

ACT Disability, Aged and Carer Advocacy Service Inc

2005-2006

ANNUAL REPORT

**Suite 207, Block C
Canberra Technology Park
Phillip Avenue
WATSON ACT 2602**

**PO Box 144
Dickson ACT 2602
Phone: (02) 6242 5060
Fax: (02) 6242 5063
TTY: (02) 6242 5065**

Email: adacas@adacas.org.au

www.adacas.org.au

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

Chairperson:	Kym Duggan
Secretary:	Susan Robertson (to September 2005) Ron Fraser (from November 2005)
Treasurer:	Phillip Gleeson
Public Officer:	Susan Robertson (to September 2005) Ron Fraser (from November 2005)
Other members:	Pat Daniels (to February 2006) Melissa Johns (to September 2005) Stephen Price Craig Davis (from November 2005) Stephanie Legg England (from December 2005)

ADACAS' STAFF

Advocacy Program

Andrea Simmons		Manager
Tom Allen	(to July 2005)	DSP/HACC
Dalane Drexler		HACC/DSP
Shawn Fracchia	(from May 2006)	DSP/HACC
Theresa Gordon	(from January 2006)	DSP/HACC
Kerry Holdsworth		RAC/HACC
Linda Janssen		Office Manager
Fiona Navilly		RAC/HACC
Judy Power		HACC
Sandra Russet-Silk	(to February 2006)	DSP/HACC
Doug Smith	(from September 2005)	HACC
Genevieve Wauchope	(from April 2006)	DSP/HACC
Michael Woodhead	(to March 2006)	DSP/HACC

Clinical Supervision Consultants

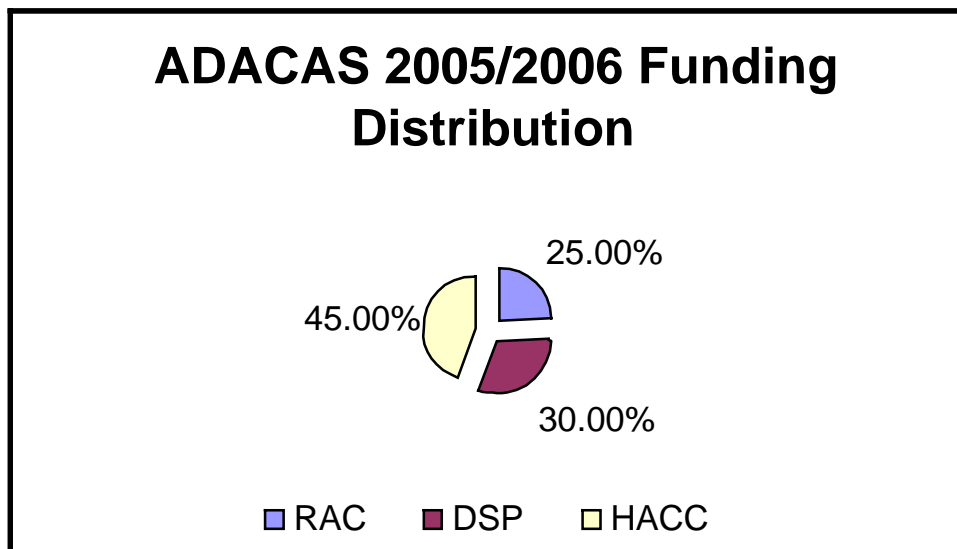
Janice Wickerson
Sandra Russet-Silk
Trish Walsh

ADACAS FUNDING

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

ACT Government:	Home and Community Care Program	(45.0 %)
Commonwealth Government:	Department of Family and Community Services	(30.0 %)
	Department of Health and Ageing	(25.0 %)

Table 1 Allocation of funds by program



CHAIRPERSON'S REPORT

The provision of advocacy for the people on whose behalf ADACAS works requires a great deal of dedication and commitment for those providing that advocacy. It can also often be very emotionally taxing particularly when the advocate is the only person standing with the person requiring advocacy. This is often the case with those we serve.

This year has seen the departure of our most experienced advocates in Michael Woodhead and Sandra Russet-Silk. The contribution that both of these dedicated people have made to advocacy services in Australia, not just the ACT, is immeasurable. It has been a privilege for me to observe their work from the position of the Committee of Management.

In my report last year I highlighted the amazing work of Michael in gathering and presenting compelling evidence to the Senate Standing Committee on Community Affairs in its inquiry into aged care. There can be little doubt that Michael's work has led to major changes in the way that the rights of people in aged care facilities are protected. Through great personal courage Michael put forward this information when many others would not. There can be no greater example of selfless commitment than that.

I do not want to overlook his extensive contribution to advocacy for many other disadvantaged groups particularly those with a mental illness. Michael has moved on to work in the Commonwealth Government and we all wish him well for the future.

Sandra is well known to all those who work in the advocacy sector Australia wide. Her contribution to the sector was rightly recognised by the presentation of a Centenary Medal for services as an advocate for the aged, disabled and disadvantaged in the community. Sandra has worked tirelessly for ADACAS for many years and has now moved on to pursue private psychology practice. I am very pleased to say that she remains connected to ADACAS as she provides professional services in her new role to ADACAS advocates.

The new team at ADACAS has united well behind Andrea Simmons our manager and it was very heartening to the committee to be able to attend a staff planning workshop during this year. Given that many of our staff have been with us for such a short while the level of support and team work displayed by such a newly brought together group augurs very well for the future of the organisation.

Andrea's Manager's Report gives the detail of our current staffing arrangements but it is very gratifying that despite the loss of a number of our experienced advocates the quality of our services is undiminished.

Review of the National Disability Advocacy Program

I have looked back over a number of my previous Chairman's Reports to find that there has not yet been a year gone by in the last 5 when there has not been some form of review, investigation or inquiry into one or other of the areas of advocacy that ADACAS provides. Last year ADACAS made detailed submissions to the Senate Community Affairs Committee Inquiry into Aged Care. This year the Commonwealth is reviewing both the National Aged Care Advocacy Program and the National Disability Advocacy Program.

FaCSIA has released a major consultation paper on the possible reform of the National Disability Advocacy Program. ADACAS provided a detailed submission to that paper and I believe there are a number of issues that should be highlighted from that submission. Firstly, it has long been the want of Government's both Territory and Commonwealth to regard advocacy services as they would the provision of employment or health care services to the people for whom we advocate. ADACAS is not a service provider in this sense. To quote from the submission:

Advocacy is different from other service delivery because it requires an advocate to stand beside or sometimes in the place of the person with the disability. An advocate has no powers beyond those that accrue to the person being advocated for. The advocate's first and dominant loyalty must be to the person and to the resolution of their issues, as far as possible according to their wishes. Their role is to make it possible for people with a disability to make informed decisions about their lives, exercise their rights and reach their potential as far as possible to the same extent as all others in our community.

It will be critical for Government to recognise this unique characteristic of advocacy services when developing any new performance measures for the program.

There are two other aspects to the submission that I would draw attention to. Firstly, the consultation paper appears to give very little value to the work of systemic advocacy in bringing about broader change. As our submission indicates:

There is a complementarity between systemic and individual advocacy. Neither is as effective without the other. Systemic advocacy, to be relevant and appropriate, needs to be informed by the experiences of individuals. Likewise individual advocacy, no matter how skilful or well targeted, is often rendered ineffective by systemic barriers.

The desire of Governments to discourage the proper and informed airing of system wide concerns is understandable but short sighted. Without a robust systemic advocacy program we will need to await events like Senate Inquiries before there will be a focus on broader change.

Finally, the consultation paper seeks to support a radical change in the way that services are provided with larger advocacy services providing services on a hub and spoke basis. This is particularly challenging for services such as ADACAS which has always been Canberra focussed. Much of the success of ADACAS has been brought about by the high profile of the name within the community that we serve. Should we consider offering to expand our services into areas with which we have little familiarity?

This is a key challenge for ADACAS. It is not always appropriate for an organisation to go down the path mapped out by Governments. We can make an independent choice to stay with our strengths. To do so, however, might mean the end of or at least the reduction of our funding with a subsequent reduction in our ability to provide advocacy services. Our submission details a range of possible issues for a hub and spoke model not the least being the potential isolation of a regional advocate provided under the hub of an agency many kilometres away. These are difficult issues that we will have to deal with in the coming year.

The Narrabundah Long Stay Caravan Park saga

One of the most high profile matters that ADACAS had involvement in this year was the housing crisis for a number of our clients precipitated by the decision of the owner of the Caravan Park to sell the property to a developer. This issue was a crucial one for ADACAS as it went to one of the areas to which we give great priority, safe and appropriate housing.

The resolution of this crisis was assisted in no small measure by the support that ADACAS was able to provide for a number of the residents in the Park. That support involved co-ordinating the effort of residents and other community organisations in negotiating a resolution that protected residents longer term living arrangements. The result was a triumph for the residents of the Park but it also showed the clear value of advocates being able to stand together with the clients we serve to help empower them to protect their own rights.

The result clearly shows the value of advocacy in being able to bring about outcomes that are in the longer term interests of more than just those who were directly involved. The mix of skills and experience in the team at ADACAS was deployed with great effect. Congratulations to all our advocates involved.

Conclusion

I believe that ADACAS has again shown its real value to the ACT community in its work during this year. Our size enables us to properly support the advocates that do our work and our profile is such that the clients we serve are well aware of the assistance that we offer.

In the coming year we may well have to consider a possible expansion of our services outside the ACT. This may yet prove to be as big a challenge as any that we have faced in the past 5 years.

Kym Duggan
Chairperson

MANAGER'S REPORT

The past year has seen significant staff and Management Committee changes for ADACAS together with improvements to our financial and information management systems. We have focused on the challenge of delivering advocacy of the highest quality and have sought to ensure that we have the necessary systems in place to properly support our advocates in their work. Committee and Staff have worked together to develop a set of strategic directions to guide us in the coming years.

The organisation has continued with its primary focus on individual advocacy while recognising 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. It is vital that the systems knowledge we gain from the consumer perspective is understood and factored into the quality improvement processes of governments and services. The challenge for ADACAS is how to ensure that this occurs without adversely impacting on our core business of standing beside and speaking up for individuals.

Funding Program Reviews

In the past year, two of the three Programs under which ADACAS receives government funding have been subject to review. These reviews of the National Disability Advocacy Program (NDAP) and the National Aged Care Advocacy Program (NACAP) have required detailed input from our organisation. They have also led to advocacy agencies around the country making a greater effort to talk together about the future direction of the Advocacy Programs. ADACAS has taken a role in co-ordinating this discussion among NDAP funded organisations at the NSW/ACT level and between aged care advocacy agencies Australia-wide.

The Federal Government's focus following both reviews is greater standardisation of disability and aged care advocacy practice across the country. The NDAP review has also heralded a change in the direction of the Program away from systemic, specialist and citizen's advocacy towards more individual advocacy. ADACAS has argued that each of these forms of advocacy have a valid role to play in protecting, defending and promoting the rights and interests of people with disabilities and that a desperately needed increase in funding for individual advocacy should not come at the expense of well-performing systemic, specialist and citizens advocacy agencies.

ADACAS has committed itself to providing whatever information and advice it can to government to ensure that any programmatic changes introduced as a result of these reviews flow from the internationally recognised principles of advocacy and the best practice implementation of these principles.

Staff Matters

Last year ADACAS said good-bye to two long-standing staff members. Sandra Russett-Silk left to establish herself as a full-time psychotherapist and Michael Woodhead joined the Commonwealth Ombudsman's Office. Both had developed a reputation in the community as fiercely committed advocates for vulnerable people. Their knowledge and skill, passion and drive, has been missed but we know that they remain strong supporters of ADACAS and thank them for their willingness to provide ongoing support and assistance as required.

With their departure it was time for other ADACAS staff to take on new roles. Judy Power and Kerry Holdsworth have ably stepped into the breach and happily taken on vital roles as mentors for new Advocates joining the organisation.

Tom Allen returned to the world of research at the expiration of his year long contract as Mental Health Advocate. We thank him for his passionate and spirited defence of the rights of people with psychiatric disability.

ADACAS welcomed, during the course of the year, Doug Smith, Theresa Gordon, Genevieve Wauchope and Shawn Fracchia. Each has brought new and valued skills, knowledge and perspectives to the organisation. I thank them for the enthusiasm with which they have embraced our team approach to advocacy and their roles as individual advocates.

During the year ADACAS has had a strong focus on staff support and development. In addition to the previous internal support and supervisory mechanisms all advocates now have access to external clinical supervision. This measure was introduced to provide additional protections for our extremely vulnerable client group and to provide advocates with specialist assistance to manage the stresses inherent in their jobs. It also has allowed our organisation to draw on skills and expertise from a wider pool of people and so provide better informed advocacy to our clients. Thanks are due to the three clinical consultants whose knowledge and wisdom now inform the work of our organisation.

Operations

At the beginning of the financial year ADACAS installed a new MYOB accounting package and in January 2006 a new database. These two new Programs have significantly improved the ADACAS capacity to respond to requests for information and to provide detailed reports to Funders. They have also improved our capacity to reflect on our work and financial affairs.

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

In April of 2006 the Management Committee and Staff of ADACAS met for a day to consider together the strategic priorities for ADACAS in 2006 and beyond. The discussion from that day was synthesised and refined into the following priorities:

1. To strengthen ADACAS capacity and legitimacy to undertake systemic advocacy
2. To strengthen ADACAS capacity to undertake individual advocacy for people with mental health issues
3. To extend ADACAS advocacy beyond the ACT borders into the surrounding regions for our existing client group
4. To strengthen the ADACAS governance framework
5. To strengthen the systems, processes and infrastructure which support the work of the advocates
6. To enhance the quality of ADACAS advocacy

Conclusion

I would like to take this opportunity to wholeheartedly thank the ADACAS staff for their untiring commitment to the people they serve, to improving our practice of advocacy and for the support they have given me in my role as manager. I particularly appreciate the efforts that all 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 lucky to be able to attract and retain staff of such a high calibre, particularly at a time of ACT wide staff shortages. I look forward to our continuing work together in pursuit of justice and well-being for the people we serve.

My final thanks must go to the ADACAS Management Committee for their ongoing oversight and guidance. There are significant challenges ahead but I believe that we have the vision and skills to take advantage of the opportunities which present and continue to provide high quality advocacy to the people we serve.

Andrea Simmons
Manager

OVERVIEW

The Reports and Tables which 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 2005-06 ADACAS provided individual advocacy to 336 people involved in 595 cases. This can be broken down as follows:

Program	People 04/05	People 05/06	Cases 05/06
Disability	58	104	194
Aged Care	131	109	175
HACC	77	123	226

A comparison with the previous year is possible only in relation to the numbers of people served due to changes made in our data collection practices to conform to revised Program reporting requirements.

For approximately 6 months of this year ADACAS was required by the demand 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 leaves many vulnerable people without access to an advocate in circumstances slightly less severe but still too difficult for them to manage on their own. Over time unresolved matters have a tendency to escalate in size and to put the vulnerable person at risk.

Group Advocacy

In 2005-06 ADACAS took a major role in protecting and promoting the rights of two large groups of people in well-publicised cases:

The first of these occurred on behalf of residents in Ginninderra Gardens Nursing Home and Hostel. As a result of action by ADACAS and others the home has now undergone significant personnel and management changes and is being closely monitored by government agencies as it works to improve its practices.

The second involved residents of the Narrabundah Long-stay Park, many of whom have a disability or are aged and frail. ADACAS co-ordinated the actions, that were taken by residents and community agencies, to prevent the new Park owner from evicting residents and redeveloping the land. At this stage residents have a reprieve on their evictions and are awaiting the outcome of government land development approval process.

ADACAS has also worked successfully with and for other groups of individuals to improve their living conditions or care in less well- publicised cases. Much work of this kind is carried out in Aged Care Nursing Homes and Hostels but it also occurs in relation to households of people with a disability.

Community Education

The ADACAS education program is focused on improving knowledge and understanding within the community about the rights of people who are ageing or who have disability and on letting people know about advocacy and the work that ADACAS does. The education program involves regular visits to Aged Care Homes, attendance at Aged Care Residents and Relatives Committee meetings and Aged Care Staff Meeting; 145 in total for 2005-06. It also involves sessions with training providers and the staff and/or members of other organisations; 34 in total for 2005-06. A further breakdown of the education sessions conducted can be found in Table 3 of the attached Statistical Summary.

Information

Another important aspect of ADACAS work is responding to enquiries from members of the public. This year ADACAS spent 123.75 hours responding to a total of 266 enquiries. Further details about the enquiries are contained in Table 5 of the attached Statistical Summary

AGED CARE

Abuse

In the past year ADACAS has continued to raise its concerns about abuse and retribution occurring in Aged Care facilities and about the way in which the culture of a facility can contribute to the well-being and safety of residents. ADACAS contributed to the Minister's consideration of Abuse in Aged Care via a submission to the Minister's Aged Care Advisory Committee and a meeting with the Minister. A number of reforms- to the complaints system, to accreditation agency practice, to staff training and to incident reporting have been announced. The new complaints handling system is due to be introduced in April 2007 and we await the details. It is to be hoped that these reforms will allow for complainants to be interviewed face to face by complaints officers; for a thorough departmental investigation of the matters complained about to take place; for any identified deficiencies in the practice of homes to be speedily addressed and for complainants to be kept informed and be able to feel that their issues have been redressed.

An issue which the industry and government is yet to effectively address relates to the situation where a worker is encouraged to leave one home for poor or even abusive performance and moves immediately to work in another home. It is vital that these workers are, at a minimum, required to address their performance issues before being re-employed in a situation of power over vulnerable people and that no such reappointment occurs until it is certain that the abuse will not continue.

Staff shortages

Many of the concerns raised with ADACAS in the past year relate to poor care linked either to a shortage of staff, or inadequate training. ADACAS is concerned about the capacity of aged care homes to attract quality staff in a situation of low pay for workers and a shortage of workers with appropriate values and skills. The issue of inexperienced workers is compounded by the homes apparent limited capacity to provide appropriate training and support.

Accreditation

Over the past year many Canberra aged care facilities have been through the process of accreditation. Most have had their accreditation renewed for a further three years on the basis of a satisfactory report against the 44 expected outcomes. Some satisfactory determinations have come as a surprise to ADACAS when we compare them to the issues raised with us by residents, particularly in relation to personal care, medication management, choice and decision-making. It would appear that some homes change their practices simply for the period of accreditation and that others are able to present well when in fact their practices are quite poor. It does raise questions about whether the bar is set high enough in terms of what the agency looks for as proof that the expected outcomes are being met.

ADACAS is also concerned at the number and severity of systemic complaints which need to be lodged in relation to a home before a thorough investigation by the Accreditation Agency is triggered.

Food and nutrition

Issues relating to food and nutrition are commonly raised with ADACAS. The kinds of issues vary but the most serious relate to situations in which people do not eat because they require assistance but the necessary assistance is not provided and their food is removed untouched. It is not unusual that people who fall ill in an aged care facility and are admitted to hospital are found, in addition to their presenting problem, to be suffering from malnutrition and/or dehydration.

Food quality and temperature are other common concerns. Good health relies, in large part, on good nutrition and hygiene. Aged care facilities, in common with the community as a whole, must pay more attention to these issues if their residents are to get the most from their lives. Yet in aged care facilities food and food preparation are often seen as areas for cost cutting when the finances are tight with consequential effects on the health and wellbeing of residents.

DISABILITY

Psychiatric Disability

Of the 194 cases dealt with in 2005/06 under our disability program 122 were in relation to people who identify as having a psychiatric disability. This is a reflection of the increasing incidence of psychiatric disability in our community and also of the paucity of appropriate community services and supports available to assist people with ongoing mental health issues.

It is also significant that this extraordinary (for ADACAS) level of advocacy for people with psychiatric disability was occurring at a time when ADACAS was limiting its intake to those with the most serious of problems. People with mental illness in our community are clearly experiencing a disproportionate level of deprivation and hardship under the current economic and social conditions.

In response to the issues presenting to ADACAS by people with psychiatric disability we have felt it was important to provide input from their perspective to the various system reviews and processes underway in Canberra. We have done this by:

- informing the development of the Mental Health Consumer Network positions and submissions in relation to:
 - the Government proposal to build a large new psychiatric unit; and
 - the Review of the Mental Health Care and Treatment Act
- making our own written and verbal submissions in relation to:
 - the Mental Health Service Plan
 - the Mental Health Consumer Consultant Proposals
 - the Review of the Community Mental Health Team
 - the Improvement of the Complex Needs Service System
 - Housing for People with Mental Health Issues

The majority of our submissions have focused on the failure of the system to provide appropriate supports for people at an early point in their illness, in their community where they live, work and socialise - supports that range from clinical and therapeutic supports though to housing, community and social support.

Younger People in Aged Care Facilities

ADACAS is pleased to note that the Commonwealth Government is now working with the ACT government to move some younger people out of nursing homes. At the same, however:

- People with physical disabilities 65 years and under are being offered by Departmental representatives, placement in a nursing home as their only option for care.
- People with psychiatric disability 65 years and under are being required by Tribunal order to reside in an aged care facility; and
- People with disabilities 65 years and under are being forced to reside in hospital for lengthy periods of time (more than 12 months) because no suitable community support arrangements are made available for them.

These actions by government service providers are clearly at odds with their government's stated policy directions.

Disability Reform

In its interactions with disability service providers ADACAS has continued to advocate for service provision that responds to the needs and aspirations of the individual in accordance with the Disability ACT Vision and Values Statement and taking up the challenge laid out in “Challenge 2014”.

Our experience is that the services are now responding better to the individual needs and desires of some of their clients however the improvement is patchy and often relies on the goodwill of particular staff members. There remains a focus on supporting people with disabilities in groups rather than on supporting them to live in the kind of home environments common to people of their age and interests.

There also remains on the part of government an unwillingness to invest in the resources necessary to assist people to actively participate in the life of their community in a way that is meaningful and appropriate to their interests and capacities.

The lack of experienced and well-trained carers still hampers the quality of service provision, particularly in circumstances where the person being cared for has very different behaviours and learning styles from the norm. It is to be hoped that the new Disability ACT ITAS Service will bring a greater level of understanding and skill to the support provided to these people, informed by recent research and best practice in Australia and elsewhere.

In the past year ADACAS has experienced difficulty in obtaining a detailed breakdown of the expenditure of ISP monies for some people. In certain cases ISP monies appear to have been spent in ways not understood or accepted by their owner and for outlays that might reasonably have been expected to be covered by other sources of funding.

The issues most commonly worked on by ADACAS advocates in the Disability Program in the past year were issues related to accommodation (60 cases), abuse (35 cases) and vulnerability/isolation (29 cases).

HOME AND COMMUNITY CARE

Overwhelmingly the issues dealt with under the HACC program relate to service access (71 cases), service quality (80 cases) and the individual's right to respect and courtesy, being informed and consulted and being party to decisions. The commonality with which issues of respect and communication arise would suggest a need for a greater emphasis on these matters in the recruitment and training of carers. When these issues are properly attended to by a service provider other problems are often avoided or short-circuited.

When ADACAS advocates become involved in a situation, the right to have an advocate can also become an issue because some service providers will actively seek to avoid the involvement of an advocate on matters where they would otherwise be in a position of power.

Commonly people eligible to receive services under the HACC Program need 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. Commonly social withdrawal of the person needing support and their family occurs 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.

In the HACC Program as in the Disability Program ADACAS has dealt with a significant number of cases where housing (38 cases) or abuse (28 cases) is an issue.

Housing

Issues relating to housing and accommodation have become increasingly prevalent for the ADACAS target population as the Canberra housing crisis worsens. In the past year ADACAS advocates have spent vast numbers of hours explaining to Housing ACT officials the special needs of our particular client group.

It is clear that if more attention were paid to the particular needs of a person when they first presented for a housing allocation from Housing ACT then much time and angst would be saved for all involved. It is vital that people with disabilities are provided with housing appropriate to their physical and/or psychological needs and that they are provided with the necessary supports to assist them to sustain their tenancies. Stable, affordable, appropriate housing is an absolute necessity for people in vulnerable circumstances yet it is their very vulnerability which often makes it less likely that they will achieve a sustainable living situation.

Abuse

There has been a significant increase over the past three years in the number of cases of abuse reported to ADACAS. This financial year there were 91 cases in which abuse was an issue. Abuse in aged care facilities received considerable attention this year in the media and by the Federal Government resulting in the introduction of a range of measures to address the issue. Unfortunately the same attention has not been paid to abuse of other vulnerable members of the community or abuse by family members of a vulnerable person. Our experience in

advocating for vulnerable people subject to abuse is that their need for specialised support and counselling is often forgotten; that their right to legal redress is commonly disregarded or thought by the relevant authorities to be too hard to achieve and that authorities are reluctant to intervene in suspected financial abuse if the suspects are family members. More attention must be paid by policy makers and funders to addressing the needs of vulnerable individuals who suffer abuse.

ADACAS STATISTICAL SUMMARY

ADVOCACY SUMMARY

Table 1

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

Individual advocacy:	
advocacy hours	5061.74
total numbers of people assisted	336
total cases	595
new cases	366
closed cases	388
outcome achieved	78.1 %
satisfied with ADACAS performance, per issue closed	96.1 %
people unable to be assisted	29
Systemic advocacy:	
advocacy hours	159
total issues	19
Enquiries:	
numbers of enquiries	266
time spent	123.75

ADACAS provided advocacy for 51 people from other cultures, and there were 4 people of Aboriginal background who received advocacy this year. In addition, 20 people with dementia, or carers of someone with dementia, were provided with advocacy.

ADVOCACY ISSUES

Table 2

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

Disability 2005/06

Client numbers 104

Cases:

Cases continuing into period 80
New cases 114
Closed cases 123
Cases continuing out of period 71

Abuse Issues

Financial 11
Emotional 19
Physical 16
Sexual 8
Neglect 6

Other Issues

Aids/Equipment 5
Accommodation 60
Child & Family Services 6
Choice 27
Criminal Justice 9
Crisis Situation 19
Culturally inappropriate 2
Day Service 2
Discrimination 2
Education 5
Employment 12
Family & Social Supports 17
Financial 18
Guardianship & Administration 13
Health 15
Housing ACT 20
Independent Living 24
Individual Planning 9
Lack of Information 9
Legal Issues 34
Personal Care 10
Physical Access 2
Recreation Social 6
Respite 2

Rights	36
Safety	22
Service Access	7
Service Gaps	7
Service provider policy/practice	8
Subsidies/ entitlements	6
Transport	9
Vulnerable and/or isolated	29
Waiting list and/or urgent needs	14
Other	20

HACC

Client numbers	123
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Cases:

Cases continuing into period	98
New cases	128
Closed cases	140
Cases continuing out of period	86

HACC Service Related Issues

Alleged breach duty of care	12
Assessment	16
HACC fees	3
Carer Support	4
Case Co-ordination	24
Case Management	20
Service hours insufficient/unsuitable	27
Service unavailable	24
Service refused	5
Service reduced/fear of reduction	13
Service withdrawn/fear of withdrawal	11
Privacy/confidentiality	6
Staff issues	29
Complaints handling	16
Other service related matter	106

Other Issues

Abuse	28
ACAT/RAC issues	2
Access to support packages	9
Carer support	4
Dept of Veterans Affairs	1
Equipment	8

Family/personal relationships	12
Guardianship	6
Health	22
Housing	38
Income security	9
Legal	18
Trusteeship/EPAs	1
Other	27

Aged Care

Client numbers	109
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Cases:

Cases continuing into period	51
New cases	124
Closed cases	125
Cases continuing out of period	50

Issues

Administration/Fair trading	35
Level of Care	115
Consumer Rights	100
Environment	45
Alternate decision making	7
Care options	18
Financial issue	25
Family disputes	2
Fear of retribution	14
Wanting to leave	8

<u>Aged Care</u>	
2005/06	
Total sessions	152
Participants	
Consumers	2235
Carers	151
Allied health professionals	10
Industry staff	478
Other community & govt. organisations	3
Other individuals & students	59
Total	2936

<u>Disability</u>	
Total sessions	26
Participants	
Consumers	28
Carers	36
Allied health professionals	8
Industry staff	287
Other community & govt. organisations	29
Other individuals & students	73
Total	461

ADVOCACY OUTCOMES**Table 4**

	Disability	HACC	Aged
Total cases closed	123	140	125
Outcome achieved	93	116	94
% achieved	75.6 %	82.9 %	75.2 %
Satisfied with ADACAS	123	129	121
% satisfied	100 %	92.1 %	96.8 %
Cases not resolved *	30	24	31

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

INFORMATION**Table 5**

ADACAS responded to 266 enquiries this year. The total time spent in responding to the enquiries was 119.25 hours.

Program	Disability	HACC	Aged Care	Other
Number of enquiries	61	110	77	18
Hours spent on enquiries	16.28	52.37	52.10	3.00

FINANCIAL STATEMENTS

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

(ADACAS)

AUDITORS REPORT

YEAR ENDED 30 JUNE 2006

ADACAS

AUDITOR'S REPORT

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WILLIAM MCKELL & CO
ACCOUNTANTS AND REGISTERED TAX AGENTS

AUDITORS REPORT
ACT DISABILITY AGED & CARER ADVOCACY SERVICES INC.
STATEMENT OF INCOME AND EXPENDITURE
And
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2006

Scope

I have audited the Statement of Income and Expenditure and Balance Sheet of ACT Disability Aged & Carer Advocacy Services Inc for the year ended 30 June 2006. My responsibility is to express an opinion on the information presented based on my audit.

I have conducted my audit to provide reasonable assurance as to whether the statement is free from material miss-statement. My procedures included examination, on a test basis, of evidence supporting the amounts in the statement and evaluation of accounting policies and accounting systems. These procedures have been undertaken to form an opinion as to whether, in all material respects, the statement presents a view of their operations.

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

Unqualified Audit Opinion

In my opinion, the Statement of Income and Expenditure and Balance Sheet for ACT Disability Aged & Carer Advocacy Services Inc:

- is based on proper accounts and records and
- is in agreement with the accounts and records
- is in accordance with Statements of Accounting Concepts and applicable Accounting Standards.

Yours sincerely

William McKell B.A. (Acc) CPA
1 October 2006

PO Box 7101
KALEEN ACT 2617

TEL. 02 6247 1111
FAX. 02 6247 1222

ABN: 59 076 649 164

WILLIAM MCKE LL & CO PTY LTD

Unit 1, 9-11 MONTFORD CRESCENT
NORTH LYNEHAM ACT 2602

WILLIAM_MCKELL@MSN.COM.AU

ADACAS
Committee's Report
For the year ended 30 June, 2006

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, 2006 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)

Phillip Gleeson (Treasurer)

ADACAS
Members of the Committee
For the year ended 30 June, 2006

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, 2006.

Committee Members

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

Kym Duggan	Chairperson	
Phillip Gleeson	Treasurer	
Susan Robertson	Secretary	to September 2005
	Public Officer	to September 2005
Ronald Fraser	Secretary	from November 2005
	Public Officer	from November 2005
Patricia Daniels	Committee Member	to February 2006
Melissa Johns	Committee Member	to September 2005
Stephen Price	Committee Member	
Craig Davis	Committee Member	from November 2005
Stephanie Legg England	Committee Member	from December 2005

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 amounted to

Year ended 30 June, 2006	Year ended 30 June, 2005
\$5,590.84	\$25,857.98

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

Kym Duggan (Chairperson)

Phillip Gleeson (Treasurer)

ADACAS
Profit and Loss Statement
Year ended 30 June 2006

	Note	2006	2005
Operating profit		5590.84	25857.98
GST Rounding		0	0.86
 Retained profits at the beginning of the financial year		 92158.77	 66299.93
Total available for appropriation		<u>97749.61</u>	<u>92158.77</u>
 Retained profits at the end of financial year		 <u><u>97749.61</u></u>	 <u><u>92158.77</u></u>

ADACAS
Balance Sheet as at 30 June
2006

	Note	2006	2005
Current Assets			
Cash	2	11598.65	18925.75
Other	3	73779.27	80028.05
Total current assets		<u>85377.92</u>	<u>98953.80</u>
Non-Current Assets			
Property, plant and equipment	4	60471.82	43787.00
Total non-current assets		<u>60471.82</u>	<u>43787.00</u>
Total assets		<u>145849.74</u>	<u>142740.80</u>
Current Liabilities			
Provisions	5	24831.42	19993.44
Committed Funds	6	0.00	5573.64
GST & PAYG Liability	6	10227.63	0.00
Payroll Liabilities	6	2732.20	0.00
Grant received in advance		0.00	2447.00
Total current liabilities		<u>37791.25</u>	<u>28014.08</u>
Non-Current Liabilities			
Provisions	5	10308.88	22567.95
Total non-current liabilities		<u>10308.88</u>	<u>22567.95</u>
Total liabilities		<u>48100.13</u>	<u>50582.03</u>
Net Assets		<u>97749.61</u>	<u>92158.77</u>
Members' Funds			
Accumulated surplus		<u>97749.61</u>	<u>92158.77</u>
Total Members Funds		<u>97749.61</u>	<u>92158.77</u>

ADACAS
Notes to and forming part of the Financial Statements
For the year ended 30 June, 2006

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 accrual 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.

Adoption of Australian Equivalents to International Reporting Standards

Australia is currently preparing for the introduction of International Financial Reporting Standards (IFRS) effective for financial years commencing on or after 1 January 2005. This requires the production of accounting data for future comparative purposes at the beginning of the next financial year.

The key difference in the accounting policies which will arise from the adoption of IFRS is that changes in accounting policies, accounting estimates and prior year errors will be recognised by restating comparatives and adjusting retained earnings rather than making current year adjustments with note disclosure of prior year effects as required by the current accounting standards.

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
Year ended 30 June
2006

	2006	2005
Note 2 - Cash		
Bank accounts		
- Cheque Account CBA 1001 3161	3316.66	10002.34
- Business Chq CBA 1006 7960	969.12	3473.80
- Inclusion-CBA 1014 1577	7112.87	5449.61
- Petty Cash	200.00	0.00
	11598.65	18925.75
	11598.65	18925.75
Note 3 - Other Assets		
Current		
Short term deposits	73779.27	80028.05
	73779.27	80028.05
	73779.27	80028.05
Note 4 - Property, Plant and Equipment		
Equipment & Fittings		
At cost	18822.00	13730.00
Less: Accumulated depreciation	-8277.00	-4476.00
	10545.00	9254.00
	10545.00	9254.00
Motor vehicles		
At cost	59485.82	40962.00
Less: Accumulated depreciation	-9559.00	-6429.00
	49926.82	34533.00
	49926.82	34533.00

ADACAS
Notes to and forming
part of the Financial
Statements
Year ended 30 June
2006

	2006	2005
Note 5 - Provisions		
Current		
Employee entitlements	24831.42	19993.14
	24831.42	19993.14
	24831.42	19993.14
Non Current		
Employee entitlements	10308.88	22567.95
	10308.88	22567.95
	10308.88	22567.95
Note 6 - Other Liabilities		
Current		
GST & PAYG Payable	10227.63	0.00
Payroll Liabilities	2732.20	0.00
Committed Funds (environment upgrade)	0.00	5573.64
	12959.83	5573.64
	12959.83	5573.64
Note 7 - Remuneration of Auditor		
Amounts received, or due and receivable by the auditor for:		
Auditing the accounts	1211.68	1510.00
	1211.68	1510.00
	1211.68	1510.00

ADACAS
Statement of Cash
Flows
Year ended 30 June
2006

	2006	2005
Cash Flow from Operating Activities		
Receipts	486931.79	446902.17
Payments	-505577.12	-423135.20
Interest Received	5069.45	1933.58
Net cash from operating activities	-13575.88	25700.55
Net increase/decrease in cash held	-13575.88	25700.55
GST Adjustment 2002/03 & Rounding	0.00	0.86
Cash at beginning of the year	98953.80	73252.39
Cash at the end of the year	85377.92	98953.80

**ADACAS
Statement of Cash
Flows
Year ended 30 June
2006**

	2006	2005
Note 1 Reconciliation of Cash		
<p>For the purposes of the statement of cash flows, cash includes cash on hand and in banks and investments in money market instruments, net of bank overdrafts</p> <p>Cash at the end of the year as shown in the statement of cash flows is reconciled to the related items in the balance sheet as follows:</p>		
Cheque Account CBA 1001 3161	3316.66	10002.34
Business Chq CBA 1006 7960	969.12	3473.80
Inclusion-CBA 1014 1577	7112.87	5449.61
Petty Cash	200.00	0.00
Short Term CBA 5021 9113	42712.15	40028.05
Short Term CBA 5015 7071	0.00	20000.00
Short Term CBA 5016 5477	31067.12	20000.00
	85377.92	98953.80
<p>Report is out of balance by:</p>		
Cash at the end of year per cash flow statement	85377.92	98953.80
Closing balance of cash accounts	85377.92	98953.80
	0.00	0.00

ADACAS
Income & Expenditure Statement
For the year ended 30 June, 2006

	2006 \$	2005 \$
Income		
Grants received	429,549.80	417,460.08
RAC Grant for 2004/05	4,900.00	0.00
Interest received	5,069.45	1,933.58
Membership income	33.58	27.30
Training income	0.00	1,312.50
Donations	1,636.99	210.00
Workers Comp reimbursement	0.00	10,102.72
Sundry income	185.00	797.11
Total Income	441,374.82	431,843.29
Expenses		
Advertising & promotion	1,046.87	2,316.98
AGM expenses	73.82	469.15
Audit fees	1,211.68	1,510.91
Bank fees	194.00	2.20
Cleaning	611.45	0.00
Committed Funds	0.00	5,573.64
Computer	2,427.31	3,839.93
Conference Registration	5,892.72	5,110.71
Equipment purchase	1,475.85	1,564.48
Equipment consumables	336.41	519.56
Furniture	851.36	4,127.27
Insurance	10,812.29	9,869.33
Journals/Subscriptions	836.47	731.28
Memberships	181.82	283.63
Meeting Costs	106.22	-
Motor Vehicle expenses	14,572.01	11,791.03
Office supplies/stationery	2,703.67	2,481.57
Postage	497.40	634.81
Professional fees	0.00	100.00
Rent	18,778.66	17,812.15
Repairs & maintenance	940.87	734.14
Salaries & Staff Benefits	319,679.57	292,664.96
Staff development	3,803.81	3,710.70
Staff Support	1,675.00	0.00
Superannuation	23,662.74	22,091.64
System Development	6,282.50	0.00
Telephone	5,167.48	5,394.05
Travel & Mileage	8,435.71	3,425.20
Volunteer Expenses	450.99	364.72
Non-Recurrent Expenditure		
Farewell & Lunch	688.27	662.80
Planning Day	796.16	0.00
Total Expenses	434,193.11	397,786.84
Operating surplus	7,181.71	34,056.45

ADACAS
Income & Expenditure Statement
For the year ended 30 June, 2006

	2006	2005
	\$	\$
Operating surplus	7,181.71	34,056.45
Extraordinary items		
Profit on sale of assets	1,549.00	1,593.46
Leave Accruals	5,671.76	1,676.07
Depreciation - motor vehicles	-8,537.00	-7,025.00
Depreciation – equip.+fittings	-3,801.00	-4,443.00
Expenditure of committed funds	3,526.37	0.00
Net operating surplus	5,590.84	25,857.98

Notes:

Net operating surplus for the year ended 30 June 2005 includes asset purchase of two motor vehicles and two computers.

Net operating surplus for the year ended 30 June 2006 includes asset purchase of one motor vehicle and one computer.