A
Identify funding options/sources	EO
Engage technology providers	A
Ensure staff support to use technology	EO
Website, social media, e-advocacy, training, IT governance	EO

## Strategic Objective

To grow and extend our services, and our physical and virtual presence

Key Performance Indicators	Performance
Marketing and communication plan is reviewed, resourced, implemented and rigorously evaluated	EO
Funding and resources are committed to supporting the marketing and communication plan	EO
Global focus to be developed in the marketing plan	EO
Best practice marketing and communications plan is reviewed, with bench marking against other organisations	IP
Our people know what we do and can communicate our message in the community	EO
We work collaboratively with key stakeholders to champion our role and brand	EO
Effectiveness of marketing and communication plan evaluated against objectives	EO
The brand of Advocare is optimised as evidenced by: <ul style="list-style-type: none"> <li>• The amount of people contacting Advocare</li> <li>• The community capacity to self advocate</li> <li>• The additional funding opportunities accessed</li> </ul>	IP

## Strategic Objective

Valuing our people

Key Performance Indicators	Performance
All staff and board understand the expectations of their role, including safety, JDF's	EO
Ensure all staff have the resources to undertake their work	EO
Ensure staff have the opportunity to learn and grow and have their contribution recognised	EO
Develop a culture in which staff feel supported to give voice to values	IP



# Strategic Objective

Grow our capacity within the community by working innovatively and developing strategic partnerships

Key Performance Indicators	Performance
Engage partners for philanthropic support	IP
Seek new opportunities for funding partnerships from private, public and government sources	EO
Identify and engage like-minded organisations on a national and international basis to increase our capabilities in the community	IP
Engage the broader community as partners to ensure our objectives are met	EO



## Marketing

Each year Advocare provides thousands of older people with professional advocacy, information and education to help them access services and stay safe from abuse. This year's marketing plan saw the implementation of new marketing streams which allowed Advocare to become more sophisticated in its approach to engage with key target markets, and work towards our strategic objectives.

Marketing activities were strongly focussed on events, print marketing, media and social media to ensure that we reached as many people in the community as possible.

We participated in numerous seniors' events throughout the year which were organised by Home and Community Care providers, community organisations and City Councils. We partnered with COTA WA for Crime and Safety forums to deliver information on elder abuse prevention. In addition, with the City of Melville, we held a seniors information day to provide essential information to empower seniors to plan for their future ageing requirements. All events were well attended and with new resources being readily available, awareness about our services increased exponentially.



Western Australia's Commissioner for Consumer Protection, Anne Driscoll, Advocare CEO, Greg Mahney, and Attorney-General of Western Australia, Michael Mischin at the 2014 Consumer Protection Awards.



Older community members at the Safeguarding for Seniors forum.



We had a strong media presence this year with many articles being published in leading aged publications and seniors newspapers. With the new aged care reforms, developments in elder abuse and our submissions to the government, the media highlighted Advocare's contribution to raise the quality of life for older Australians.

Paid advertising campaigns were published in community and senior newspapers to increase our print media presence. This was a highly successful strategy to reinforce our message and ensure our role is widely understood.

Radio campaigns continued to air on the station Curtin FM using new advertisements to better appeal to our markets. CEO, Greg Mahney, also took part in several radio interviews for World Elder Abuse Awareness Day and for issues around residential aged care.

To capitalise on the growing older demographic on social media, a Facebook page was launched to share information virtually, interact with fans and allow another avenue for advocacy to be accessed. A twitter page was also launched to communicate with

organisations and influential people in the aged and community arena. Both platforms have been hugely successful and resulted in us being more interactive with our market groups.

These marketing streams have elevated our organisation to be a peak Western Australian organisation and industry leader, and throughout the year we were honoured with several prestigious community awards. These awards all recognised the positive impact our programs are having on the WA community.

2014 Australian Crime and Violence Prevention Awards – Certificate of Merit

2014 Consumer Protection Awards – Finalist

2014 Injury Control Council Awards – Highly Commended

2014 Aged and Community Services WA – Winner

In 2014-2015, Advocare will explore the possibility of developing more Advocare branded activities and campaigns to really excel our position in the market.



Seniors week 2013.



Advocate, Rachel Hodes, at the City of Fremantle, Melville and Cockburn expo.



Advocare Project Officer, Sarah Patterson, LASA WA CEO, Beth Cameron and GRAI Chairperson, June Lowe at the Sex In Residential Aged Care forum.

In response to the changing face of aged care and the ageing population, Advocare has been proactive in developing a number of projects, tools and resources to help older people retain their rights and enjoy their later years.

### Sex in Residential Aged Care

The Sex in Residential Aged Care project identified that sex, sexuality and intimacy is an area where many older people's rights are not acknowledged or respected. We developed a comprehensive training package which we have delivered at individual facilities, as well as large workshops at the Australian Institute of Management and the 2014 LASA-WA Conference.

### Support Packs for Families

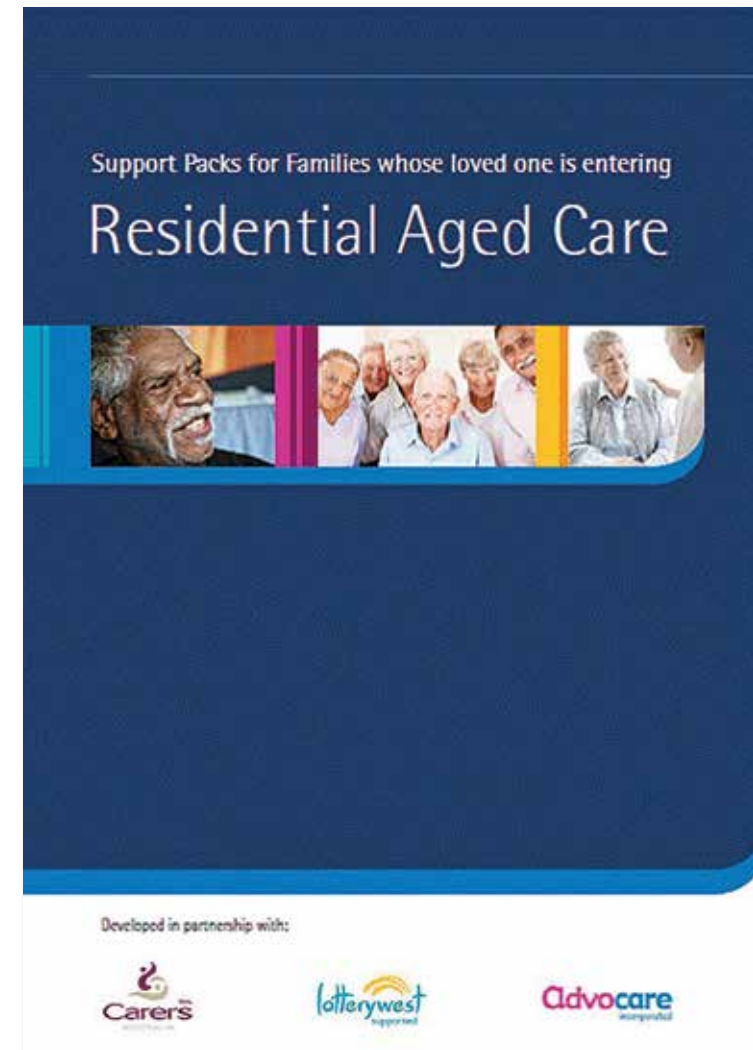
The 'Support Pack for Families Whose Loved Ones Enter Residential Age Care' is a comprehensive resource designed for family members and carers to use when their loved one enters a residential aged care facility. The packs were developed in partnership with Carers WA, and were distributed to every residential aged care facility in October 2013. The packs have been an overwhelming success, having been given to over 5000 carers and families; and winning the 2014 ACSWA Award for 'Best New Project/ Innovation'.

### Elder Abuse Helpline

Advocare secured support from the Department for Local Government and Communities, and the Western Australian Department of Health to open an Elder Abuse Helpline for older people who are at risk of or are being abused in Western Australia. This year we have worked to develop the physical helpline, which was launched at the Third National Elder Abuse Conference in Perth 2014.

With the changing face of aged care and ageing in Western Australia, 2014-2015 will see some exciting new projects focused on:

- Improving access and advocacy to rural and remote communities
- Expanding and extending our services to reach more vulnerable older people
- Social innovation and social enterprise



Support Pack for Families cover

## Main Activities

### National Aged Care Advocacy Program

The provision of advocacy, information, education and referral for people who have been assessed by an Aged Care Assessment Team; are residents of aged care facilities or who are recipients of Home Care Packages funded by the Commonwealth.

### Home and Community Care Program

Provision of advocacy, information, education and referral for people accessing Home and Community Care services.

### Aboriginal Advocacy Program

Provision of culturally specific advocacy, information and education to Aboriginal people to access aged care services, raise a concern about the aged care services they are receiving, and assist with the prevention of elder abuse.

### Elder Abuse Prevention Program

Provision of advocacy, information, education and referral for older people who are, or are at risk of, being subjected to elder abuse from family or friends.

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

Promotion of a whole of government policy framework for dealing with systemic issues of elder abuse in Western Australia.

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

Promotion of the safety and well being of older people in WA by like minded aged care service providers.

### Older People's Rights Service

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





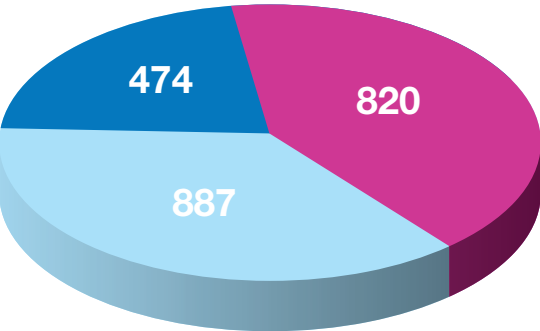
# Performance in Brief

## Advocacy and Information

Advocacy and information hours provided by each program were:

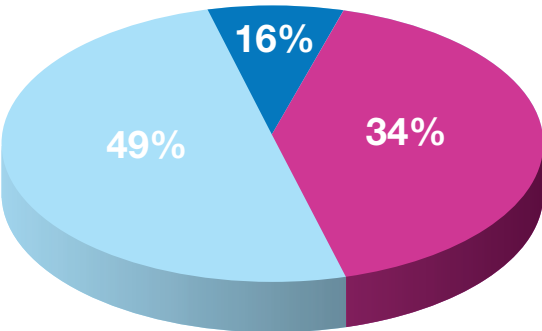
- The Home and Community Care Program - 1,567 hours
- National Aged Care Advocacy Program - 2,243 hours
- Elder Abuse Prevention Program - 740 hours

Advocacy and Information  
Hours by program graph



■ HACC ■ NACAP ■ Elder Abuse

Advocacy and Information  
Clients by program graph



■ HACC ■ NACAP ■ Elder Abuse



# National Aged Care Advocacy Program

## Program Description

The National Aged Care Advocacy Program provides advocacy, information, education and referral to assist people access residential aged care services and Commonwealth funded home care packages, or have a concern about the service they are receiving.

With the strong desire of most individuals to stay in their own home as long as possible more people are entering a facility at crisis point rather than as part of their ageing plan, leading to potentially higher stress levels on entry.

Education sessions presented to residents by Advocare are important in raising and maintaining new resident's awareness of their rights and responsibilities as they navigate this major change in their life. In addition, working closely with facilities, Advocare continues to provide education sessions for staff about a resident's rights and how these relate to the workers' daily tasks. Having well informed staff increases their capacity to provide high quality care.

Over the last few years Advocare has seen increased requests to provide education to residential aged care staff about the recognition of, and response to elder abuse. This continues to be an issue as it is currently unfunded yet the positive impact for residents cannot be understated with research statistics showing that at least 1 in 20 aged Australians are subject to some form of elder abuse, with the likelihood that this, as with all forms of domestic violence, is under-reported.

## Program Performance Summary

From 2012-2013 to 2013-2014 NACAP cases (Information and Advocacy) have seen an increase of 14%.

The largest growth area has been in the information calls, which have increased by 34%; an upward trend over the last 3 years. As in previous reports the contact is predominantly made by the person caring for the recipient when phoning for information and the enquiries are usually about recipients' rights. Enquiries regarding rights have increased by 40% on the previous year.

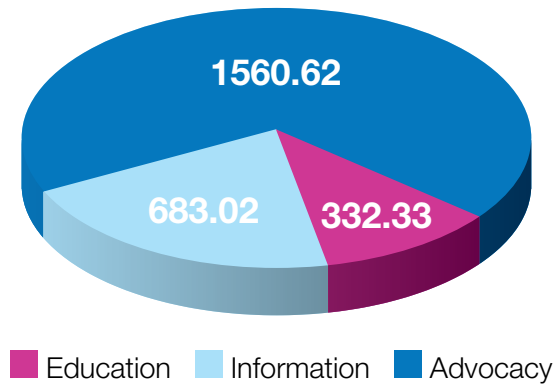
An area of growth has been clients contacting Advocare about their lifestyle within the facility, in particular decisions about their diet, access to their long standing General Practitioner or mobility aid (Gopher) which enables their independence to continue participating in the general community.

A disturbing emerging issue is around decision making capacity determinations made whilst older people are recovering from an acute episode or illness. In such cases, the older person may be admitted to a secured wing of a residential aged care facility, as decided by well intentioned family, practitioners, or even the State Administrative Tribunal.

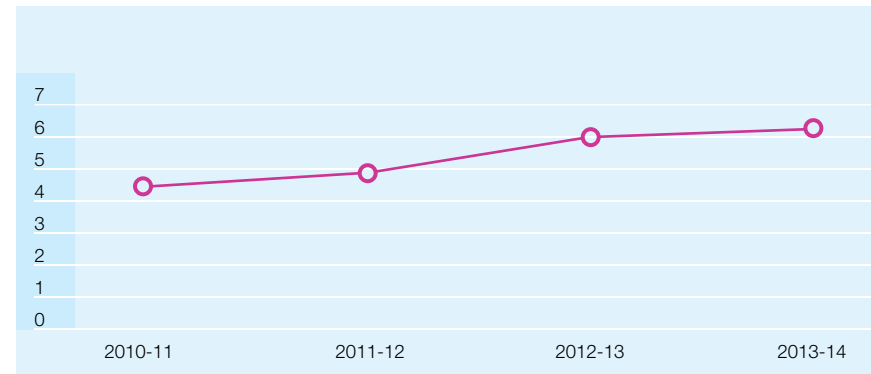
Some months later the older person has improved considerably, and so has their capacity, and they then want to exercise their right to choice and the ability to live in a more open environment. Empowering a person in a position such as this requires reevaluation of the original determinations, family attitudes and expectations and indeed any existing legal instrument that has deemed confined and supported living as "a requirement". This is an emerging grey area where the person has some capacity for decision making, but is deemed to have little or no capacity during the acute period of distress. Advocates view this as an indicator that a gap in the system exists, whereby legal capacity has to be reassessed and go before the State Administrative Tribunal to have guardianship orders either overturned or made less restrictive, to improve the quality of life for those with regained capacity.



## NACAP Hours by Activity 2013-2014



## Average Time Spent on Each NACAP Advocacy Case



Advocacy cases, on average required 6.25 hours per case. This is an increase on 2012 – 2013, in which the average hours for an advocacy case was 6 hours. Advocates report that the cases are becoming more complex in nature, involving multiple issues like family conflict, confusing information from providers and support services, complex health issues and legal considerations.

# Home and Community Care Program

## Program Description

The HACC Program targets frail, older people and younger people with moderate to severe disabilities. Home and Community Care provides services that support and assist clients to remain living in their own homes who are at risk of premature admission into residential aged care facilities and carers.

Home and Community Care services provide assistance in the home including nursing, cleaning, gardening and home maintenance, assistance in accessing their community such as attendance at day centers, shopping and medical appointments and providing respite for family carers. Advocare assists Home and Community Care clients to address issues including, but not limited to:-

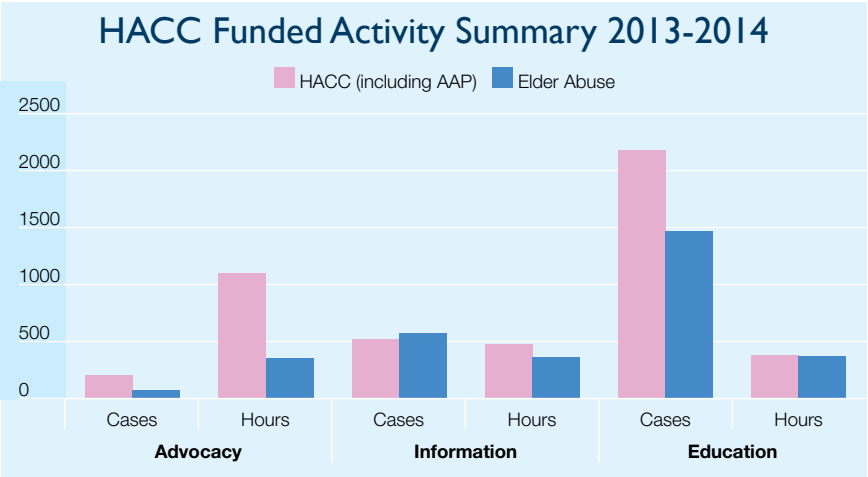
- Resolving complaints about the service they are receiving
- Advocating for changes to the level or type of service they are receiving
- Assisting older community members to access services
- Assisting with allied issues that are preventing clients from staying independent at home

## Program Performance Summary

An issue often raised throughout 2013-2014 was that of service providers' policy change that saw support workers being rotated to reduce client/carer dependency. However, this has upset and caused concerns for many older clients who had become used to the same support worker attending to them. This impacts on the individual as they are constantly having to familiarise themselves with the new worker, explaining their care needs as well as building a rapport with the individual to enable them to feel comfortable during those more intimate tasks such as personal care. In addition, families have raised this issue specifically when their elderly relative has dementia and then also has the added confusion of meeting different care workers.

Advocare has commenced a new approach to providing advocacy services to HACC clients by having a greater community presence in various day centers on a regular basis. Advocates attend the day centres providing a familiar face and easy access to information and the opportunity to discuss issues and options more readily. This approach will be enhanced and developed further across the metropolitan area in 2014-15.

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



# Aboriginal Advocacy Program

## Program Description

The Aboriginal Advocacy Program provides culturally specific advocacy, information and education to Aboriginal and Torres Strait Islander people living in residential aged care facilities, receiving in home care packages or who are experiencing, or at risk of experiencing, abuse by family or friends.

The Aboriginal Advocacy Program assists Aboriginal and Torres Strait Islander 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
- Advocacy on behalf of older people who are being abused by their family or friends

## Program Performance Summary

For much of 2013 Advocare did not have an Aboriginal Advocate, leading to a fall in the number of Aboriginal and Torres Strait Islander people that sought our services. Advocare engaged the assistance of two university students from Southern Cross to review why Aboriginal people might be reluctant to ask for assistance. The students undertook to meet and interview a number of highly regarded and influential Aboriginal people and document their findings.

The resulting information has led Advocare to take a different approach to providing Aboriginal Advocacy, employing a new Aboriginal Advocate, Tiffany Ugle, who works in a part liaison, part advocacy role, spending more time in the community developing those important relationships and building the bridge between the Aboriginal communities and Advocare.

The new approach has seen a significant growth in Aboriginal people contacting Advocare and as it becomes more widely known it is anticipated it will continue to grow. The next step will be to develop the model to meet the needs of people living in more remote communities.

For 2014-2015 Advocare has committed to develop a Reconciliation Action Plan and have staff better informed on the issues many older Aboriginal people face. As a first step, the Wirrapunda Foundation has already delivered a Deadly Cultures workshop to all the staff on the Advocare team.



New Advocare Aboriginal Advocate, Tiffany Ugle

# Elder Abuse Prevention Program

## Program Description

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

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 abuse
- Psychological abuse
- Physical abuse
- Sexual abuse
- Social abuse
- Neglect

In 2014 Advocare was awarded a grant from Department of Health and the Department of Local Government and Communities to commence the provision of an Elder Abuse Helpline.

The objective of the Helpline is to provide confidential expert information to callers about putting in place measures to avoid elder abuse or deal with existing abuse.

Issues of shame and embarrassment shroud abusive situations and make it more difficult for an older person to stand up for their own rights. Clients often explain the guilt and responsibility they feel when their abuser is their own son or daughter, therefore they will not take any action to prosecute the abusers.

It takes a lot of courage for a person who is being abused to contact Advocare and with the installation of a new telecommunications system Advocare will have the ability to provide a seamless service referring those who wish to be referred on to other organisations such as the Older People's Rights Service and the Office of the Public Advocate.

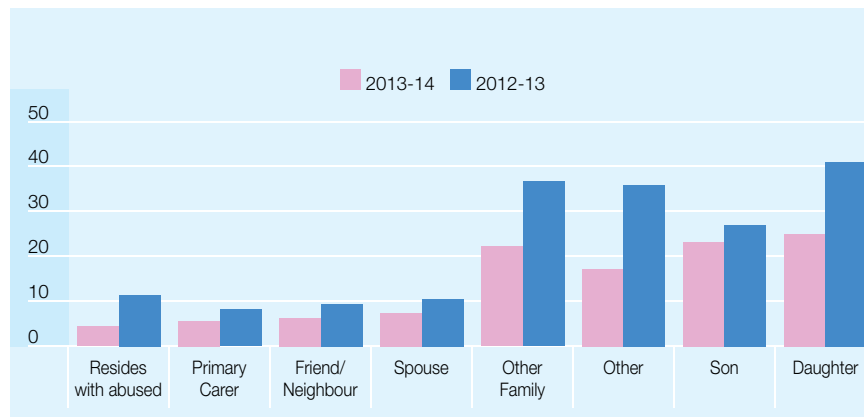
## Program Performance Summary

Although the general trend in the statistics has not changed markedly with financial and psychological abuse being the most commonly reported, there seems to be a growth in the number of grandchildren living with grandparents and becoming an abuser.

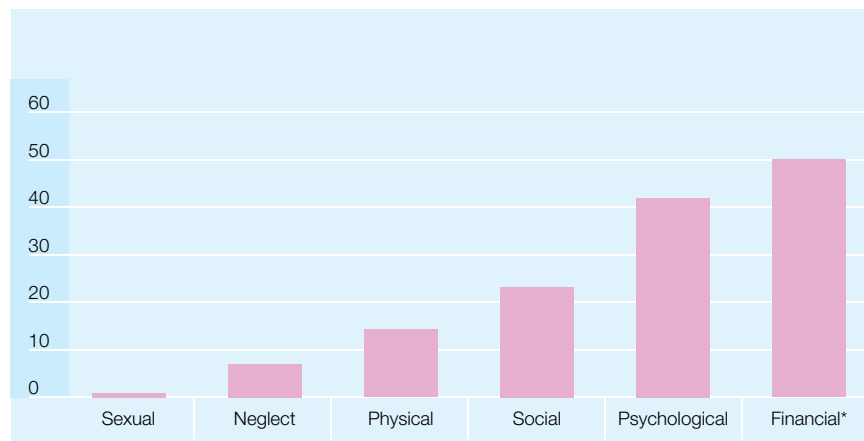
### Elder Abuse Advocacy Issues

Advocare has undertaken 99 advocacy cases addressing all forms of elder abuse, with a large portion being financial abuse. In addition 397 information calls have been taken about potentially abusive situations.

## Alleged Abuser's Relationship to Client



## Elder Abuse Advocacy – Reported Abuse Types 2013-2014



\*Of the 50 reported cases of Financial Abuse, 9 were identified as misuse of an EPA



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

The Alliance for the Prevention of Elder Abuse Western Australia (APEA:WA) promotes a whole of government policy framework that values and supports the rights of older people.

APEA:WA is high-level policy group which meets bi-monthly and includes the WA Police, Public Advocate, Public Trustee, the Department of Health, Office of Seniors Interests and Carers, Disability Services Commission, Legal Aid, and the Western Australian Local Government Association. 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.

This year APEA:WA was involved in:

## ANPEA Newsletter:

The Australian Network for the Prevention of Elder Abuse (ANPEA) newsletter was circulated through members, Alliance for the Prevention of Elder Abuse (APEA) members, Western Australian Network for the Prevention of Elder Abuse (WANPEA) members, Commonwealth Respite Care Networks, the Melville Aged Care Network, and to individual recipients at the National Centre for the Protection of Older People (NCPOP), University College Dublin, Ireland; Alberta Health, Edmonton Canada; University of Copenhagen.

## Network Meetings:

Throughout the year, APEA: WA has been regularly represented at Commonwealth Respite Care Meetings and the Melville Aged Services Network.

## Launch of the Protocol Guidelines:

The Protocol Guidelines were launched by Seniors Minister Tony Simpson at the Australian Institute of Management in Floreat in front of 110 aged, health and community organisations. The new guidelines are available in both printed and electronic form and have been adopted by numerous agencies both locally, nationally and internationally.

## Third National Elder Abuse Conference:

APEA:WA has been heavily involved in planning the Third National Elder Abuse Conference which will be held in September 2014. The conference aims to raise the profile of elder abuse in both WA and Australia, resulting in improved safeguarding for the elderly.

## Research:

Academics from both University of Western Australia and Curtin University have prepared a comprehensive funding table detailing potential research funds, together with a time line of application deadlines. They are keen to submit suitable applications as soon as possible. Recent research includes a paper published in the Journal, Communities, Children and Families, Conceptualising Elder Abuse: Does the Label fit?

## Silent Domestic Violence March 22 November 2013:

Together with Advocare and the Older People's Rights Service, APEA:WA participated in the awareness raising event at Stirling Gardens followed by the march through the Perth business district.

## Presentations:

During this year, APEA:WA was involved in two community presentations:

1. Melville Aged Services Network "Elder Abuse in a Global Context" on 31 October
2. At a meeting convened by Silver Chain at Melville Recreation Centre on 13 November



## Older People's Rights Service

Seven years have gone by with the Older People's Rights Service (OPRS) assisting many seniors at risk of or experiencing elder abuse mainly through financial abuse. The partnership with Advocare continued to be productive with many referrals. One of our lawyer's attended Advocare offices fortnightly, linking the two agencies.

Northern Suburbs Community Legal Centre helped finance an OPRS calendar. This calendar has proved popular and is currently available for clients and potential clients through educational sessions, expositions and displays.

In 2013-2014 our clients have increased by 10%. The age range has increased from 70-79 years of age to 80-89 years of age with the 80s group making up the largest number of clients. Correspondingly we have seen an increase of 10% females and a 10% decrease in male clients attending the service. Figures also revealed a 10% decrease in English speaking clients and an increase by 10% of those from culturally and linguistically diverse backgrounds.

Our unit continued to cover a wide range of clients but we predominately see clients with issues relating to family agreements, abuse of Enduring Powers of Attorney, some criminal matters, and property matters. We have also seen applications and representation for the State Administration Tribunal and an increase in Enduring Power of Attorneys drafts.

Our Social Worker continued to screen the intake of new clients, referring them to ongoing counselling and a variety of other social services. Again there has been an increase in the number of seniors needing public housing and working with the Department of Housing we have been able to accommodate these clients. The Social Worker provided negotiation on services with hospitals, Centrelink, and Older Adult Mental Health services on behalf of clients.

Our Education Lawyer was assisted by other staff to deliver an increased number of community and professional legal education programs around the issues of elder abuse. Displays and expos we attended included shopping centres, men's and women's community groups, carer and council expos around the whole metropolitan area.

We appreciate the support that we have received from Advocare and are pleased to be able to assist and support so many senior Western Australians. We are also very grateful for the continued funding from the Department for Local Government and Communities.



# Education Report

## Service Description

As the peak body recognised by both state and federal governments, Advocare promotes the rights of people receiving aged care services in Western Australia. Through our programs, we assist people to resolve problems and concerns with their aged care services, provide information about their rights and responsibilities, support people to be involved in decisions affecting their life and help people who are experiencing, or at risk of elder abuse.

As a part of our commitment, we offer a free, state-wide education program to:

- Increase awareness of aged and community services
- Raise awareness of elder abuse
- Increase the capacity of aged care staff

Advocare provides education according to targets set out by relevant funding bodies.

During the 2013-2014 financial year, sessions were conducted to residents and staff of aged care facilities about rights and responsibilities, the complaints process and how to access free advocacy. Advocates also provided education to 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 backgrounds utilising the services of an interpreter when required.

Elder abuse education sessions were directed to several groups. This included allied health professionals and other industry professionals. Various older community groups were reached through regularly guest speaking at National Seniors, Men's Shed and Probus clubs. In addition, we partnered with COTA WA to provide several Crime and Safety forums for older community members.

Advocare's Aboriginal education program was carried out by Tiffany Ugle for THE last months of the financial year. Tiffany established relationships with Home and Community Care groups and Dermal Yirrigan Health services to reach Aboriginal clients.



## Regional Engagement

- Advocare provided one regional workshop on behalf of CommunityWest. The session was conducted in Norseman, and facilitated by Sarah Patterson.
- Advocate, Graeme Dargie and Project Officer, Sarah Patterson, both visited the Southwest region to provide various education sessions.
- Advocate, Ann Canham visited the Great Southern and Wheatbelt regions to educate Home and Community Care staff and clients.
- Advocate, Dianne Barker, visited the numerous towns in the Midwest to talk to both aged and community care staff and clients.
- Service Delivery Manager Sharon Richards visited the Wheatbelt area to provide education to both HACC and residential aged care facility staff
- Previous Aboriginal advocate, Doris Hill and Marketing and Community Engagement Coordinator, Jenna Aziz visited the Pilbara to provide education to Home and Community Care providers, residential aged care facilities and local Aboriginal organisations about the Aboriginal Advocacy Program.

## Education in Rural and Regional Areas in 2013-2014

1. Bunbury
2. Busselton
3. Dongara
4. Gerladton
5. Gnowangerup
6. Kalgoorlie
7. Kojonup
8. Karratha
9. Katanning
10. Mullewa
11. Narrogin
12. Northam
13. Northampton
14. Norseman
15. Roebourne
16. Three Springs
17. South Hedland
18. Wagin
19. Wyalkatchem



## Feedback

Advocare provides the opportunity for staff who attended education sessions to evaluate and provide relevant feedback. We retained a high positive response rate for our education delivery.

Examples of comments on the evaluation form include:

- ‘Presenter answered all questions thoroughly’
- ‘This training should be mandatory’
- ‘The trainer really explained the aged care system well’
- ‘I would like to keep updated on Advocare’s work’
- ‘Thank you for providing face to face training in regional areas’

## Service Statistical Summary

A total of 248 education sessions were provided by Advocare in 2013-14.

Program	Number of Sessions
Home and Community Care	81
Elder Abuse	77
National Aged Care Advocacy Program	72
Aboriginal Advocacy Program	18
Total	248

The highest number of education sessions provided was for the Home and Community Care Program was, followed by Elder Abuse, National Aged Care Advocacy Program and the Aboriginal Advocacy Program.

Number of Attendees at Educational Sessions by Program

Educational Sessions by Program	Attendees
Home and Community Care	2008
Elder Abuse	1462
Aboriginal Advocacy Program	160
National Aged Care Advocacy Program	1242
Total	4872

The highest number of attendees who participated in education sessions was for Home and Community Care, followed by Elder Abuse, National Aged Care Advocacy Program and the Aboriginal Advocacy Program.

## World Elder Abuse Awareness Day

June 15 is World Elder Abuse Awareness Day. The United Nations sanctioned day, aims to raise awareness about elder abuse and encourage participation.

Advocare, together with the City of Melville and Murdoch University organised a “Safeguarding for Seniors” forum on 11 June 2014 at Murdoch University Campus. The event was opened by Kay Hallahan speaking on behalf of United Nations Association of Australia. A broad group of speakers from various organisations spoke at this event, including COTA, Community Police, City of Melville Security Services, Neighbourhood Watch, WA Public Trustee and Advocare. David Cook from Edith Cowan University spoke about cyber crime, an emerging new avenue for elder abuse.

Council House, the Bell Tower and Trafalgar Bridge in East Perth lit up in purple, the recognised colour for elder abuse awareness, on the eve of World Elder Abuse Awareness Day to show their support.

Sarah Patterson organised a Quiz Night through social media, to raise awareness and funds. It was held at the Harold Hawthorn Community Centre with a generous selection of prizes donated from various local businesses.

World Elder Abuse Awareness Day Kits were developed to support organisations who participate in the day. The packs include ideas on types of events, posters, printed Help Stop Elder Abuse balloons, fundraising boxes and resource materials by Advocare.

In 2015, Advocare aims to promote World Elder Abuse Awareness Day across the state to aged, community and health organisations to encourage participation and create a day filled with events.



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

WANPEA is a network of service providers who work with older people. They have an interest in the prevention of elder abuse and support those 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.

## The Office of the Public Advocate (OPA)

The Office of the Public Advocate is an independent statutory body 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, and 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

- Effectively use technology to improve our services to clients in rural and remote areas
- Continue to deliver the highest level of client satisfaction with our advocacy services
- Nurture our growing reputation as a provider of high quality education and training
- Grow our capacity by developing strategic partnerships
- Ongoing commitment to Continuous Quality Improvement
- Become a leader in advocacy agencies
- Development of new projects and programs to benefit older community members in Western Australia
- Continue to develop effective promotion and marketing strategies to increase community awareness of Advocare's 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
- Increase funding 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
- Aged Care Services WA (ACSWA)
- Australian Aged Care Quality Agency
- Alzheimer's Australia WA
- Australian Association of Gerontology
- Australian Medical Association
- Bunnings
- Carers WA
- Centrelink
- City of Belmont
- City of Joondalup
- City of Meville
- City of Perth
- City of Rockingham
- Commonwealth Respite and Carelink Centre (CRCC)
- Community Legal Centres
- CommunityWest
- Continence Advisory Service
- Council on the Ageing
- Derbarl Yerrigan
- Department for Local Government and Communities
- Disability Services Commission
- Department of Social Services
- Domestic Violence Advocacy & Support (DVAS)
- Edith Cowan University
- GESB Superannuation
- GLBTI Rights in Ageing
- Home and Community Care organisations
- Leading Aged Services Australia- Western Australia
- Legal Aid
- Lotterywest
- Men's Shed
- Murdoch University
- National Seniors
- Northern Suburbs Community Legal Centre
- Office of the Public Advocate
- Older Adult Mental Health Services
- Older People's Rights Service
- Probus
- Public Trustee WA
- Regional Assessment Services (RAS)
- State Administrative Tribunal (SAT)
- Southern Cross University NSW
- TAFEWA
- Translating & Interpreting Service (TIS)
- Umbrella
- University of Western Australia
- Western Australian Department of Health
- Western Australian Local Government Association
- Western Australian Police

# Acronyms

Acronyms used in this publication or within the industry:

AAP	Aboriginal Advocacy Program
ACAT	Aged Care Assessment Team
AACQA	Australian Aged Care Quality Agency
ACSWA	Aged and Community Services Western Australia
AMS	Aboriginal Medical Service
ANPEA	Australian Network for the Prevention of Elder Abuse
APEA: WA	Alliance for the Prevention of Elder Abuse: Western Australia
ATSI	Aboriginal and Torres Strait Islander
CACP	Community Aged Care Packages
CALD	Culturally and Linguistic Diverse
CEO	Chief Executive Officer
CM	Care Manager
COTA WA	Council on the Ageing Western Australia
CRCC	Commonwealth Respite and Carelink Centre
DSC	Disability Services Commission
DV	Domestic Violence
DVA	Department of Veterans Affairs
DVAS	Domestic Violence Advocacy Service
EACH	Extended Aged Care at Home
EACHD	Extended Aged Care at Home (Dementia)

EAPP	Elder Abuse Prevention Program
EPA	Enduring Power of Attorney
F&DV	Family & Domestic Violence
GRAI	GLBTI Rights in Ageing
HACC	Home and Community Care
ICT	Information Communication Technology
ILC	Independent Living Centre
INPEA	International Network for the Prevention of Elder Abuse
LASA-WA	Leading Aged Services Australia - Western Australia
MPS	Multi Purpose Service
NACAP	National Aged Care Advocacy Program
OPA	Office of the Public Advocate
OPAN	Older Person's Advocacy Network
OPRS	Older People's Rights Service
POA	Power of Attorney
PT	Public Trustee
SAT	State Administrative Tribunal
VRO	Violence Restraining Order
WANPEA	Western Australian Network for the Prevention of Elder Abuse
WEAAD	World Elder Abuse Awareness Day



## Financial Statements

For the year ended 30 June 2014

Ray Woolley Pty Ltd  
19 Bayport Circuit  
Mindarie  
WA 6030

## CASH FLOW STATEMENT FOR THE YEAR ENDED 30 JUNE 2013

	\$
Cash Flows from Operating Activities	
Receipts from - Department of Health & Ageing	360,699.34
Receipts from - Department of Health WA	844,222.00
Receipts from - Lotterywest	0.00
Interest Received	14,307.26
Other Income Received	58,169.83
Payments to Suppliers and Staff	-1,142,670.49
Net Cash Flows from Operating Activities	134,727.94
Cash Flows from Investing Activities	
Additions to Fixed Assets	-5,792.00
Net increase in Cash and Cash Equivalents	128,935.94
Cash and Cash Equivalents Brought Forward	548,134.65
<b>Cash and Cash Equivalents Carried Forward</b>	<b>\$677,070.59</b>

The accompanying notes form part of these Financial Statements

# INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2014

30/06/13

## Income

Grant - Department of Health & Ageing	360,699.34	294,689.01
Grant - Department of Health WA	797,884.15	765,593.18
Grant - Lotterywest	0.00	3,093.64
Interest	14,307.26	17,214.64
Other Income	<u>24,856.91</u>	<u>24,567.04</u>
<b>Total Income</b>	<b>1,197,747.66</b>	<b>1,105,157.51</b>

## Expenditure

Accounting & Audit Fees	1,270.00	1,210.00
Advertising & Recruitment	36,572.61	22,973.32
Board & Meeting Costs	12,170.85	16,953.18
Consultants - Industrial	2,500.00	3,918.18
Consultants - Interpreters	0.00	408.87
Depreciation	5,230.00	23,071.00
Electricity	8,622.72	8,015.99
Equipment Expenses	6,289.89	1,114.07
Insurances	9,865.01	9,952.45
Make Good Cost re Lease	0.00	0.00
Motor Vehicle Expenses	27,813.32	36,327.70
Printing, Postage & Stationery	24,802.82	19,319.33
Rent	75,815.40	63,429.12
Repairs & Maintenance	2,347.21	484.65
Salary & Wages Costs	844,114.64	833,779.26
Telephones	11,966.05	11,902.57
Training	12,978.11	12,217.90
Travel & Transport Costs	16,120.40	10,081.98
Other Expenses	<u>86,407.74</u>	<u>26,524.95</u>
<b>Total Expenditure</b>	<b>1,184,886.77</b>	<b>1,101,684.52</b>

Operating Surplus for the year	<u>12,860.89</u>	<u>3,472.99</u>
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Accumulated Funds Brought Forward	247,371.64	243,898.65
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Transfer to Capital Reserve	0.00	0.00
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Accumulated Funds Carried Forward	<b><u>\$260,232.53</u></b>	<b><u>\$247,371.64</u></b>
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The accompanying notes form part of these Financial Statements

# BALANCE SHEET AS AT 30 JUNE 2014

30/06/13

## Current Assets

Cash at Bank	676,770.59	547,834.65
Cash on Hand	300.00	300.00
GST Recoverable	0.00	0.00
Trade Debtors	0.00	4,211.53
Sundry Debtors & Prepaid Expenses	21,330.00	0.00
<b>Total Current Assets</b>	<b>698,400.59</b>	<b>552,346.18</b>

## Non - Current Assets

Office Furniture & Equipment		
Cost	299,881.29	304,408.29
Accumulated Depreciation	-288,929.01	-294,018.01
<b>Total Non - Current Assets</b>	<b>10,952.28</b>	<b>10,390.28</b>

<b>Total Assets</b>	<b>709,352.87</b>	<b>562,736.46</b>
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## Current Liabilities

Trade Creditors	40,228.91	23,545.49
Sundry Creditors & Accruals	11,502.16	11,420.06
Wages Accrual	20,150.81	13,755.87
GST Payable	0.00	0.00
Grants in Advance	97,029.06	21,589.82
Provision for Annual Leave	62,841.88	52,624.55
Provision for Sick Leave	15,049.18	12,513.71
<b>Total Current Liabilities</b>	<b>246,802.00</b>	<b>135,449.50</b>

## Non - Current Liabilities

Provision for Long Service Leave	54,410.43	32,007.41
Make Good Provision re Lease	40,000.00	40,000.00
<b>Total Non - Current Liabilities</b>	<b>94,410.43</b>	<b>72,007.41</b>

<b>Total Liabilities</b>	<b>341,212.43</b>	<b>207,456.91</b>
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<b>Total Net Assets</b>	<b>\$368,140.44</b>	<b>\$355,279.55</b>
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## Accumulated Funds

Accumulated Funds Carried Forward	260,232.53	247,371.64
Asset Replacement Reserve	15,000.00	15,000.00
Capital Reserve	92,907.91	92,907.91
<b>Total Accumulated Funds</b>	<b>\$368,140.44</b>	<b>\$355,279.55</b>

The accompanying notes form part of these Financial Statements



# NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2014

## 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.

# NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2014

## NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

### 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.

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.

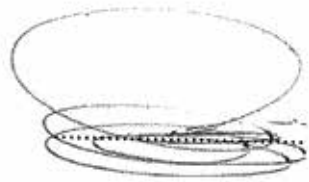
The committee have determined that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the committee the attached financial report:

1. Presents fairly the financial position of Advocare Incorporated as at 30 June 2014 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, consisting of several overlapping loops and a final horizontal stroke.

Dated this day on 24 September 2014

# 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 2014, 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 on the annual statements giving a true and fair view of the financial position and performance of the incorporation.

## *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 2014 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  
30 August 2014

17 Russley Grove  
Yanchep  
WA 6035





Unit 1 – Byblos House  
190 Abernethy Road, Belmont WA 6104

Phone: (08) 9479 7566

Fax: (08) 9479 7599

Email: [rights@advocare.org.au](mailto:rights@advocare.org.au)

Freecall (country areas): 1800 655 566

Elder Abuse Helpline: 1300 724 679

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