

# **ACT Disability, Aged and Carer Advocacy Service Inc**

## **2007-2008**

### **ANNUAL REPORT**

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## **ADACAS MISSION STATEMENT**

**To vigorously advocate for and with vulnerable people, who have a disability or who may be aged, so that they may exercise their rights as citizens, live valued and dignified lives in the community, and pursue their dreams.**

(Amended and Adopted February 1999)

## ADACAS' MANAGEMENT COMMITTEE

<b>Chairperson:</b>	Kym Duggan	
<b>Secretary:</b>	Pam Boyer	(resigned 9 June 2008)
<b>Treasurer:</b>	Gary Leckie	
<b>Public Officer:</b>	Pam Boyer	
<b>Other members:</b>	Craig Davis	(resigned March 2008)
	Stephanie Legg England	(resigned February 2008)
	Phillip Gleeson	(deceased 14 July 2008)
	Ronald Fraser	(resigned January 2008)
	David Lovegrove	

## ADACAS' STAFF

### Advocacy Program

Andrea Simmons		Manager
Dalane Drexler		HACC/DSP
Ivette Gonzalez		DSP/HACC
Theresa Gordon	(to August 2007)	DSP/HACC
Kerry Holdsworth		RAC/HACC
Fiona Navilly		RAC/HACC
Judy Power		HACC
Sally Scanlain		HACC/DSP
Heather Stewart	(from July 2007)	DSP/HACC
Sandra Russet-Silk	(from February 2008)	HACC/DSP
Linda Janssen		Office Manager
Jessica Blythe	(to February 2008)	Admin. Assistant
Miranda Bone	(from March 2008)	Admin. Assistant

### Clinical Supervision Consultants

Janice Wickerson	
Sandra Russet-Silk	(to January 2008)
Trish Walsh	
Jennifer Hume	

### Computer Consultant

Rohan Mitchell	1024 Pty Ltd
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### Pro Bono Legal Advisors

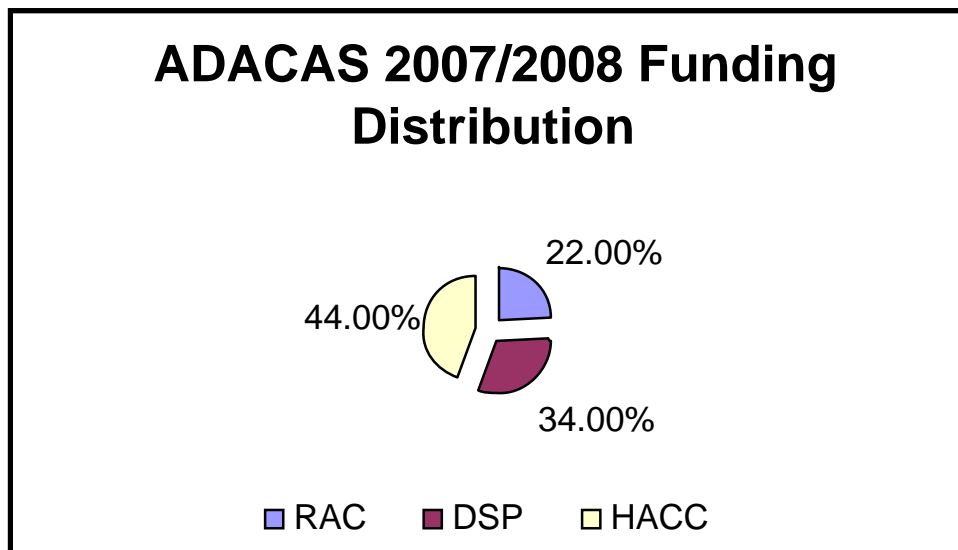
Blake Dawson

## ADACAS FUNDING

ADACAS is funded by two levels of government, through three programs:

<b>ACT Government and Commonwealth Government:</b>	Home and Community Care Program	(44.0 %)
<b>Commonwealth Government:</b>	Department of Families, Housing, Community Services and Indigenous Affairs	(34.0 %)
	Department of Health and Ageing	(22.0 %)

### Allocation of funds by program



## Acknowledgements

*"ADACAS is part of the Australian Network of Disability Advocacy Services funded by the Australian Government."*

*"ADACAS is jointly funded by the Australian Government and the Australian Capital Territory Government under the HACC Program."*

*"National Aged Care Advocacy Program—An Australian Government Initiative."*

## CHAIRPERSONS REPORT

I would like to commence with a profound thank you to all of the staff of ADACAS for what has been another year of steadfast adherence to the principles of individual advocacy on behalf of our clients. ADACAS continues to be the support of last resort to very many in the Community. Our role continues to be misunderstood. The role of an individual advocate is to fearlessly represent the interests of our clients in their dealings with particularly service providers and Governments.

It is not our role to work independently of our clients to engender an outcome that might best suit existing Government programs or the needs of service providers.

This year ADACAS for the first time has taken a decision to expand our operations to include areas in the region around the ACT. This was a difficult decision for us but in the end we believe the correct one given that ADACAS has a long history of advocacy and a stable structure, particularly in relation to our advocates, to be able to take on this extra task in areas that would not otherwise have received these services.

As our Manager points out in her report we have also received trial funding for elder abuse advocacy, an area that we believe has been very sadly neglected in the past. I am very hopeful that this program will become a permanent part of what we do.

I would like to pay particular tribute to the resourcefulness and resilience of our Manager, Andrea Simmons. This has been, for many reasons, a very challenging year for Andrea and I wish to place on the public record the whole hearted support of the Management Committee for her leadership of the organisation. We hope that she remains with us for some time to come.

### **The Management Committee**

In my report this year I would like to concentrate on the challenges that have been faced by the Management Committee of ADACAS as this has been without doubt the most difficult year faced by members of the Committee in my 7 years as Chair.

At the commencement of this reporting year ADACAS had a very vibrant and energetic team with a wide variety of experience and skills. In all there were some 8 of us that sat at the first meeting in November last year. By the time I am reporting we have been reduced to the bare minimum of members to make a quorum which is three.

I wish to pay tribute to those who have left us for a wide variety of reasons during the year. Stephanie Legg England, Craig Davis, Ron Fraser and Pam Boyer all had to leave the Committee for a variety of reasons. They have all made very valuable contributions this year and I very much regret the fact that they left the Committee during this year. I wish them all well in the future.

There is a constant challenge for organisations such as ours to maintain membership in our governing body and I very much hope that others will see their way clear to nominate at this AGM.

There is however, one person that deserves a very special mention by me in this meeting and that is the recently departed Phillip Gleeson. Phillip has been a wholehearted supporter of ADACAS ever since it commenced operations. Extraordinarily he had been a member of our Management Committee for some 10 years prior to his very untimely death. His support for

ADACAS was unstinting and very vocal; the respect with which ADACAS is held in the community that we serve is in no small part due to the constant support that Phillip has given. For those of us privileged to be at his funeral the extent of the attendance and the heartfelt fulsome tributes paid by many to Phillip's commitment despite his MS brought home the extent of the loss to the community. At his funeral the Manager of ADACAS, Andrea Simmons gave a very moving eulogy to Phillip that highlighted many of his personal and public achievements. We all miss him.

### **Conclusion**

With the election of a new Government in Canberra and an election to be held shortly in the ACT this is an ideal time to renew our relationship with Government and to reiterate our strong view that proper representation of the interests of our clients consistently improves the overall life outcomes for our clients.

The dedication and enthusiasm of our advocates is our greatest resource I am very proud to be able to advise that our current advocates have very well maintained a strong tradition for fearless advocacy for which ADACAS has been known for many years. I would like to thank the other continuing members of the Committee Gary Leckie and David Lovegrove for their ongoing commitment to ADACAS. I look forward to another year of challenges.

Kym Duggan  
Chairperson

# MANAGER'S REPORT

ADACAS has continued in the past year to maintain its primary focus on providing individual advocacy of the highest quality while at the same time seeking to expand the important role we play in educating service providers, government and the community about the rights, needs and experiences of the individuals we advocate for. We have also been successful in expanding the individual advocacy dollars available to us in the coming year to include trial funding for elder abuse advocacy and brokerage money to allow us for the first time to respond to the advocacy needs of people with disabilities in the NSW region surrounding the ACT.

Our financial and information systems continue to be upgraded and we maintain a strong focus on providing ongoing support and training to Advocates.

## **Funding Program Reviews**

Following Program reviews of both the National Disability Advocacy Program and the National Aged Care Advocacy Program ADACAS has been engaged in a range of activities designed to meet new performance and quality improvement requirements. These have involved changes to policy, the database and promotional materials.

When the Labor government came to power in November 2007, they soon afterwards announced that they would remove the impediments to federally funded community organisations engaging in public debate about issues affecting the lives of their clients. This opened the door for ADACAS to devote more resources to its community education and systemic advocacy work. Our first action was to establish a project to look at how to more effectively develop and deliver our key messages while retaining our core focus on individual advocacy.

## **The Bigger Picture**

The election of the new Labor government also created an opportunity and impetus for renewed discussions with our Parliamentary representatives about the importance of advocacy for vulnerable people. In March 2008 ADACAS joined with other aged care advocacy agencies to meet with the new Minister for Aged Care having met with the previous Minister in August 2007. In April 2008 ADACAS was one of 12 disability organisations to meet with the new Parliamentary Secretary for Disability.

In July 2007 ADACAS agreed to become involved in establishing a national disability advocacy network to provide support and assistance to disability advocacy organisations across Australia and to “advocate for advocacy”. The Network is soon to become a Company Limited by Guarantee. ADACAS will be a founding member and the ADACAS Manager will take up the position of Company Secretary when the new company is registered.

ADACAS is also now attending meetings of the recently formed NSW Disability Advocacy Network with a view to strengthening our advocacy capacity and linkages in NSW.

## **ACT Advocacy**

The advocacy that ADACAS undertakes for individuals gives us a unique picture of the way the policies and practices of government and the community services impact on the lives of very vulnerable people with disabilities and frail older people. We work hard to ensure that this picture is passed on to the relevant ACT systemic advocacy organisations and government policy makers and funders.

In the ACT ADACAS continues to work co-operatively with the Health Care Consumers Association, the Mental Health Community Coalition, the Mental Health Consumer Network, PWD ACT, Advocacy for Inclusion, ACT Shelter and ACTCOSS to ensure that client issues that are system wide are addressed on a systemic level.

In the past year we have also taken the opportunity to meet with Advisors to the ACT Minister for Disability Housing and Community Services, the CEO of the Department of Disability Housing and Community Services, the Executive Director of Disability ACT, the Senior Manager of the Office for Ageing, the Complaints Investigation Scheme, the Aged Care Standards and Accreditation Agency, the Aged Care Commissioner and the Director of Housing ACT to pursue issues affecting significant numbers of people we advocate for.

ADACAS remains concerned about the number of very vulnerable people in the ACT who are unable to access advocacy support or appropriate representation when important decisions are being made by others about their lives particularly in the areas of mental health, guardianship, housing and child protection. We are also concerned that the intensity and complexity of matters being handled on behalf of existing ADACAS clients is hindering our capacity to take on advocacy for new people.

ADACAS also wishes to place on record a disturbing and we believe discriminatory change in the practice of the Office of the Public Advocate in relation to the exercise of their guardianship responsibilities for very vulnerable people with limited communication skills. In contrast to the Office's past practice of working with independent advocates to ensure the safety and well-being of people with these kinds of disabilities it is now denying those same advocates access to the information necessary to carry out their independent advocacy role.

The CSTDA, the HACC Service Standards and the Aged Care Act make clear the intention of both Federal and ACT governments that independent advocates be available to vulnerable people so that their voice might be properly informed and heard in processes relating to their lives. This was confirmed in the ACT in 2003 by the FEMAG review and accepted by the ACT Government in their response their 2004 response "The Right System for Rights Protection". We would urge the Office of the Public Advocate to reconsider their position and bring it back into line with government and community expectations on this matter.

## **People**

In August 2007 ADACAS said farewell to advocate, Theresa Gordon, to take up a position in the Commonwealth Public Service. During her time at ADACAS Theresa worked tirelessly to address the issues of very vulnerable people with disabilities. We thank her for her dedication and commitment and wish her well in her new occupation.

We would also like to thank retired ADACAS Committee members Ron Fraser, Stephanie Legg England, Craig Davis and Pam Boyer for their significant contributions to ADACAS during their period on Committee. Each voluntarily made their considerable skills and knowledge available to ADACAS as needed alongside fulfilling the usual duties of Committee members.



On 14 July 2007 ADACAS' longest serving Committee member, Phillip Gleeson, died suddenly, robbing ADACAS of one of its strongest supporters. We would like, in this Report, to pay tribute to his passion for promoting the rights and interests of vulnerable people; his knowledge and experience of government and community and his vision and wisdom in challenging systems. Perhaps even more important to those who worked with him however was his gentleness and unfailing kindness towards others, his quiet courage and persistence in the face of resistance, and his astute counsel and clarity of purpose. Phillip we will miss you.

### **Finances**

The full financial statements for ADACAS are contained in Attachment B to this Report

### **Conclusion**

I would like to take this opportunity to wholeheartedly thank the ADACAS staff for their untiring commitment to the people they serve, for striving always to achieve more and better, and for the considerable support they have shown to me in my role as manager. I particularly appreciate the efforts that staff members have made during the year to acquire and share knowledge and to support each other through the tough times which are an inevitable part of life as an advocate. I believe ADACAS to have been incredibly fortunate in being able to attract and retain staff of a very high calibre and look forward to our continuing work together in pursuit of justice and well-being for the people we serve.

My final thanks goes to the ADACAS Management Committee and to its Chair of 7 years, Kym Duggan, for their oversight and guidance and very hard work. Upholding the mission and values of an organisation dedicated to standing alongside some of the most vulnerable members of our community occasionally requires an extraordinary level of dedication, determination, and courage. This year was just such a year and the ADACAS Committee once again rose to the challenge. The coming year brings a new round of challenges and opportunities which I look forward to sharing with the incoming Committee.

Andrea Simmons  
Manager

## OVERVIEW

The Reports and Tables that follow discuss, in some depth the work of ADACAS over the last year in each of our three Programs. This section provides a brief overview of the organisation's activities.

### Individual Advocacy

In 2007-08 ADACAS provided individual advocacy to 241 people involved in 343 cases. This can be broken down as follows:

Program	Cases 06/07	Cases 07/08
Disability	142	109
Aged Care	161	100
HACC	195	134

For the majority of this year ADACAS was required by the demand for our advocacy to restrict access to our Disability and HACC Programs to those who were in the most desperate of circumstances eg at risk of violence, homelessness, incarceration or doing without necessary food, medications or medical care. This is a situation which left many vulnerable people without access to an advocate at a difficult time in their lives and hence in a position of being unable to achieve resolution of other serious matters. Over time unresolved matters have a tendency to escalate in size and to put the vulnerable person at risk.

We are pleased therefore to acknowledge that the ACT Government has agreed to provide pilot funding in 2008/09 for advocacy for older people at risk of or experiencing abuse. This should relieve some stress from existing programs and enable ADACAS to better respond to the needs of a very vulnerable group of people that we were previously unable to assist.

### Group Advocacy

In 2007-08 ADACAS continued to play a major role in protecting and promoting the rights of two large groups of people who had been facing long-term homelessness in a very tight housing market.

In May 2008 the ownership of the Narrabundah Longstay Park finally transferred to the ACT Government thus successfully concluding 2 years of ADACAS advocacy directed towards ensuring security tenure for Park residents previously threatened with eviction.

ADACAS continues to work with ex-residents of the Macquarie Hostel to ensure that they receive compensation for losses incurred arising from the Hostel closure. Each resident affected by the closure and assisted by ADACAS now has appropriate housing and has received their entitlements under agreements made when the hostel was closed.

### Community Education

The ADACAS education program is focused on improving knowledge and understanding within the community about the rights and interests of people who are ageing or who have disability and on letting people know about advocacy and the work that ADACAS does. In all, over the course of the year ADACAS has addressed 2,081 people in 111 presentations. The education program involves visits to Aged Care Homes, disability and carer services, retirement villages and community care provider organisations. We make presentations to groups of consumers, family members, service agency staff and students in CIT and university courses. We also address professional groups, government employees and other

community organisations. A breakdown of the education sessions conducted and information provided can be found in the attached Statistical Summary.

**Information**

Another important aspect of ADACAS work is responding to enquiries from members of the public. This year ADACAS spent 151 hours responding to a total of 313 enquiries. Further details about the enquiries are contained in the attached Statistical Summary.

## SERVICES AND SYSTEMS REPORT

ADACAS works alongside some of the most vulnerable people in the Canberra community to, amongst other things, establish eligibility for government and community services and to resolve problems which arise in relation to those services.

We have become increasingly concerned about the failure of government services and systems to pay attention to the impact of their policies and practices on the people they are intended to serve:

- Processes to establish service eligibility or resolve disputes are taking too long or are too complicated for many people to engage with effectively.
- Inflexible rules are being established and enforced without regard to their relevance or appropriateness in a particular situation.
- Occupational Health and Safety”, “Duty of Care” and ‘Budget considerations” are being inappropriately invoked to justify unreasonable impositions on people’s dignity and freedom to exercise control over their lives.
- Poor management and communication, inappropriately trained staff and high staff turnover, are creating environments conducive to errors and neglect particularly for those with complex needs.

Thus access to support and assistance for very vulnerable people has too often become conditional on the acceptance of haphazard care and/or an ongoing disregard for human dignity and basic human rights.

We contend that governments and service providers should be concerned first and foremost with whether they are delivering timely positive outcomes for the people they are intended to serve and in a way which is respectful of the person’s human rights and upholds and validates their dignity and value as a human being.

Instead we are finding an increasing propensity to demonise anyone who complains and to disregard the legitimate concerns being raised. This serves to entrench poor service performance and disadvantage for already vulnerable people. Valid care and rights issues are remaining unaddressed and the already vulnerable person is being further disempowered, devalued and damaged by a system which has lost sight of its primary purpose.

The recent ratification by Australia of the United Nation Convention on the Rights of People with Disabilities makes clear that the rights contained in the various UN Human Rights Instruments apply equally to persons with disabilities. Having a disability should not therefore be a sufficient reason to expect a person to accept a lesser standard of living, of accommodation, of education, of community participation, of care or of decision making power than the rest of the community.

The role of an advocacy agency, we believe goes beyond merely standing beside someone as they work their way through government and service processes to get their needs met. We must speak up when we see systems that are failing or damaging people on a regular basis. We need to draw attention to mistreatment, neglect and injustice and we must insist that all those who have decision-making power take responsibility for the outcomes of those decisions.

The purpose of the following list is to alert decision-makers that their processes are hurting those they are intended to assist. We wish to encourage them to examine the impact of their policies and processes on those who seek their assistance and to develop a culture in which the needs and rights of the person seeking assistance are attended to in a timely fashion with care, respect and understanding.

## **Care and Protection**

We have witnessed a failure to appropriately maintain family relationships for the young people in their care even when restorative processes are recommended by experts. This puts the young people at risk of losing contact with family members who have the potential to be present in their lives long after the service system has withdrawn.

## **ACT Policing and City Watch House**

Watch House police continue to demonstrate a lack of understanding or insensitivity to the psychiatric, intellectual or sensory issues that may have contributed to a person's involvement with them giving rise in some cases to what can only be characterised as assault, neglect or bullying.

## **Housing ACT**

The processes and requirements for establishing eligibility for public housing are too onerous for many homeless people or for those with complex issues or psychiatric disability. Long waits, uncertainty and the requirement to continually justify their position exacerbate their conditions and lead to a deterioration in other areas of their lives. A person without a home cannot respond to letters or calls they cannot receive and the gathering and presenting of documentation about their needs requires skills and resources they frequently do not have. Many give up trying and lose their place in the housing queue.

The poor quality of some of the housing stock and the inappropriate placement of people in locations that are unsafe for them is clearly contributing to ongoing mental and physical health issues for some Housing ACT clients.

ADACAS also has major concerns about the financial and human impact of the policy that limits the number of bedrooms in any housing allocation without due regard and respectful consideration of the care and support needs of the person. Many people with serious health issues need intermittent overnight care and or support when they suffer an exacerbation of their condition but do not need or are unable to access this on a regular basis. If a person becomes unable to remain living at home because their home is too small to accommodate those who might assist in difficult times the cost to the person and to the community of this short-sighted policy is significant.

## **Disability Services**

Those in need of support arising from their disability are experiencing significant difficulty in accessing and maintaining the level and quality of the support they require. This is particularly an issue for those whose care needs suddenly increase, for those with a newly acquired disability or for those whose disabilities have both a physical and psychological component.

It has also become clear that the ACT government's commitment to community living for people with significant physical disabilities and/or health needs does hold true once a person is over 50 years of age. This is despite the Disability ACT Vision and Values, the Challenge 2014 document and the newly ratified Convention on the Rights of People with Disabilities, all of which support people with disabilities being able to live in the community in ways equivalent to the rest of the population. Entry into an aged care facility remains the most frequently offered support option to people in this category.

## **HACC Services**

People eligible to receive services under the HACC Program commonly require services from more than one provider. Navigating the system to get the right combination of services and supports can be a complex matter and there simply are not the case co-ordination services available to perform this function for all potential HACC clients.

Of considerable concern is the number of people and families that are required to survive for extended periods of time with insufficient support. This situation leads to stress and anguish for all concerned. It is often accompanied by social withdrawal of the person needing support and their family due to the pressures of providing the necessary care and this is almost inevitably followed by a premature call for institutionalization of the supported person.

## **Health Complaints Commission**

Commission mediated agreements are not being fully implemented by health service providers, both government and nongovernment, and the Commission has expressed itself to be powerless to take any further action to promote a satisfactory settlement of the issues complained about .

## **Community Health**

ADACAS has serious concerns about how very vulnerable people in need of home based ongoing medical care are being treated and sometimes neglected by nursing staff. In particular we are concerned about:

- Service withdrawal without any certainty of the immediate availability of another service to fill the gap
- Threats being made to withdraw vital nursing services if patients do not comply with service demands
- Poor quality care
- Inaccurate record keeping
- Poor complaints handling processes and an unwillingness to comply with conciliated agreements
- Serious under resourcing of the Link Team

## **Mental Health**

The ADACAS experience of assisting clients appearing before the Mental Health Tribunal suggests that sometimes treatment orders are being provided on a just in case basis rather than because a good case has been made for them and that medication is too often being mandated in situations where therapy and ongoing community support would be the better response. People with psychiatric conditions are appearing before the Tribunal with little or no assistance to understand the process and frequently do not have access to the necessary legal or advocacy support to express their wishes in a way that is useful to the Tribunal.

People with mental health issues continue to struggle to receive appropriate treatment (particularly therapeutic treatment) and support to manage their mental health issues.

## **Aged Care**

People seeking to enter aged care facilities are being confronted with high cost bonds which they do not have the resources to meet while still falling outside the criteria to qualify for a concession. This has the potential, if all facilities increase the size of the bonds required to leave some people unable to access a facility.

Many facilities are suffering from poor staff to resident ratios, high staff turnover and absenteeism with consequent flow on effects on the quality, certainty and responsiveness of care particularly for high needs residents.

Aged care facilities continue to require residents to adjust their lives and routines to fit the needs of the facility. Little if any attention is paid to providing services in a way that values and responds to the uniqueness of the individual resident.

ADACAS continues to remain concerned that the Standards and Accreditation Agency, tasked with ensuring that facilities live up to the required quality standards, evaluates its performance by reference only to feedback coming from the facilities it has audited. The Agency's failure to seek feedback from facility residents and their representatives must limit the chances of audits process delivering good outcomes for residents.

## ADACAS STATISTICAL SUMMARY

### ADVOCACY SUMMARY

The following figures give an indication of the work performance of ADACAS over the past year.

<b>Individual advocacy:</b>	
advocacy hours	5133
total numbers of people assisted	241
total cases	343
new cases	174
closed cases	192
outcome achieved	68.2 %
satisfied with ADACAS performance, per issue closed	94.3 %
cases not resolved	61
<b>Systemic advocacy:</b>	
advocacy hours	217 hours
total issues	22
<b>Telephone enquiries:</b>	
numbers of enquiries	313
time spent	151 hours

ADACAS provided advocacy for 62 people from other cultures, and there were 5 people of Aboriginal background who received advocacy this year. In addition, 13 people with dementia, or carers of someone with dementia, were provided with advocacy.

ADACAS' website received 3,071 hits during the year.



# DISABILITY

2007/08

Information is recorded on each advocacy case and enquiry dealt with by ADACAS.  
The following provides information on the number and types of issues responded to this year.

## Individual Advocacy

Client numbers 78

### Cases:

Cases continuing into period \* 54  
New cases 55  
Closed cases 57  
Cases continuing out of period 52

### Abuse Cases

Financial 16  
Emotional 19  
Physical 13  
Sexual 3

### Other Cases

Accommodation 45  
Child & Family Services 5  
Choice 13  
Criminal Justice 5  
Crisis Situation 18  
Culturally inappropriate 5  
Day Service 3  
Discrimination 7  
Education 5  
Employment 14  
Family & Social Supports 14  
Financial 13  
Guardianship & Administration 6  
Health 18  
Housing ACT 15  
Independent Living 9  
Individual Planning 8  
Lack of Information 11  
Legal Issues 36  
Personal Care 3  
Physical Access 2  
Privacy & Confidentiality 5  
Recreation/Social 4  
Reduction in Service 9  
Rights 14  
Safety 5  
Service Access 6  
Service Gaps 7  
Service provider policy/practice 11  
Subsidies/ entitlements 5  
Transport 4

Vulnerable and/or isolated	14
Waiting list and/or urgent needs	4
Other	3

\* 5 cases were re-classified from Disability to HACC.

## **Systemic Advocacy**

ADACAS spent 46 hours on 12 systemic issues this year. Some of the issues worked on include:

Younger People Living in Nursing Homes  
 Disability Reform (ACT)  
 Government as a Service Provider  
 Mental Health Act Review  
 Mental health Legal Service

## **Information**

### **Enquiries**

ADACAS responded to 141 enquiries this year. The total time spent in responding to the enquiries was 70.7 hours.

### **Education and promotion**

Education sessions were presented to the following groups:

Mental Health Consumer Network  
 Canberra Institute of Technology  
 Family Relationships Centre  
 University of Canberra  
 ACT Mental Health Foundation  
 Conflict Resolution Service  
 AGSA Carers  
 IDEAS Expo

Information is recorded on each advocacy case and enquiry dealt with by ADACAS.  
The following provides information on the number and types of issues responded to this year.

**Individual Advocacy**

Client numbers 92

**Cases:**

Cases continuing into period *	82
New cases	52
Closed cases	66
Cases continuing out of period	68

**HACC Service Related Issues**

Alleged breach duty of care	15
Assessment	11
HACC fees	2
Carer Support	6
Case Co-ordination	20
Case Management	20
Service hours insufficient/unsuitable	25
Service unavailable	18
Service refused	9
Service reduced/fear of reduction	11
Service withdrawn/fear of withdrawal	15
Privacy/confidentiality	5
Staff issues	28
Complaints handling	13
Other service related matter	62

**Other Issues**

Abuse	37
ACAT/RAC issues	1
Access to support packages	9
Equipment	4
Family/personal relationships	14
Guardianship	5
Health	15
Housing	32
Income security	5
Legal	19
Trusteeship/EPAs	1
Other	18

\* 5 cases were re-classified from Disability to HACC.

## **Systemic Advocacy**

ADACAS spent 164 hours working on 9 systemic issues. Some of the issues worked on include:

Community Nursing  
Health Complaints Commissioner  
Housing Availability  
Aged Care-Inquiry into Older People and the Law

## **Information**

ADACAS spent 123 hours responding to enquiries over the telephone and in information sessions.

## AGED CARE

2007/08

Information is recorded on each advocacy case and enquiry dealt with by ADACAS.  
The following provides information on the number and types of issues responded to this year.

### Individual Advocacy

Client numbers 71

#### Cases:

Cases continuing into period	33
New cases	67
Closed cases	69
Cases continuing out of period	31

#### Issues

Administration/Fair trading	50
Level of Care	81
Consumer Rights	60
Environment	28
Alternate decision making	3
Care options	6
Financial issue	19
Family disputes	7
Fear of retribution	8
Wanting to leave	14

### Information

#### Enquiries

ADACAS spent 27 hours responding to 62 enquiries received from the wider community.  
Almost half of the enquiries were from carers or family.

#### Formal Education

10 formal education sessions were given in 21 Residential Aged Care Facilities during the year; and 2 sessions were given to the Independent Retirees:

#### Participants

Consumers	88
Carers	3
Industry staff	40
Other individuals & students	60
<b>Total</b>	<b>191</b>

#### Regular Visits

ADACAS carried out 68 visits to 24 Nursing Homes and Hostels during the year.

## ADVOCACY OUTCOMES

	<b>Disability</b>	<b>HACC</b>	<b>Aged</b>
Total cases closed	57	66	69
<b>Outcome achieved</b>	33	50	48
<b>% achieved</b>	57.9 %	75.8 %	69.6 %
<b>Satisfied with ADACAS</b>	53	64	64
<b>% satisfied</b>	93.0 %	97.0 %	92.8 %
<b>Cases not resolved *</b>	24	16	21

\* Reasons for non-resolution of cases during the year include: client withdrew; no resolution was possible; client deceased; or client referred elsewhere.

**ACT Disability, Aged and Carer Advocacy  
Service Inc**

**(ADACAS)**

**Financial Report**

**For The Year Ended 30 June 2008**

# **ADACAS**

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**ADACAS**  
**Committee's Report**  
**For the year ended 30 June, 2008**

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Your committee members submit the financial accounts of the ACT Disability, Aged and Carer Advocacy Service Inc. (ADACAS) for the financial year ended 30 June, 2008.

#### Committee Members

The names of the committee members at the date of this report are:

Kym Duggan	Chairperson	
Gary Leckie	C'ttee Member/Treasurer	
David Lovegrove	Committee Member	
Phillip Gleeson	Treasurer/C'ttee Member	Deceased 14 July 2008
Ronald Fraser	Committee Member	Resigned 29 January 2008
Pam Boyer	Secretary	Resigned 9 June 2008
Craig Davis	Committee Member	Resigned 10 March 2008
Stephanie Legg England	Committee Member	Resigned 27 February 2008

#### Principal Activities

The principal activities of the association during the financial year were: Promoting and protecting the rights and responsibilities of people with disabilities, people who are ageing, and those who care for them.

#### Significant Changes

No significant change in the nature of these activities occurred during the year.

#### Operating Result

The surplus (deficit) amounted to:

Year ended 30 June, 2008	Year ended 30 June, 2007
(\$27,666.42)	( \$6,639.50)

Signed in accordance with a resolution of the Members of the Committee:

  
Kym Duggan (Chairperson)

 7/10/2008  
Gary Leckie (Treasurer)

**ADACAS**  
**Income & Expenditure Statement**  
**For the year ended 30 June, 2008**

	2008	2007
	\$	\$
<b>Income</b>		
National Disability Advocacy Program	162,251.98	165,734.00
Home & Community Care	213,485.00	210,769.00
National Aged Care Advocacy Program	107,622.00	105,408.77
NACAP Grant Receivable 2007/08	1,250.00	0.00
NACAP Grant previous year	0.0	2,000.00
Interest received	4,450.98	4,584.46
Membership income	31.85	24.57
Donations	1,792.62	975.00
Wkrs Comp. Reimbursement	21,738.26	0.00
IDEAS Inc brokerage	2,212.50	0.00
HACC Forum 2008 reimbursement	303.64	0.00
Sundry income	1,022.72	916.78
<b>Total Income</b>	<b>516,161.55</b>	<b>490,412.58</b>
<b>Expenses</b>		
Advertising & promotion	1,866.06	2,370.20
AGM expenses	647.42	272.14
Audit fees	1,300.00	1,500.00
Bank fees	15.00	15.00
Cleaning	200.00	0.00
Computer/Internet	1,752.69	928.15
Conference registration	3,710.91	4,282.71
HACC Forum 2008	303.64	0.00
Sundry equip. purchase	925.97	1,263.50
Equipment purchase - DSP	0.00	2,319.88
Equipment purchase-HACC	0.00	3,134.93
Insurance	9,155.02	9,905.35
Journals/Subscriptions	748.65	852.29
Memberships	361.81	340.91
Meeting Costs	36.36	374.00
Motor Vehicle expenses	18,544.06	18,188.69
Office supplies/stationery	3,204.72	3,345.61
Postage	827.58	527.51
Professional fees	2,659.09	0.00
Rent	19,989.92	19,434.78
Repairs & maintenance	439.62	710.59
Salaries & Staff Benefits	371,133.54	336,767.10
Staff development	3,771.63	3,233.53
Staff Support/Supervision	10,784.90	8,693.90
Superannuation	29,704.97	26,636.56
System Development	3,600.00	3,736.36
Telephone	7,789.15	5,844.00
Travel & Mileage	13,062.43	9,864.13
Volunteer Expenses	581.00	359.58
<b>Total Expenses</b>	<b>507,116.14</b>	<b>464,901.40</b>
<b>Operating surplus</b>	<b>9,045.41</b>	<b>25,511.18</b>

**ADACAS**  
**Income & Expenditure Statement**  
**For the year ended 30 June, 2008**

	<b>2008</b>	<b>2007</b>
	<b>\$</b>	<b>\$</b>
Operating surplus	9,045.41	25,511.18
Other items		
Profit on sale of assets	0.00	1,979.00
Leave Accruals (movement)	(22,155.96)	(17,616.68)
Depreciation - motor vehicles	(10,571.66)	(12,824.00)
Depreciation – equip.+fittings	(3,984.21)	(3,689.00)
Net operating surplus/deficit for year	<u>(27,666.42)</u>	<u>(6,639.50)</u>

**ADACAS**  
**Change in Equity Statement**  
**For the year ended 30 June 2008**

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	\$
Association's funds – 1 July 2006	97,749.61
Surplus (loss) for year 2007	<u>(6,639.50)</u>
Balance 30 June 2007	91,110.11
Surplus (loss) for year 2008	<u>(27,666.42)</u>
Association's funds at 30 June 2008	<u><u>63,443.69</u></u>

**ADACAS**  
**Balance Sheet as at 30 June 2008**

	Note	2008	2007
		\$	\$
<b>Current Assets</b>			
Cash and cash equivalents	2	215,552.69	89,878.62
Trade and other receivables	3	7,415.96	4,500.00
Total current assets		<u>222,968.65</u>	<u>94,378.62</u>
<b>Non-Current Assets</b>			
Property, plant and equipment	4	60,601.57	59,000.18
Total non-current assets		<u>60,601.57</u>	<u>59,000.18</u>
Total assets		<u>283,570.22</u>	<u>153,378.80</u>
<b>Current Liabilities</b>			
Trade and other payables	5	145,213.59	9,511.71
Provisions	6	54,067.77	37,886.68
Total current liabilities		<u>199,281.36</u>	<u>47,398.39</u>
<b>Non-Current Liabilities</b>			
Provisions	6	20,845.17	14,870.30
Total non-current liabilities		<u>20,845.17</u>	<u>14,870.30</u>
Total liabilities		<u>220,126.53</u>	<u>62,268.69</u>
<b>Net Assets</b>		<u>63,443.69</u>	<u>91,110.11</u>
<b>Members' Funds</b>			
Accumulated surplus		<u>63,443.69</u>	<u>91,110.11</u>
<b>Total Members Funds</b>		<u>63,443.69</u>	<u>91,110.11</u>

**ADACAS**  
**Cash Flow Statement**  
**For the year ended 30 June 2008**

	Note	2008 \$	2007 \$
<b>Cash Flow from Operating Activities</b>			
Operating Income		617,894.57	481,328.12
Interest Income		4,450.98	4,584.46
Payments to suppliers and employees		(480,514.22)	(468,149.52)
<b>Net cash provided by Operating Activities</b>	7	141,831.33	17,563.06
<b>Cash flow from Investing Activities</b>			
Receipt from sale of asset		0.00	9,000.00
Acquisition of equipment & vehicle		(16,157.26)	(22,062.36)
Net cash provided by (used in) investing activities		(16,157.26)	(13,062.36)
Net increase in cash held		125,674.07	4,500.70
Cash at beginning of financial year		89,878.62	85,377.92
<b>Cash at end of financial year</b>	2	215,552.69	89,878.62

**ADACAS**  
**Notes to and forming part of the Financial Statements**  
**For the year ended 30 June, 2008**

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**Note 1 - Statement of Accounting Policies**

These financial statements are a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act. The Committee has determined that the association is not a reporting identity and therefore there is no requirement to apply Accounting Standards and other mandatory professional requirements in the preparation and presentation of these statements.

The statements have been prepared in accordance with the requirements of the Associations Incorporation Act, and the following accounting principles.

Incorporation

ACT Disability, Aged and Carer Advocacy Service Inc is an association incorporated under the *Association's Incorporation Act 1991*.

Income Tax

The Association is a non-profit organisation and is exempt from paying income tax in accordance with Section 50-5 of the *Income Tax Assessment Act 1997*.

Historical Cost Accounting

The accounts have been prepared on an accruals basis and are based on historical costs and do not take into account changing money values nor current values of non current assets. The accounting policies are consistent with the previous period unless otherwise stated.

Depreciation

The depreciable amount of all fixed assets are depreciated on a diminishing value basis over the useful lives of the assets to the association commencing from the time the asset is held ready for use.

The depreciation rates used for each class of depreciable assets are:

Computers	40%
Phone System	18%
Motor Vehicles	22.5%
Evaporative Cooler	20%

## Goods and Services Tax

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. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of expense.

## Employee Benefits

Provision is made for the liability for employee entitlements arising from services rendered by employees to balance date. Employee entitlements expected to be settled within one year, together with any entitlements arising from wages and salaries, annual leave and long service leave that will be settled after one year, have been measured at their nominal amount.



**ADACAS**  
**Notes to and forming part of the Financial Statements**  
**For the year ended 30 June 2008**

	<b>2008</b>	<b>2007</b>
<b>Note 2 - Cash</b>	<b>\$</b>	<b>\$</b>
Cash at bank	150,877.30	11,756.33
Short term deposits	64,475.39	77,922.29
Petty Cash	200.00	200.00
	<u>215,552.69</u>	<u>89,878.62</u>
 <b>Note 3 – Trade and Other Receivables</b>		
Grants receivable	1,250.00	4,500.00
Sundry receivable	6,165.96	0.00
	<u>7,415.96</u>	<u>4,500</u>
 <b>Note 4 - Property, Plant and Equipment</b>		
<b>Equipment &amp; Fittings</b>		
At cost	24,025.27	24,025.27
Less: Accumulated depreciation	(15,590.21)	(11,966.00)
	<u>8,075.06</u>	<u>12,059.27</u>
 <b>Motor vehicles</b>		
At cost	79,384.17	63,226.91
Less: Accumulated depreciation	(26,857.66)	(16,286.00)
	<u>52,526.51</u>	<u>46,940.91</u>
 <b>Total Property, Plant and Equipment</b>	<u>60,601.57</u>	<u>59,000.18</u>

**ADACAS**  
**Notes to and forming part of the Financial Statements**  
**For the year ended 30 June 2008**

	2008	2007
<b>Note 5 – Trade and other payables</b>		
Trade payables	16,157.26	0.00
Grants received in advance	107,434.00	0.00
GST and PAYG payables	21,622.33	7,110.98
Other payables	0.00	2,400.73
	<u>145,213.59</u>	<u>9,511.71</u>
<b>Note 6 - Provisions</b>		
	\$	\$
<b>Current</b>		
Employee entitlements – annual leave	54,067.77	37,886.68
	<u>54,067.77</u>	<u>37,886.68</u>
<b>Non Current</b>		
Employee entitlements – long service leave	20,845.17	14,870.30
	<u>20,845.17</u>	<u>14,870.30</u>
<b>Note 7 – Cash flow information</b>		
<b>Reconciliation of Operating Surplus (Loss) with Cash Flow from Operations</b>		
Operating surplus (loss)	(27,666.42)	(6,639.50)
<b>Add/subtract Non Cash Items</b>		
Depreciation	14,555.87	16,513.00
Provision for Staff Leave Entitlements	22,155.96	17,616.68
Gain on sale of asset	0.00	(1,979.00)
Operating Surplus adjusted for non-cash items	<u>9,045.41</u>	<u>25,511.18</u>
<b>Movement in Current Assets and Liabilities</b>		
Decrease/(increase) in Sundry Debtors	(2,915.96)	(4,500.00)
(Decrease)/increase in Creditors	135,701.88	(3,448.12)
<b>Net Cash from Operations</b>	<u>141,831.33</u>	<u>17,563.06</u>

**ADACAS**  
**Committee's Declaration**  
**For the year ended 30 June, 2008**

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The Committee have determined that the association 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 accounts.

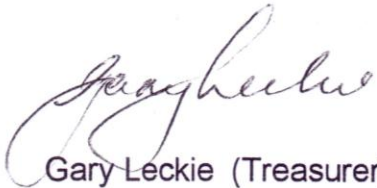
In the opinion of the Committee the accompanying accounts:

1. present fairly the financial position of ADACAS as at 30 June, 2008 and the results and cash flow for the year ended on that date in accordance with applicable Australian Accounting Standards and other mandatory professional reporting requirements.
2. at the date of this statement, there are reasonable grounds to believe that the association 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:



Kym Duggan (Chairperson)



Gary Leckie (Treasurer)

7/10/2008

**HOUSTON & HANNA**  
**CHARTERED ACCOUNTANT**

**K D Hanna FCA (Principal)**

**Telephone: (02) 6249 8515**

**(02) 6248 8175**

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**GPO Box 810, Canberra ACT 2601**

Suite 15, George Turner Offices  
11 McKay Gardens, Turner ACT

**email: [kim@khanna.com.au](mailto:kim@khanna.com.au)**

**INDEPENDENT AUDIT REPORT TO THE MEMBERS OF  
ACT DISABILITY, AGED AND CARER ADVOCACY SERVICE INCORPORATED  
FOR THE YEAR ENDED 30<sup>TH</sup> JUNE, 2008**

**Scope.**

I have audited the attached financial statements of the ACT Disability, Aged and Carer Advocacy Service Incorporated (The Association) for the year ended 30<sup>th</sup> June, 2008. The Committee is responsible for the preparation and presentation of the financial statements and the information they contain. I have conducted an independent audit of these financial statements in order to express an opinion on them to the members of the Association.

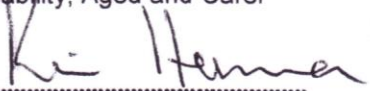
My audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance as to whether the financial statements are free of material misstatement. The procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial statements, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, the financial statements are presented fairly in accordance with Australian Accounting Standards and Statutory requirements so as to present a view which is consistent with our understanding of the Association's position and the results of its operations.

The audit opinion in this report has been formed on the above basis.

**Audit Opinion.**

In my opinion,

- (a) the financial statements of the Association are properly drawn up:
  - (i) So as to give a true and fair view of matters required by subsection 72(2) of the Associations Incorporation Act 1991 to be dealt with in the financial statements
  - (ii) in accordance with the provisions of the Associations Incorporation Act 1991; and
  - (iii) in accordance with proper accounting standards, being Applicable Accounting Standards;
- (b) I have obtained all the information and explanations required;
- (c) Proper accounting records have been kept by the Association as required by the Act; and
- (d) The audit was conducted in accordance with the rules of the ACT Disability, Aged and Carer Advocacy Service Incorporated.



.....  
**Kim Hanna FCA**  
**Registered Company Auditor**

Date.....7/10/08.....