



# Elder Rights Advocacy Annual Report 2017

Supporting your right to quality care

Residential Care Rights Inc. T/A Elder Rights Advocacy (ERA)  
ERA is a member of the Older Persons Advocacy Network (OPAN) delivering the National Aged  
Care Advocacy Program (NACAP) an Australian Government initiative

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## Organisational Report

On behalf of the Board and the ERA team I am pleased to present this review of ERA's performance for 2016/2017.

This year the Aged and Community Care sector continued to grow in size and complexity in line with the Commonwealth Government's reform agenda with an increased focus on client directed care. Whilst we continued to navigate the challenges and opportunities this presented for ERA, the people we support and our community, key to our performance was our willingness to build agility.

The key areas of performance for this reporting period were:

- **Our Culture** – developing into a values based organisation
- **Our People** – workforce capability; developing and strengthening of partnerships; roles and accountabilities
- **Our Structure** – corporate support systems; results and outcomes
- **Our Service** – responsiveness to our clients and partners, both internal and external

Of particular note this year, we

- Supported our clients on 1891 occasions whilst they negotiated an increasingly complex aged and community care environment
- Assisted our clients with many issues. In percentage terms the top five (5) issues for which we provided support were:
  - o Choice and decision-making
  - o Fees and charges
  - o Agreements
  - o Assessment and care planning
  - o Access to specialised services
- Continued our focus on clients with special needs, as is reflected in our client base with 11% of our clients identifying as being from a Culturally Linguistic and Diverse Background (CALD), 14.5% experiencing dementia and 15% having a secondary disability.
- Provided 93 education sessions to clients, 83 in residential care settings and 10 in the community.

Participated in the establishment of Older Persons Advocacy Network (OPAN) – which brought together the nine service delivery organisation (SDOs) that have been successfully delivering advocacy, information and education services to older people throughout Australia for over 25 years.

## Organisational report (continued)

- Completed an internal review of ERA's skills and capacity by way of an independent Skills and Capacity Assessment.
- Participated in the Commonwealth Government's Community Consultation into Aged Care Advocacy Service.
- Participated in the Commonwealth Government's Consultation for the "draft Aged Care Advocacy Framework".
- Participated in the national Aged Care Advocacy Program funding round which resulted in ERA securing a three (3) year service agreement with OPAN to deliver advocacy, information and education services across Victoria. This service agreement means an increase in funding to extend services into Community Home Support Services (CHSP) and to establish three regional hubs across Victoria.
- Contributed to the Australian Law Reform Commission Report into Elder Abuse.

We are all very proud of our achievements in this reporting period and now welcome the opportunity to implement OPAN's ambitious three (3) year Workplan through national standardisation; operational efficiency and being a highly connected organisation within the aged and community care sector.

To this end, I would like to thank my colleagues on the Board, Mary Little CEO and the ERA team, for their professionalism, expertise and commitment to ERA. It has been a privilege and great honour to serve as President of this organisation and to work with you, our clients and the wider community to ensure that older persons are supported in having their voices heard and receiving quality aged and community care services.



**Mary Anne Hunt**  
Board President  
November 1, 2017

## Our Strategic Aspirations

### **Advocacy**

Develop, implement, assess and refine a nationally-endorsed advocacy service model that enables us standing beside older people and their representatives, enabling them to understand and exercise their rights and responsibilities.

### **Education**

Be the 'go-to' organisation for education around elder rights by continuing to deliver high quality education to our clients and service providers whilst developing innovative approaches to expand our service scope and scale embracing the opportunities new technologies offer.

### **Access**

Increase access to our services by successfully expanding our physical presence, increasing staffing and service centres across a minimum of three regional hubs (Bendigo, Traralgon and Geelong) and connecting with local communities, including special needs groups.

### **Organisation**

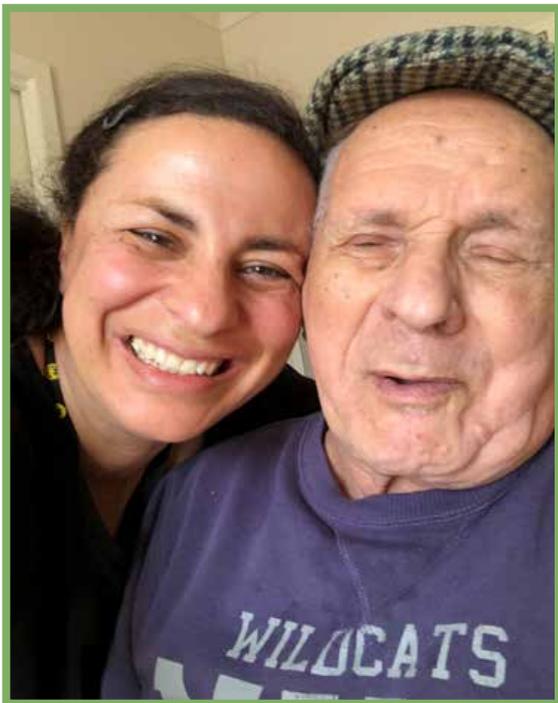
Create a values-driven learning organisation, clearly defining and reinforcing behaviour that promotes our values and investing in the ongoing professional development of our staff.

### **Partnership**

Actively seek and create opportunities for collaboration across all levels of government, community and private organisations with a view to refining, developing, supporting and expanding service provision to our client base whilst staying true to our values and mission.

## Our Approach

*"I attended a case meeting with the daughter of a CALD resident who raised concern about her father's medications and his dietary needs. The resident was being medicated with an antipsychotic, PRN to alleviate his "calling out behaviour". The medication was causing the resident to be unstable on his feet and so he became a high falls risk. Also it appeared to be exacerbating the behaviour rather than calming it. On further discussion it became apparent that the behaviour was only noted after meals. As the resident did not speak English the staff did not know that he was calling for more food, that he was hungry. The agreed action was for the resident's doctor to review his medication and reduce the antipsychotic with a view to ceasing it altogether and for the kitchen to provide a large serve at every meal with an additional dessert. The resident's daughter also offered to bring in snacks that her father particularly likes so that he can top up if feeling hungry between meals." (ERA team member 2017)*



## Our Client's Outcome

"Thank you for being my strength and rock through this journey. Having you there gave me courage and a voice. Most importantly one for my dad. I cannot thank you enough for being there for us. It has been a group effort and you have been a vital strength to it. I am so glad and content and proud of my achievements in not giving up when it would have been much easier to. My dad's happiness and well-being is reward enough for this. I can now sleep at night not feeling constantly worried. These girls are the real deal. Thank God!"

## Our Values

- Respect – We treat people with fairness and courtesy; listen and communicate honestly and clearly; seek to understand others' perspectives, experiences and contributions.
- Integrity – We are trustworthy and do what we say we will do; are professional in our dealings with others; stay true to our values even when it is difficult to do so.
- Collaboration – We help each other as colleagues and work co-operatively to achieve positive outcomes; share our knowledge, expertise and skills; involve people in decisions that affect their lives.
- Inclusive – We seek people's input and involvement for a better outcome; recognise and value people's diversity, equality and human rights; have empathy for people and seek to understand their perspectives.
- Empowerment – We provide each other and our clients with accurate, useful information; support each other and our clients and each other to understand rights and options; take ownership of problems and seek to find solutions that work for the common good.
- Responsiveness – We are approachable and take pride in what we do; care about our clients and each other and pay attention to what is being said; clarify our clients needs and requests for assistance and our colleagues needs, for information sharing and case discussion.

## Our Principles

- Develop and maintain a model of service: standing beside older people and their representatives and enabling them to understand and exercise their rights.
- Capability to provide both individual advocacy and inform systemic advocacy
- Increased access to advocacy for more people; more community-focused; 24/7 access
- Increased range of services: proactive; starting with early decisions around care options; covering all dimensions of the lives of older people
- Capability for more active participation with other agencies in meeting the needs of the older people and representatives
- Strengthening the organisation's ability to obtain more, and longer-term, funding
- Commitment to continuing staff employment and potential for further professional growth

## Strategic Overview 2018-2021

### 2018 Primary Goals

- Establish ERA as a values-driven learning organisation
- Deliver OPAN agreement KPIs
- Execute OPAN plan 'Initiative 3' re Regional Hubs with full staffing establishment
- ERA's lead and support roles in 'other' OPAN initiatives secured, funded and commenced
- ERA as an active participant in the development of a national service model of aged care advocacy
- Sector analysis completed and at least one non OPAN/NACAP secondary funding stream secured and new initiatives commenced
- Create Marketing/Communications plan including social media
- Further develop and implement our Quality and Occupational Health and Safety systems
- Staff to attend at least one national conference
- Take a key role in OPAN conversations on delivery of NACAP contract and positioning for renewal

### 2019 Primary Goals

- Continue to develop and resource ERA as a values-driven learning organisation
- A presentation by an ERA staff member at a minimum of one national conference
- At least one piece of research to be co-authored supported by ERA
- Deliver other OPAN initiatives commenced in 2018 and ongoing KPIs
- Continue key role in OPAN conversations around delivery of NACAP contract and positioning for renewal
- ERA trials, assesses and refines the national service model for aged care advocacy
- Secure at least two non-OPAN sources of funding to underpin ERA activities
- Commence at least two major partnerships outside OPAN

### 2020 Primary Goals

- Continue to develop and resource ERA as a values-driven learning organisation
- A presentation by an ERA staff member at a minimum of two national conferences
- At least two pieces of research to be co-authored supported by ERA
- Deliver other OPAN initiatives commenced in 2018 and ongoing KPIs
- Take a lead role in the creation of OPAN/NACAP funding application
- Prepare contingency plans around possible outcomes of OPAN/NACAP contract
- Focus on active staff support in lead-up to OPAN/NACAP funding decision
- Secure at least two new non-OPAN sources of funding to underpin ERA activities
- Commence at least two further major partnerships outside OPAN

# Summary Audited Financial Report

## RESIDENTIAL CARE RIGHTS INC.

### INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 30 JUNE 2017

	Note	2017 \$	2016 \$
<b>INCOME</b>			
Grant - Department of Health and Ageing		707,028	697,266
Interest		5,548	7,965
Sales		8,792	7,912
Other income		-	-
		<u>721,368</u>	<u>713,143</u>
<b>EXPENDITURE</b>			
Salaries (incl movement in provisions)		483,041	544,461
Work Cover		12,973	9,195
Travel & Transport		4,223	8,723
Rent		32,730	34,230
Bank Fees		236	368
Conferences & Training		4,398	5,383
Insurance		13,618	13,270
Consultants Fees		32,089	10,031
Audit Fees		3,000	3,000
Maintenance – Equipment		6,630	7,785
Motor Vehicle Costs		29,717	29,717
Light & Power		2,201	2,269
Office Expenses		20,987	22,258
Depreciation		2,178	4,280
		<u>648,021</u>	<u>694,970</u>
Surplus/(loss) from ordinary activities before income tax		73,347	18,173
Income tax expense		-	-
Surplus/(loss) after income tax		73,347	18,173
Retained surplus at the beginning of the financial year		<u>189,433</u>	<u>171,260</u>
Retained surplus at the end of the financial year		<u>262,780</u>	<u>189,433</u>

## Acknowledgements

We would like to acknowledge the following individuals and organisations for their active support of ERA in 2017:

- Our volunteer Board
- OPAN (Older Persons Advocacy Network)
- The Commonwealth Department of Health
- The Commissioner for Senior Victorians, Gerard Mansour
- The office of the Aged Care Complaints Commissioner Vic/Tas, Andy Price
- King & Wood Mallesons, Claire Toner and Murray Kellock
- CoTA (Council on the Ageing Victoria and Australia)
- SRV (Senior Rights Victoria)
- People2 People
- Sean Denham and Associates



## Elder Rights Advocacy (ERA)

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OPAN website: [www.opan.com.au](http://www.opan.com.au)



# Elder Rights Advocacy

Supporting your right to quality care



**Free and  
confidential aged  
care advocacy**



**Accurate  
information  
about your  
rights and  
responsibilities**



**Help to make  
an informed  
decision**



**Support to  
work through  
a problem**

