



ADACAS

A D V O C A C Y

Annual Report 2017-2018

ACT Disability, Aged and Carer Advocacy Service

ADACAS VISION

A world in which everyone may exercise their rights and responsibilities, lead lives of value and dignity and pursue their dreams.

ADACAS MISSION

To assert, promote and protect the rights and potential of people with disabilities, people who are older and people who are caregivers.

GUIDING PRINCIPLES

Integrity: Ethical practice and authenticity

Social Justice: All people have equal opportunity to create better life chances

Pursuit of Excellence: We understand what we do and why we do it, how we can improve.

Reflective Practice: Introspection and learning from experience.

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ADACAS PEOPLE

ADACAS Board

Chairperson:

Stephen Still 6/6

Treasurer:

Andrew Cameron 6/6

Public Officer:

Coleen Box 4/6

Other members:

Cassandra Webeck (from Feb 17) 4/6

Dominic Cookman 5/6

Kym Duggan 4/6

Sean Fitzgerald (to Feb 18) 1/1

Alana Fraser 6/6

John Sands (from Feb 17) 4/6

Margot Harker (from Jun 18) 2/3

ADACAS Staff

CEO

Fiona May (to Jun 18)

Michael Bleasdale (from Sep 18)

Disability/Mental Health Programs:

Lauren O'Brien (Advocacy supervisor)

Kate Bulenda

Grieg Chapman

Gregor Gniewosz (to Sep 17)

Roger Munson

Jane Ogbah (from Nov 17)

Michelle Peruzzi

Sara Stanley (from Oct 17)

Caitlin Yazidjoglou (from Sep 17)

Older Persons Programs:

Sonia Di Mezza (Deputy CEO)

Gwendoline Davies

Pauline Willenberg

Karl Schaffarczyk (to Jul 17)

Projects/Research:

Katrina Rea (Project Lead to Oct 17)

Helen Connolly (from Feb 17, then Project lead from Oct 17)

Sarah Sowry (from Aug 17)

Barbara Fisher (from Nov 17)

Ivette Gonzalez

Administration:

Deshawn Wattanatassi (Business Manager)

Kristy Capper

Christianne Clementine

Daniel Loh

Tina Ryan

Caitlin Wann

Clinical Supervision Consultants

Elizabeth Done

Tamarisk Jakobson

Kandie Allen-Kelly

Kim Vella

JMA Psychology Canberra

Marshall O'Brien

IT Consultant

OPC IT (Sennell Pty Ltd)

Database Consultant

Rohan Mitchell (1024 Pty Ltd)

CHAIRPERSON'S REPORT

STEPHEN STILL

The last year has been one of change, consolidation, and success for ADACAS. As outlined in the CEO's report, ADACAS has continued to demonstrate the value of advocacy and take leadership roles in our sector. A particular highlight was ADACAS' significant role in the creation of a national body, the Older People's Advocacy Network, to deliver advocacy for older people around Australia. The ACT Government's announcement of additional funding for the advocacy sector was a very welcome recognition of the value of advocacy, and of the unmet demand for it in the ACT community.



A key change this financial year was Fiona May's resignation as Chief Executive Officer after 7 years. Fiona made an invaluable contribution to ADACAS through her highly professional management, her focus on values, and her willingness to critically analyse all areas of our work to ensure that we are serving our clients as effectively as possible. Fiona has secured a well-deserved promotion to be CEO of Playgroups Australia, and I am sure she will excel in that role. On behalf of the Board, I would once again like to thank her for her dedication and success as CEO of ADACAS. I am very pleased that ADACAS was able to offer the CEO role to Michael Bleasdale. Michael comes to ADACAS with a very significant background in the disability sector, and has hit the ground running in the busy work of managing ADACAS.

There have been a number of changes to the Board this year. After many years' service, Sean Fitzgerald stepped down from the Board to pursue other ventures. Coleen Box and John Sands have also indicated that they will step down at the forthcoming Annual General Meeting. Sean, Coleen and John have all made significant contributions to Board discussions, drawing on both their professional backgrounds, their connections in the sector, and their personal experiences. I would like to thank them for their service, and wish them all the best for their future endeavours. Margot Harker has joined the Board, bringing significant experience as a public servant, and lived experience as a person with disability and with care services.

Finally, as mentioned in the CEO's report, ADACAS has now completed (largely successfully) its last 3-year Strategic Plan, and is in the process of finalising a new plan for the next three years. While many things have changed over the last three years, there are enduring themes — in particular, the importance and impact of making our utmost effort to provide quality, human-rights based advocacy services to as many people who need it as possible. Our capacity to achieve this is ultimately a reflection of the hard work and commitment of all of our advocates and support staff. I would once again like to thank them all for their efforts.

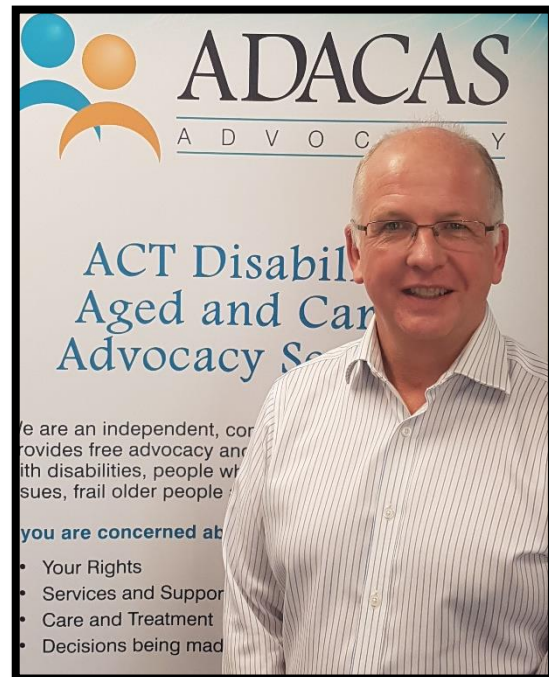
Stephen Still.

Chair, ADACAS Board.

CEO'S REPORT

MICHAEL BLEASDALE

I am writing this after less than two months in the role, but can confidently assert that the immediate future of ADACAS looks bright. It has been a privilege to take leadership of an organisation which enjoys a strong reputation based on the excellent work it does for a wide range of clients experiencing difficulty and disadvantage in our community. We have continued to grow our advocacy capacity, through a Commonwealth grant to serve in several NSW south coast regions, and enhancement to our ACT funding to focus on people with psychosocial disability who are finding it difficult to access or navigate the NDIS. And our Supported Decision Making (SDM) expertise is increasingly sought after across the sector and across various Government departments.



To manage this growth and to ensure the organisation has the capacity to sustain and nurture the expertise which has been its catalyst, we need a planned approach that allows us to meet the needs of our clients in an ever-changing world. On 19 October we held a Strategic Planning day, where ADACAS staff and the Board met together to have a facilitated discussion about how our priorities for the next three years. The 2015-2018 Strategic Plan met its objectives, and in many ways created the platform on which growth has been possible. The next plan needs to envision how ADACAS will be constituted at the time of our 30th birthday in 2021 to be well placed to adapt and meet client needs in this challenging service and community environment.

I would like to acknowledge the work and service of the previous CEO, Fiona May, who left at the end of June 2018 to take on a new, national role, and to wish her well. Her report, which addresses most of the activities of the past year, is provided below. I would also like to acknowledge and thank Sonia Di Mezza, the ADACAS Deputy CEO, who led the organisation in the interim period and has ably stepped up on many occasions to take the helm when the CEO has been away. Sonia embodies the values and commitment of ADACAS to promoting the rights of our clients and improving their circumstances, as do the other managers and staff of ADACAS. A wonderful team with a thirst for knowledge and a willingness to learn and improve is the legacy I have been given to work with.

Finally, I would like to thank the Board of ADACAS, who oversee the organisation with a quiet resolve and model best practice in governance in everything they do. All Board members share a passion for our work and are genuinely committed to strengthening the organisation to remain viable and to do its utmost to address disadvantage wherever it exists in our community. Board members bring immense expertise and knowledge to ADACAS, and give their time voluntarily to making it succeed, and for this all of the staff are grateful.

Report from outgoing CEO Fiona May

As I write this report, the end of financial year is just a few weeks away. It has been another excellent year at ADACAS with a wide range of activity and strong achievements to report.

Once again our data shows that ADACAS has supported more clients than ever before. This growth trajectory has been sustained for many years and indicates both that the quality of our work is valued by clients and that the demand for advocacy has been growing. During the year we undertook some analysis of our support to people seeking help and it became clear that demand for advocacy was so high that we were providing less support than was sought to 50% of the people who contact us. Our restructured intake and information team assist these clients by providing in depth information and inquiry support, when we do not have the capacity within the advocacy team to take them as advocacy clients. This has proven both beneficial to clients but also a strong demonstration of the need for additional advocacy funding. We were delighted that our advocacy to the ACT Government about the need for increased funding was successful and that over the next two years, additional funding for advocacy will mean we can support more clients, particularly around NDIS issues.

During the year ADACAS moved premises. After more than 15 years as tenants at Canberra Technology Park in Watson, we were offered premises in one of the government owned community hubs and made the move to Weston. Our new space needed some significant reconfiguration but staff have settled in well and it provides us with both tenancy certainty and some room for future growth which we will soon be putting to good use.

Another key change this year was the move to delivering advocacy for older people through funding from the Older Persons Advocacy Network (OPAN). ADACAS was instrumental in establishing OPAN as the peak body for the nine previously funded advocacy organisations and our successful bid to deliver



a national program of advocacy, education and information to older people. Having led the early development work, I was appointed as initial Managing Director of OPAN and filled this role, alongside my ADACAS work, until a new CEO was appointed. ADACAS has participated strongly in the work to establish OPAN, including leading one of OPANs elder abuse projects – bringing together our supported decision making and advocacy expertise.

We deliver both advocacy and supported decision making in a climate of enormous change. While the direction of change is more certain than it was a year or so ago, reforms to NDIS, aged care and health services in the ACT mean that clients, decision supporters and advocates are attempting to navigate systems in a constant state of flux. This leads to increased complexity, anxiety and stress for service users but also increased opportunity for influence and once again, ADACAS was an important voice both locally and nationally providing feedback and input to the reform processes.

I was personally recognised during late 2017 with two awards. I received the award from the Institute of Managers and Leaders for the ACT State Not-for-profit Leader of the Year, and was also awarded the 2017 ACT Chief Ministers Inclusion Award for Excellence in Championing Human Rights. While each of these have my name on them I am very clear that they would not have happened without the great work of both the ADACAS Staff team and ADACAS Board members. It is recognition of the high regard with which ADACAS and our work is held in the Canberra community.

After almost seven years in the ADACAS CEO role, I am also reflecting on the organisations journey over those seven years. A journey of growth; of refinement and improvement in our approach to individual advocacy; of development of both supported decision making and an advocacy model of support coordination as new services we provide; and of our strong participation both locally and nationally as a systemic voice for the clients that we work with. It has been an enriching and extraordinary journey and as I prepare to move on from ADACAS, one that I reflect on with much pride. Every journey of this scale can only be achieved through team work, and I am very thankful for the many people both within and outside ADACAS who have been part of that work.

ADACAS is a strong, vibrant, respected organisation with a team of skilled and committed staff, a clear vision for its future, and able to play a leadership role in the sector. A year ago I reflected that the future of ADACAS looked bright. This year, it is even brighter, what an exciting future lies ahead.



Fiona's Farewell

ADACAS AT A GLANCE

Individual Advocacy 2017-18	
Total number of advocacy hours	11,546
Total number of people assisted	478
Total cases	580
New cases	273
Cases continuing from 2016-17	307
Closed cases	366
Inquiries 2017-18	
Total number of inquiries	1049

Towards the end of the year ADACAS was successful in getting additional funds for our advocacy work, but for most of the reporting period we were operating broadly with the same funding and the same staff resources as the previous year. Figure 1 illustrates the significant increase in our productivity. Overall the number of people we assisted fell by 5% from 2017-2018, but the number of cases (client issues) we dealt with increased by 7%, with both new and continuing cases contributing to this increase. This points to the increased complexity of issues that our Advocates deal with daily, and the multiple issues that many of clients present with. ADACAS has worked hard to improve its efficiency and this is reflected in our ability to close cases, up by almost 70% from last year. A restructure of the Intake team has helped us to streamline our advocacy work and to address some enquiries by the provision of information or referral alone. This is reflected in the number of enquiries being dealt with increasing by 85% from the previous year.

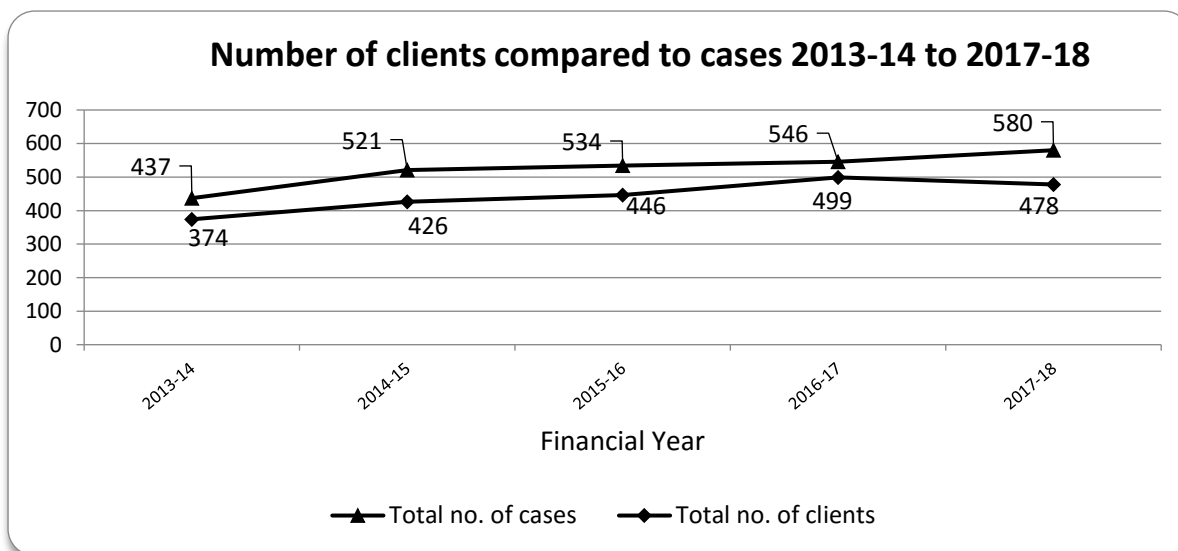


Figure 1. Line graph comparing advocacy issues to the number of clients in past years

Figure 2 shows the distribution of advocacy issues across all of our case work. In 2017-18 issues related to the NDIS grew to become one third of the advocacy workload of advocates. This growth is backed by the ACT Government who has provided additional funding in the ACT to provide NDIS related advocacy. Accommodation issues has decreased slightly, however still remains with the NDIS as the main issues that advocates face in their work

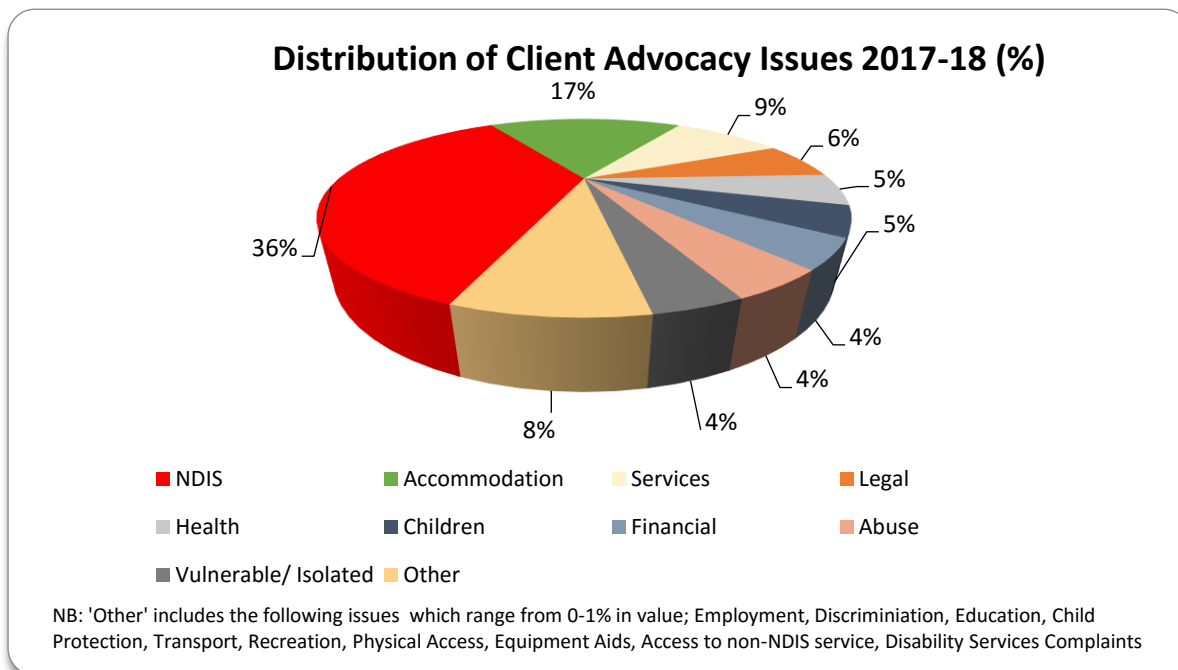


Figure 2. Pie graph of the distribution of issues advocated for during 2017-18

ADACAS is part of the Australian network of the disability advocacy services funded by the Australian Government. 2017-18 saw the merging of two of ADACAS' major funding sources in the area of older person's advocacy via the National Aged Care Advocacy Program (NACAP). ADACAS continues to provide much needed advocacy through the support of the Community Assistance and Support Program (CASP), Mental Health Consumer Advocacy Program (CMHP), National Disability Advocacy Program (NDAP) and National Disability Insurance Scheme appeals issues through the Disability and Carer Support Program.

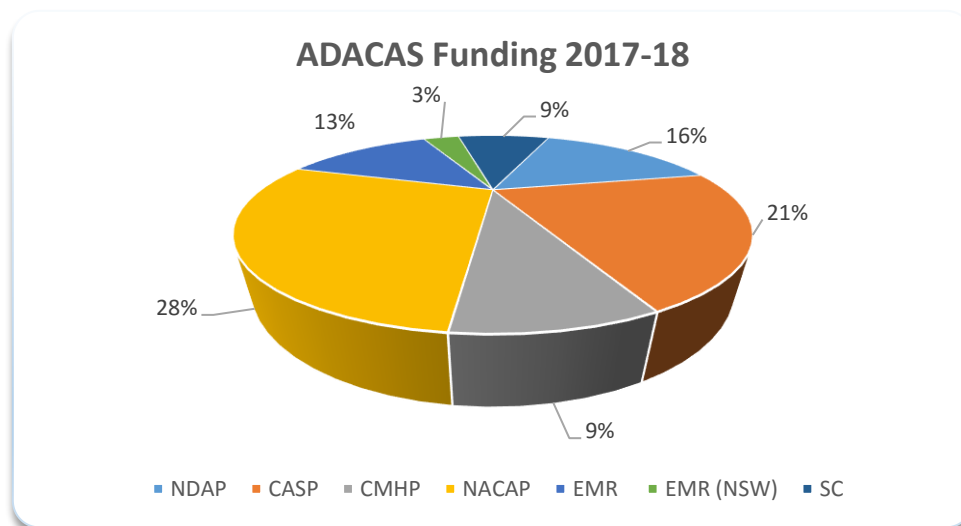


Figure 3. Pie chart of ADACAS funding distribution

NACAP - National Aged Care Advocacy Program: an Australian Government initiative

NDAP – National Disability Advocacy Program: an Australian Government initiative

CASP - Community Assistance and Support Program: provided with the assistance of the ACT Government

CMHP - Mental Health Consumer Advocacy Program: Provided by ACT Health

NDIS Appeals - Disability and Carer Support Program: An Australian Government Initiative.

ADVOCACY FOR PEOPLE WITH DISABILITY

Total Number of clients (CASP)	160
Total Number of cases (CASP)	183
Total Number of clients (NDAP)	57
Total Number of cases (NDAP)	62
Total Number of clients (NDIS Appeals)	82
Total Number of cases (NDIS Appeals)	88
Total Disability Advocacy Clients	299
Total Disability Advocacy Cases	333

During the 2017-2018 financial year, across our disability funding streams we have again advocated with almost 300 people with disability; and have observed that the demand for assistance for all types of advocacy, but in particular with regards to NDIS matters, (including NDIS Appeals), has remained strong.

ADACAS advocates and staff have continued to further develop our considerable knowledge, expertise and strategy around ensuring clients can make the most of their NDIS participation and in addition to advocacy cases have provided considerable support to many individuals seeking information and advice about their NDIS journey.

The work in NDIS Appeals has also continued to gain further momentum as more NDIS participants exercise their right to challenge the decisions of the agency. We continue to liaise closely with other NDIS Appeals advocacy services to both share our knowledge and learn from their work in this space, and we welcome the networking opportunities with our colleagues that this brings. Additionally, ADACAS staff have continued to work closely with Legal Aid together on these cases and we wish to reiterate our thanks to their team for their efforts on behalf of our clients. Many cases which reach the appeal stage and are considered by the Administrative Appeals Tribunal, are settled during case conferences or conciliation, which is usually a better outcome for our clients. We envisage that further cases will reach the AAT hearing stage over the coming financial year.

ADACAS staff have also continued to work closely with many services across Canberra to provide guidance and advice re the processes of lodging of internal reviews and change of circumstance reviews. Additionally, specialist NDIS Appeals advocate Ms Caitlin Yazidjoglou delivered training on NDIS appeals, and writing effective support letters for NDIS purposes (training on these topics has been well received).

ADACAS was approached by Care and Youth Protection Services (CYPS) to support a couple (one of whom had a mild intellectual disability) who were due to give birth to a child in one month's time. CYPS had previously removed the mother's first child from her care five years previously and were concerned that the mother and her new partner would not have the ability to parent this new child.

The ADACAS advocate liaised extensively with the couple and their extended family to understand what informal supports were available to them before the birth of their child. They also assisted the couple to enrol in a number of parenting classes. The advocate attended all meetings with CYPS and advocated strongly that the mother had developed stronger parenting skills since the birth of her last child, that the couple did have the ability to parent their new baby and that the couple had extensive support to do so through their family and friend networks.

The ADACAS advocate then approached CYPS and got consent to engage in a restorative practice approach to formalise how the family would support the new parents. A large meeting was held and with the assistance of the advocate the family was allowed to come up with a written plan on how they would support the parents. The parents consequently engaged in their parenting programs, were supported by their family and close friends and were monitored by CYPS over the following months.

CYPS has now deemed that the parents are willing and able to care for their child and the case has been closed. ADACAS' involvement in this case allowed this wonderful new family to flourish and ensured that this child will not experience Australia's out of home care system.

NDIS APPEALS

The NDIS appeals work that ADACAS is engaged with has become a substantial part of the disability team's case load as more and more people seek to challenge decisions made by the NDIA. This is a space where there is a lot of inter-agency collaboration as ADACAS engages in regular meetings with other NDIS appeals advocacy agencies across other jurisdictions, provides information and training to other community service providers and works together with Legal Aid to seek the best possible outcome for our clients. Despite being a less formal environment than a courtroom, the Administrative Appeals Tribunal and the appeals process can nonetheless be complicated to navigate and highly distressing and intrusive for people with disability, and the advocate's role is often to assist in managing the impact of this in addition to seeking a substantive outcome for clients. As such, we have engaged in opportunities for systemic feedback and advocacy about the process itself, and continue to welcome any opportunity to do so. In addition, we have begun a collaboration with the University of Canberra to provide placements and real life work experience to some of their law students.

We have been thrilled with the learning opportunities that we have been able to provide, as well as the fresh perspective that the students have been able to provide us. Given their legal backgrounds, the students have been focusing largely on the NDIS appeals work, and have made many valuable contributions.

"Working at ADACAS has provided me with the opportunity to put the knowledge I have gained whilst studying into practice within a legal environment. I have been able to gain an insight into the NDIS appeals process and understand how people with a disability have been affected. I was given the opportunity to draft written correspondence and attend client meetings. I thoroughly enjoyed working alongside an exceptional team that were committed to providing their client's with the best outcomes. It has been an eye-opening experience to see such passionate advocates working selflessly for their clients. I would like to thank the team at ADACAS for providing me the opportunity to enhance my legal skills and congratulate them on the work that they do within the disability sector. I think they have helped make a difference to the lives of many people." – UC Law Student

Some ADACAS clients with disability identify as transgender which can mean they experience an extra barrier of discrimination, and engaging with the NDIS Appeals process poses unique issues of privacy and respect for these clients.

A young trans person was denied access to the NDIS because the National Disability Insurance Agency (NDIA) did not feel that the person's mental health substantially impaired them enough to be in the scheme. The young person was essentially housebound due to anxiety and panic attacks, and was struggling to live an ordinary life. With the support of ADACAS' advocacy this young person was able to stay engaged with the appeals process, which involved seeing mental health specialists chosen by the NDIA. The disability advocate went with the client to these appointments to emotionally support them and also to act as a sounding board afterwards. Because the NDIA's specialists concluded that the client's poor mental health was gender related, a common assumption, the ADACAS advocate worked to find another specialist who could provide a specific mental health assessment called a WHO DAS (World Health Organisation Disability Assessment Schedule), and this was submitted to the Tribunal. The matter did not end there. The assessment was not processed correctly and the NDIA made a final determination without considering it as extra evidence. The Advocate saw this oversight, alerted the Legal Aid lawyer, and after some delay the assessment was considered as evidence. Throughout this process the Advocate kept the client informed making sure that they were not overwhelmed by the delay and errors of the system. The matter is still not concluded, but the strategies put in place by the Advocate have enabled the client, who struggles to remain engaged with services daily, to stay participating in a bureaucratic process without further psychological harm being caused.

SUPPORT COORDINATION

ADACAS has continued to provide support coordination over the past financial year. Whilst ADACAS entered this space in recognition of the uncertainty of ongoing advocacy funding, ADACAS seeks to take a very client-driven approach within an advocacy style model, in the way that we deliver support coordination. We ensure that this work is undertaken with the same principles and practices as advocacy, focussing on enabling the person to speak up for themselves and ensuring that their voice is heard in our work.

We are carefully considering any risk of conflict of interest for each case and ensure that the client understands the differences between our approach and other support coordination.

Development of this service continues to remain a key strategy in ADACAS current strategic plan and we continue to monitor it to ensure that it remains fully consistent with our mission and purpose.

Total Number of clients (Support Coordination)	63
Total Number of cases (Support Coordination)	63

Over the past year ADACAS has been supporting a 36 year-old man with health conditions, including schizophrenia, which have such impact that he rarely leaves his home.

At the time we started working with him, he was also living in squalor and had lots of clutter: his landlord Housing ACT was concerned was causing a fire risk. In 2016 he was assessed as eligible to be a participant of the NDIS, but initially services found it difficult to support him and had had limited initial success in building his capacity.

In October 2017 ADACAS took on the role of support coordination for his NDIS Plan. It became apparent very early on that the client was unhappy with his current services, so at his direction we assisted him to change to alternative service providers. As part of the capacity building for the client funding for a major clean-up of his home was sought, and a specialist was engaged to help with the declutter. This team approach brought the house back in to a reasonable working order, which continues to today.

ADACAS worked with this client to develop a team of supports that he was comfortable with, and with whom he developed trust. Since that time, his relationship with his services have also significantly improved, and he has been able to access the community more.

*“NO OTHER
support or NO
OTHER
organisation can
and ever will be
more supportive,
non-judgemental,
caring and
compassionate,
such as ADACAS.”*

ADVOCACY WITH MENTAL HEALTH CONSUMERS

Total Number of clients (CMHP)	41
Total Number of cases (CMHP)	50

While we also provide advocacy with mental health consumers through our other funding streams we receive specific funding for this work from ACT Health. During the year we supported 41 clients with 50 advocacy issues through this funding. We additionally conducted regular visits to consumers at the Adult Mental Health Unit (Canberra Hospital) and provide ad hoc information and advice upon request.

This work more often is occurring also as a collaboration with our supported decision making team, reflecting the Mental Health Act's focus on supported decision making for treatment and care decisions.

People with psychosocial disability are also entering the NDIS and sought advocacy support with this process. Nationally there continues to be concern that the NDIS model does not respond appropriately to people with psychosocial disability and our work also demonstrates this.

Georgia, a client with a mental health condition, was being extorted for money from a woman of her acquaintance and was unable to reject her requests, resulting in a lot of money changing hands. Georgia reported this to the police on a few occasions but they did not help as she had willingly handed over the money. As a potential solution Georgia was assisted to lodge an application for a Personal Protection Order (PPO) by an ADACAS advocate, to prevent this person from continuing to take money off her. Georgia's case was heard by a magistrate, who expressed deep dissatisfaction at the attitude of the police given the amount of money involved as well as the vulnerability of the client. In subsequent hearings the police advised the magistrate that they were unable to find the acquaintance at her address and so had not served her with the PPO. ADACAS, with the permission of the client, provided additional information to the magistrate so as assist the tribunal to serve the PPO. ADACAS further contacted the relevant police unit and discovered that this information had not been passed on to the relevant officer so that the PPO could be effectively served. The advocate was able to highlight the information to the police so that the PPO could be served. This case highlights the need for advocacy for clients who have mental health conditions, and the persistence that is required on the part of advocate to ensure that the client's express wish is both respected and acted upon. This can be the case, even when the police authorities are involved in the matter.

OLDER PERSONS ADVOCACY

Total Number of clients (HACC OP)	56
Total Number of cases (HACC OP)	75

This year has proven to be an intense and busy time for the Aged Care Team. Our main activities have been the provision of Advocacy for older persons living in aged care community on a one to one basis, working often with families and carers, and delivering education and information sessions. This was our first full year of operation as the ACT branch of the Older Persons Advocacy Network (OPAN), funded by the Commonwealth Government. Our contract requires us to meet agreed KPIs and report regularly via OPAN to the funding body, and throughout the year our targets were met.

It is with concern that we noted during the year an increase in elder abuse cases that were being referred to ADACAS for advocacy support. We believe that this may be a direct consequence of the Elder Abuse Awareness training that the Aged Care Team advocates have been implementing throughout the Territory. The training program has been well received by older people, service providers, community sector lawyers, carers and other stakeholders. Often, after the training sessions, audience members will approach the advocates to discuss particular cases and referrals are often forthcoming. The majority of the elder abuse cases that are referred to ADACAS are from carers, service providers and other stakeholders rather than the older person themselves. We believe that this is because of the shame and stigma surrounding the issue of elder abuse as well as the reluctance of older people to get their family members in any kind of trouble. The majority of cases tend to relate to financial issues, such as adult children attempting to gain access for personal use of the older person's assets; misuse of enduring powers of attorney for the attorney's own personal gain; or attempting to force older people in residential aged care facilities by adult children, against their wishes. Much of what we are seeing in the elder abuse reports we receive is in line with what has been reported at the national level:

"Although evidence about elder abuse in Australia is lacking it is likely that between 6% and 15% of older Australians experience elder abuse in any given year, and the prevalence of neglect is possibly higher. The available evidence suggests that most elder abuse is intra-familial and intergenerational, with mothers most often being the subject of abuse by sons, although abuse by daughters is also common, and fathers are victims too. Financial abuse appears to be the most common form of abuse experienced by elderly people, and this is the area where most empirical research is available. Psychological abuse appears slightly less common than financial abuse, and seems to frequently co-occur with financial abuse." Reference: <https://aifs.gov.au/publications/elder-abuse/export>

Another concerning trend relates to older people experiencing a fall at home and being admitted to hospital. What often happens is that the older person may take a considerably long time to recover and rehabilitate. Given the current paucity of hospital beds, pressure may be exerted by the hospital to coerce the older person to move to a residential aged care facility, against the older person's wishes.

The Deputy CEO also attended the 5th National Elder Abuse Conference in Sydney in February 2018 and gave a presentation titled "Valuing the Older Person within a Sudanese Context" as well as participated in a panel discussion at the conference, focused on elder abuse as faced by people from culturally and linguistically diverse backgrounds.

Margaret contacted ADACAS with concerns about her treatment at the hand of her husband which involved financial abuse, deleting items from her computer and restricting her activities.

Margaret advised she had had a diagnosis of early dementia. ADACAS discussed the concerns that Margaret had and agreed to attend a Domestic Violence Order hearing that Legal aid had assisted her to lodge. In working with Margaret's expressed wish she was keen for her husband to remain in the home to support her. Given this ADACAS assisted Margaret in the hearing to get a referral to Conflict Resolution Service (CRS) for mediation with Peter. Margaret also agreed to ADACAS speaking with her husband prior to the mediation.

Margaret's dementia also needed to be supported, and ADACAS assisted her throughout the process. At the CRS mediation she was prompted to express her concerns and she was assisted to come up with undertakings that she would like her husband to adhere to. Margaret's husband agreed to these undertakings, and when we returned to court he further agreed to them for the next twelve months. ADACAS was able to assist by understanding the nature of the issues, ensuring the client's voice and expressed wish was heard and assisting with resolving conflict in the relationship.



The older person's advocacy team sharing their expertise at the Elder Abuse Day Expo

"You were her voice when she felt she had no voice ... it was because of your efforts and that of ADACAS that [she] was allowed to return to her beloved home"

SUPPORTED DECISION MAKING

The Supported Decision Making area of ADACAS has experienced significant growth in the past year. The Link and Learn project concluded and was externally evaluated by Assistant Professor Paul Ramcharan from the Royal Melbourne Institute of Technology. His report included recommendations and described the project as:

“innovative in its conceptualisation, aspirational in its objectives and both successful and innovative in its execution.....The Link and Learn engagement with people with disabilities was lively and positive and had prompted some people to actually explore their own decisions and seek advice around what was important to them. This means there were...knock-on outcomes from the Link and Learn input.”

www.communityservices.act.gov.au/data/assets/word_doc/0008/1186307/Evaluation-Report-of-the-Link-and-Learn-Supported-Decision-making-Project.docx

Innovative and tangible results at individual, organisational and systemic levels have been observed and continue to develop with ADACAS at the forefront of change inspired by the expressed wish of our project participants and informed by the work of advocates.



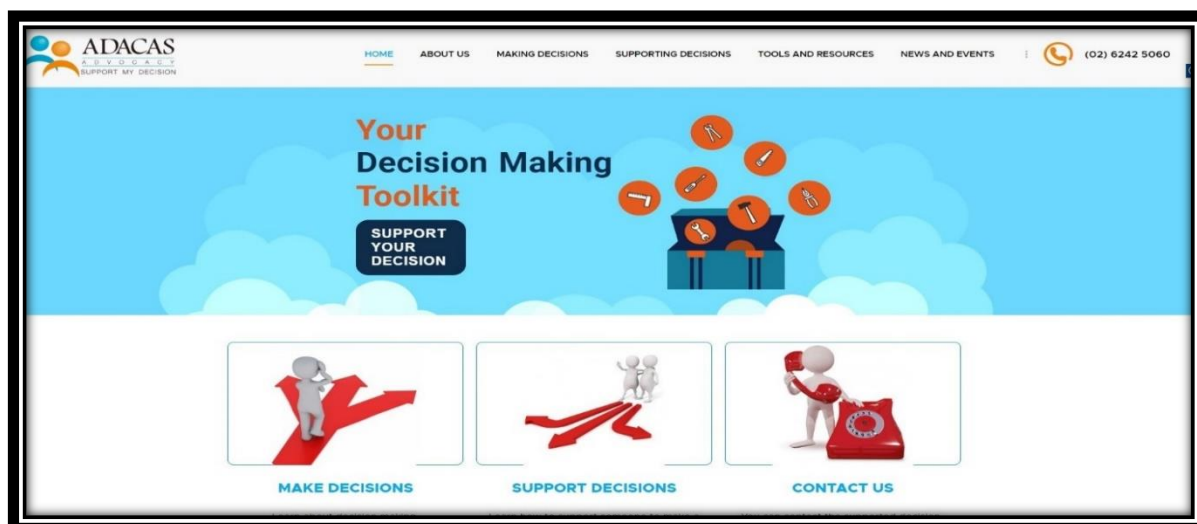
The Supported Decision Making Forum organised by the Projects team

A substantial NDIA ILC Jurisdictional Grant commenced to explore supported decision making in the health care space where we have observed so many individuals experience limits on their human rights. Titled “Respect Know Act” it continues to explore how health care systems can respect the rights of all, know how to respond to situations where rights are not enabled and act to support those who seek support in decision making especially. A forum was held at the Legislative Assembly with support from Minister Rachel Stephen -Smith to launch a conversation about the use of Supported Decision Making in the ACT in health care decision making. ADACAS is known for initiating conversations towards positive change and following through to collaboratively develop solutions with people who use our services directing the discourse.

Recognising the success and potential for significant change to the lived experience for people accessing health care services the project was funded into a second year to embed change through modelling and mentoring supported decision making so that it becomes a tool for access towards a universally accessible health care system in ACT



A range of resources including a new website were co-designed and developed using the accumulated learnings from ADACAS' ongoing work in supported decision making:



Lisa (not her real name) had heard of ADACAS and needed some help being heard in her health care appointments. She participated in RKA starting from an expressed view that when she went to see a doctor she was “being fobbed off”, “not understanding doctor decisions”, and “not being given a next step”. Lisa wondered if this was because of her intellectual disability and did not feel that anyone she knew had the time or was appropriate to support her at appointments. Project staff accompanied Lisa to 4 specialist appointments where she identified she needed support to understand the information given by the various specialists, clarify their questions and explore their decisions. With support, prior to the fourth appointment Lisa prepared two small cards which she carried outlining her support needs (particularly communication needs) and a list of questions to ask health professionals during appointments. Lisa presented this card to a specialist and the doctor changed the way he was communicating with Lisa in response. Lisa identified feeling “more in control” during the appointment and “confident” enough to ask questions, seek options and settle with the result. The eventual health outcome may not have changed but support being available when and where it was needed ensured rights were recognised, people knew how to enable empowerment of the individual to enact those rights and different action was taken.

Working with older people experiencing abuse

ADACAS is working as part of the Older Person's Advocacy Network (OPAN) to research how supported decision making and individual advocacy can be used together to support people at risk of or experiencing elder abuse. This project also involves developing training material around this issue for advocacy organisations around Australia so we can all come together to stop elder abuse.

The Supported Decision Making team provides ADACAS opportunity to learn from the experiences of individual advocacy and the issues it brings to our attention, interrogate them through the lens of human rights and apply our skills and knowledge to generating solutions to have lasting impact in our community beyond the change we make for individuals who seek our support.

ADACAS FINACIAL REPORT 2017-2018

Board Report

Statement of Profit and Loss

Statement of Financial Position

Statement of Changes in Equity

Statement of Cash Flows

Notes to and forming part of the Financial Statements

Board's Declaration

Auditor's Independence Declaration

Independent Auditor's Report



One of our advocates showing support for our NSW colleagues in their fight to retain vital advocacy funding

BOARD'S REPORT

Your board members submit the financial report of the ACT Disability & Aged Carer Advocacy Service Incorporated for the financial year ended 30 June 2018.

Board Members

The names of board members throughout the year and at the date of this report are:

Stephen Still (Chairperson)
Andrew Cameron
Alana Fraser
Coleen Box (Public Officer)
Cassandra Webeck
John Sands
Dominic Cookman
Kym Duggan
Sean Fitzgerald – Resigned 27/02/2018
Margot Harker – Appointed 12/06/2018

Principal Activities

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

Significant Changes

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

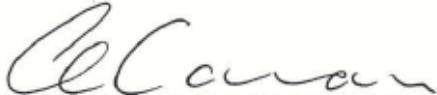
Operating Result

The operating result for the association amounted to a surplus of \$52,355 (2017: surplus \$67,813).

Signed in accordance with a resolution of the Members of the Board.



(Chairperson)



(Treasurer)

Dated this 26 day of October 2018

Statement of Profit and Loss
For the Year Ended 30 June 2018

	Note	2018 \$	2017 \$
Income			
National Disability Advocacy Program		244,101	229,754
Community Assistance and Support		342,316	-
Home & Community Care		-	538,717
National Aged Care Advocacy Program		399,411	156,688
Mental Health Consumer Advocacy		142,562	125,760
External merits review and development		-	200,000
Link and Learn		42,814	116,816
Summer Foundation		-	11,250
NDIS Disability and Carer Support Program		236,000	39,000
Respect Know Act		226,280	-
ACT business investment package		-	34,670
Interest received		5,371	6,167
Membership income/donations		24	1,042
Co-ordination of supports		152,451	143,919
Contribution for motor vehicles		19,289	15,028
Community Services Directorate Arts ACT		7,000	1,000
Other ADACAS income		72,156	32,118
		1,889,775	1,651,929
Expenditure			
Advertising		(31,864)	(23,824)
AGM, meetings and conferences		(11,796)	(16,084)
Audit fees		(5,200)	(3,100)
Consultant fees		(9,293)	(6,935)
Depreciation		(44,486)	(29,830)
Equipment purchase and maintenance		(18,035)	(10,949)
Insurance		(21,845)	(16,652)
Net Profit/(Loss) on disposal of assets		(6,299)	900
Motor vehicle travel and mileage		(44,254)	(48,246)
Office supplies/stationery and general expenses		(29,177)	(19,584)
Prof fees/governance/memberships		(3,571)	(2,929)
Rent		(58,541)	(52,140)
Salaries and staff benefits		(1,358,135)	(1,131,670)
Staff developments/support supervision		(15,109)	(17,665)
Staff leave provisions		(3,142)	(52,383)
Superannuation		(121,899)	(104,259)
System monitoring and development		(28,086)	(26,829)
Telephone/computer and internet		(26,688)	(21,938)
		1,837,420	1,584,118
Surplus for the year		52,355	67,813

The accompanying notes form part of these financial statements.

Statement of Financial Position
30 June 2018

	Note	2018 \$	2017 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	2	777,163	423,629
Trade and other receivables	3	68,484	92,478
TOTAL CURRENT ASSETS		<u>845,647</u>	<u>516,107</u>
NON-CURRENT ASSETS			
Property, plant and equipment	4	190,616	111,743
TOTAL NON-CURRENT ASSETS		<u>190,616</u>	<u>111,743</u>
TOTAL ASSETS		<u>1,036,263</u>	<u>627,850</u>
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	5	120,920	85,448
Employee provisions	6	100,902	119,156
Unexpended grants	7	357,108	18,268
TOTAL CURRENT LIABILITIES		<u>578,930</u>	<u>222,872</u>
TOTAL LIABILITIES		<u>578,930</u>	<u>222,872</u>
NET ASSETS		<u>457,333</u>	<u>404,978</u>
EQUITY			
Accumulated funds		457,333	404,978
TOTAL MEMBERS' FUNDS		<u>457,333</u>	<u>404,978</u>

The accompanying notes form part of these financial statements

Statement of Changes in Equity
For the Year Ended 30 June 2018

	Note	Accumulated Funds \$	Total \$
Balance at 1 July 2016		337,165	337,165
Comprehensive income			
Net surplus for the year		67,813	67,813
Balance at 30 June 2017		404,978	404,978
Balance at 1 July 2017		404,978	404,978
Comprehensive income			
Net surplus for the year		52,355	52,355
Balance at 30 June 2018		457,333	457,333

The accompanying notes form part of these financial statements.

Statement of Cash Flows
For the Year Ended 30 June 2018

	Note	2018 \$	2017 \$
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from customers		2,456,388	1,697,478
Interest received		5,371	6,167
Payments to suppliers and employees		(1,985,098)	(1,650,690)
Net cash provided by operating activities		<u>476,661</u>	<u>52,955</u>
CASH FLOWS FROM INVESTING ACTIVITIES:			
Proceeds from sale of property, plant and equipment		1,849	8,250
Purchase of property, plant and equipment		(124,976)	(43,770)
Net cash (used by) investing activities		<u>(123,127)</u>	<u>(35,520)</u>
Net increase in cash and cash equivalents held		353,534	17,435
Cash and cash equivalents on hand at beginning of financial year		423,629	406,194
Cash and cash equivalents on hand at end of financial year	2	<u><u>777,163</u></u>	<u><u>423,629</u></u>

The accompanying notes form part of these financial statements.

Notes to the Financial Statements

For the Year Ended 30 June 2018

Note 1 Summary of Significant Accounting Policies

The financial report covers ACT Disability Aged & Carer Advocacy Service Inc (the association) as an individual entity. ACT Disability Aged & Carer Inc is a not-for-profit association incorporated in the Australian Capital Territory under the *Associations Incorporation Act 1991* and the *Australian Charities and Not-for-profits Commission Act 2012*.

The principal activities of the association for the year ended 30 June 2018 were promoting and protecting the rights of people with disabilities, of people who are ageing and of those who care for them.

Basis of Preparation

The financial statements are special purpose financial statements that have been prepared in order to satisfy the reporting requirements of the *Associations Incorporation Act 1991* and the *Australian Charities and Not-for-profits Commission Act 2012*. The board has determined the association is not a reporting entity.

The financial statements have been prepared on an accruals basis and are based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities.

The following significant accounting policies, which are consistent with the prior period unless otherwise stated, have been adopted in the preparation of these financial statements.

The amounts presented in the financial statements have been rounded to the nearest dollar.

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 Tax Office. In these circumstances the GST is reconsidered as part of the cost acquisition of the asset or as part of an item of expense. Receivables and payables in the balance sheet are shown inclusive of GST.

Cash flows are included in the statement of cash flows on a gross basis. The GST component of cash flows arising from investing and financing activities which is recoverable from, or payable to, the Australian Taxation Office is disclosed as operating activities.

Income Tax

The association is a non-profit organisation and is exempt from paying income tax under Division 50 of the *Income Tax Assessment Act 1997*.

Revenue

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

Revenue is recognised on transfer of goods to the customer as this is deemed to be the point in time when risks and rewards are transferred and there is no longer any ownership or effective control over the goods.

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

Revenue in relation to rendering of services is recognised depending on whether the outcome of the services can be measured reliably. If this is the case then the stage of completion of the services is used to determine the appropriate level of revenue to be recognised in the period.

Note 1 Summary of Significant Accounting Policies (continued)

Government grants

A number of the association's programs are supported by grants received from the federal, state and local governments.

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

Where a grant is received on the condition that specified services are delivered to the grantor, this is considered a reciprocal transaction. Revenue is recognised as services are performed and at year end a liability is recognised until the service is delivered.

Revenue from a non-reciprocal grant that is not subject to conditions is recognised when the association obtains control of the funds, economic benefits are probable and the amount can be measured reliably. Where a grant may be required to be repaid if certain conditions are not satisfied, a liability is recognised at year end to the extent that conditions remain unsatisfied.

Where the association receives a non-reciprocal contribution of an asset from a government or other party for no or nominal consideration, the asset is recognised at fair value and a corresponding amount of revenue is recognised.

Depreciation

The depreciable amount of all fixed assets, except for the Weston Community Hub Fitout (Straight Line), are depreciated on a diminishing value basis over the asset's useful life 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:

<u>Class of Fixed Asset</u>	<u>Depreciation Rate</u>
Computers	40%
Phone system	20%
Motor vehicles	22.5%
Air conditioning	20%
Weston Community Hub Fitout	20%
Leasehold improvements	5 to 20% or over its lease term

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 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 amounts.

Unexpended grants

The liability for deferred income is the unexpended amounts of grants received on the condition that specified services are delivered or conditions are fulfilled. These services are usually provided or the conditions are usually fulfilled within twelve months of receipt of the grant. Where the amount is received in respect of services to be provided over a period that exceeds twelve months after the reporting date or the conditions will only be satisfied more than twelve months after the reporting date, the liability is presented as non-current.

Note 2 Cash and Cash Equivalents

	2018	2017
	\$	\$
Cash at bank	777,063	423,400
Petty cash	100	229
Total cash and cash equivalents	777,163	423,629

Note 3 Trade and Other Receivables

	2018	2017
	\$	\$
Prepayments and Accrued Revenue	44,339	41,465
Sundry receivables	24,105	44,602
Bonds and deposits	40	6,411
Total current trade and other receivables	68,484	92,478

No impairment of accounts receivable and other debtors was required at 30 June 2018 (2017: \$nil).

Note 4 Property, Plant and Equipment

Equipment and fittings		
At cost	88,454	85,242
Accumulated depreciation	(45,799)	(44,147)
	42,655	41,095
Motor vehicles		
At cost	102,576	95,831
Accumulated depreciation	(25,578)	(32,327)
	76,998	63,504
Leasehold improvements		
At cost		
Accumulated depreciation	7,300	7,300
	(7,300)	(156)
	-	7,144

Weston Community Hub Fitout

At cost

Accumulated depreciation	79,813	-
	(8,850)	-
	70,963	-
Total property, plant and equipment	190,616	111,743

Note 5 Trade and Other Payables

Trade payables and accruals	100,003	66,562
GST and PAYG payable	19,971	18,854
Other payables	946	32
	120,920	85,448

Note 6 Provisions

Employee benefits - annual leave	100,902	119,156
	100,902	119,156

Note 7 Unexpended grants

Link and Learn	-	18,268
OPAN Support Decision Making Project	230,750	-
ACT Supported Decision Making Project	30,000	-
Respect Know Act Project	96,358	-
	357,108	18,268

Note 8 Economic Dependency

The Association is dependent on the Commonwealth Government and the ACT Government for the majority of its revenue used to operate the business. At the date of this report the board members have no reason to believe the Commonwealth Government and the ACT Government will not continue to support the association.

Note 9 Subsequent Events

There are no events which have occurred after balance date that require disclosure in the financial statements.

Note 10 Related Party Transactions

Transaction between related parties are on normal commercial terms and conditions no more favourable than those available to other parties unless otherwise stated.

Note 11 Key Management Personnel

The totals of remuneration paid to the key management personnel of ADACAS during the year are as follows:

	2018	2017
	\$	\$
Short-term employee benefits	437,925	371,219
Long-term employee benefits	6,777	5,745
Superannuation contribution	40,914	38,262
	485,616	415,226

Note 12 Principal Place of Business

The registered office and principal place of business of the Association is:

ACT Disability Aged & Carer Advocacy Services Incorporated
Weston Community Hub
14/6 Gritten Street
WESTON ACT 2611

STATEMENT BY MEMBERS OF THE BOARD

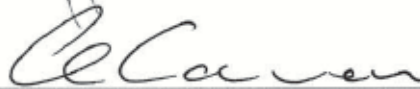
In the opinion of the Board Members of the ACT Disability Aged & Carer Advocacy Service Inc (ADACAS):

- a) the financial statements comprising of the statement of financial position as at 30 June 2018, the profit and loss, statement of changes in equity and statement of cash flows for the year then ended, notes comprising of the summary of significant accounting policies and other explanatory information give a true and fair view of the association for the year ended 30 June 2018 and comply with the *Associations Incorporation Act 1991* and the *Australian Charities and Not-for-profits Commission Act 2012*; and
- b) at the date of this statement there are reasonable grounds to believe that ADACAS will be able to pay its debts as and when they become due and payable.

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



(Chairperson)



(Treasurer)

Dated this

26

day of

October

2018



Auditor's Independence Declaration

To the Board Members of ACT Disability Aged & Carer Advocacy Services Inc

As auditor for the audit of the ACT Disability Aged & Carer Advocacy Services Inc. for the year ended 30 June 2018, I declare that, to the best of my knowledge and belief, there have been:

- no contraventions of the auditor independence requirements of the *Australian Charities and Not for Profits Commissions Act 2012* in relation to the audit; and
- no contraventions of any applicable code of professional conduct in relation to the audit.

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A handwritten signature in black ink, appearing to read "Josie-Marie Lopez", written over a horizontal line.

Josie-Marie Lopez

Director

26 October 2018

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Independent Audit Report to the members of ACT Disability Aged & Carer Advocacy Services Incorporated

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of ACT Disability Aged & Carer Advocacy Services Incorporated (the registered entity), which comprises the statement of financial position as at 30 June 2018, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the responsible entities' declaration.

In our opinion the financial report of ACT Disability Aged & Carer Advocacy Services Incorporated has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (i) Giving a true and fair view of the registered entity's financial position as at 30 June 2018 and of its financial performance for the year ended; and
- (ii) Complying with Australian Accounting Standards and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the registered entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other responsibilities in accordance with the Code.

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

Responsibilities of Responsible Entities for the Financial Report

The responsible entities of the registered entity are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012* and for such internal control as management determines is necessary to enable the preparation of the financial report that gives a true and fair view that is free from material misstatement, whether due to fraud or error.

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

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Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the registered entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the registered entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the registered entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



Vincents
Josie-Marie Lopez
Partner

Canberra, 26 October 2018