

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

## **2008-2009**

### **ANNUAL REPORT**

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## **ADACAS MISSION STATEMENT**

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

(Amended and Adopted February 1999)

## ADACAS' MANAGEMENT COMMITTEE

<b>Chairperson:</b>	Kym Duggan	
<b>Secretary:</b>	Greg Tannahill	Appointed 25 Nov 2008
<b>Treasurer:</b>	Gary Leckie	
<b>Public Officer:</b>	Pam Boyer	

<b>Other members:</b>	David Lovegrove	
	Katja Mikhailovich	Appointed 25 Nov 2008
	Joan Costanzo	Appointed 17 Mar 2009
	Pamela Graudenz	Appointed 17 Mar 2009
	Lea de Courcy Browne	Appointed 25 Nov 2008
		Resigned 4 Feb 2009
	Phillip Gleeson	Deceased 14 July 2008

## ADACAS' STAFF

### Advocacy Program

Andrea Simmons		Manager
Branka Durlic-Windmon	(April to June 2009)	Individual Advocacy Coordinator
Ivette Gonzalez		Mental Health/NDAP
Kerry Holdsworth		NACAP/Elder Abuse (on LWOP)
Fiona Navilly		NACAP/Elder Abuse
Judy Power		HACC
Heather Stewart		NDAP/NACAP
Sandra Russet-Silk		NDAP/HACC/IDEAS/Elder Abuse
Malcolm Parker	(from August 2008)	NDAP/HACC
Sally Scanlain	(to November 2008)	NDAP/HACC
Dalane Drexler	(to September 2008)	HACC/NDAP/Elder Abuse
Julie Chalmers	(Sept 2008 to Feb 2009)	HACC/DSP

### Administration

Sharon Pfeifer	(from April 2009)	Office Manager
Doug Bannerman	(Jan 2009 to April 2009)	Office Manager
Linda Janssen	(July 2008 to Dec 2008)	Office Manager
	(Jan 2009 to June 2009)	Admin. Assistant
Miranda Bone	(to August 2008)	Admin. Assistant
Ben Gingold	(Oct 2008 to Feb 2009)	Admin. Assistant

### Clinical Supervision Consultants

Janice Wickerson  
Trish Walsh  
Jennifer Hume  
Lydia Stanhope

### IT Consultant

Brehima Dembele (CHCSS)

### Database Consultant

Rohan Mitchell                      1024 Pty Ltd

### Pro Bono Legal Advisors

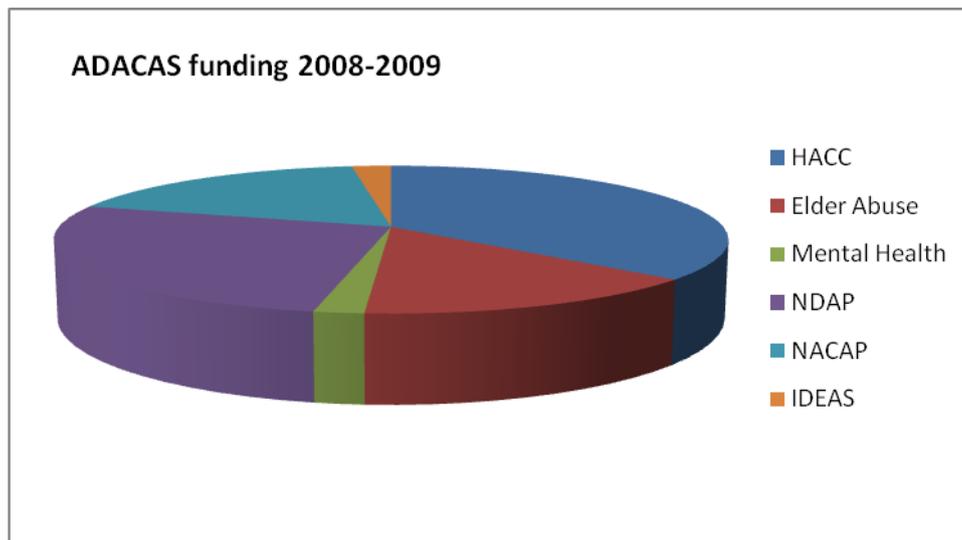
Blake Dawson

## ADACAS FUNDING

In 2008-09 ADACAS received funding from six different funding programs:

<b>ACT Government and Commonwealth Government</b>	Home and Community Care Program	36.33%
<b>Commonwealth Government</b>	National Disability Advocacy Program	26.69%
	National Aged Care Advocacy Program	17.98%
<b>ACT Government</b>	Elder Abuse Program	14.73%
	Mental Health Consumer Advocacy Program	2.05%
<b>IDEAS NSW</b>	Disability Advocacy Brokerage Program	2.22%

### Allocation of funds by program



## Acknowledgements

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

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

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

*“Mental Health Consumer Advocacy Program – ACT Health”*

# CHAIRPERSONS REPORT

As this is now my 8<sup>th</sup> year as the ADACAS Chair I thought this was an appropriate time to look back on some of the achievements of ADACAS during that time. I consider that there have been very many of considerable significance to those we seek to assist.

## **Our Core Function – Individual Advocacy**

ADACAS has and always will have as its core function a commitment to strive to protect and advocate for the rights of those we represent. I joined ADACAS in 2001 and I am proud to say ADACAS has continued to provide dedicated and effective advocacy services to our clients keeping faith with those who set up the organisation all those years ago. During that period we have had many dedicated and determined advocates who have often been the supporter of last resort for our clients. Those advocates have had to strive for those rights often against service providers whose professed aim is to assist those very clients. ADACAS has remained resolute and unwavering in its position during that time.

When I commenced, the organisation was assisting less than 200 people per year and that number has now increased to approximately 300. ADACAS remains the largest advocacy service for people with a disability and those who are aged in the region. We now provide our services not only to Queanbeyan but also Cooma, Yass and Goulburn.

ADACAS now employs some 9 people working on either a part time or fulltime basis. We have been in existence for 19 years and have always offered a stable and well managed organisation of great benefit firstly to those whom we serve but also to government funders who can rely on that stability when providing funding. Notwithstanding this stability and promises from Governments to reduce red tape and increase certainty for low risk funded organisations such as us, we remain on a yearly funding cycle despite many promises over the years that this situation would be rectified. As an example of that reliability and stability ADACAS was recently the subject of an audit under the National Disability Advocacy Program. Thanks to significant work by our Manager, staff and Committee of Management, ADACAS passed this audit with flying colours.

We will be writing shortly to our relevant funding bodies to again press our case for an extension of the funding cycle for ADACAS to at least a three year funding agreement. This step is long overdue and should not be held up again because reviews of programs are ongoing.

## **Key Issues tackled in Systemic Advocacy**

During my time with the organisation we have also been heavily engaged in more systemic issues. When I joined the organisation in 2001 we were heavily involved in the Review of Disability Services headed by Justice Gallop. ADACAS not only provided significant testimony from our own staff to this inquiry but played a major leadership role in the marshalling of submissions and testimony by the disability sector. The outcome of that inquiry reflected much of what ADACAS had presented to the Inquiry. In this regard the efforts of our staff particularly the Manager at the time were incredible and often done in their own time. Sadly it is not at all clear that the recommendations of that Inquiry will ever be fully implemented.

Another example of the contribution of ADACAS on a systemic basis was our work in bringing critical issues about the lack of an effective complaints mechanism in relation to Aged Care facilities to the fore. Again ADACAS adopted a leadership role amongst relevant advocacy services around the country and was able to convince the Senate Community Affairs Committee of the need for a radical overhaul of the complaints system for aged care facilities. Incredibly the then Government decided that the best way to improve the complaints mechanism was to bring the function into the relevant Department rather than to have an independent body responsible for that function. Nevertheless the outcome is a definite improvement on what was there before.

ADACAS has campaigned tirelessly for the rights of young people forced to live in nursing homes. This issue has been one of the constant themes of our work over the past eight years. We have often been the only advocacy group campaigning on behalf of these largely forgotten young people. We have raised their plight at every possible opportunity from the Gallop Inquiry onward. I am pleased to say that this issue now has a national focus and strong support networks. More recently the ACT Government has increased its number of individual support packages available for young people in these circumstances so that they are not forced into facilities in which they have no place.

Currently ADACAS is campaigning for the Government to subject its own service provision to the levels of accountability and service standards to which they insist we in the non-government sector must abide. The outgoing Minister has steadfastly refused our calls for this to occur notwithstanding that without such a move the very vulnerable people that we advocate for do not have the assurance of quality service that is required from the government sector. We join with our colleagues in Advocacy for Inclusion in calling on the Government to properly ensure the quality of services to people in the ACT by fully subjecting Government services to the proper processes of scrutiny.

### **Leadership in the Advocacy Network**

In my experience ADACAS has always sought to engage other advocacy agencies recognising the strength that can come from united action. I described earlier our leadership role in the Senates Aged Care Inquiry. More recently ADACAS has played a lead role in the development of Disability Advocacy Network Australia which is a network of all the major disability advocacy services around the country, Andrea has given more details about this in her Manager's report later in the annual report.

### **Contribution of our staff**

People do not work for ADACAS for the money or the perks. To sustain yourself in what must, on occasions, be one of the toughest jobs in the country when almost no one is on your side, our advocates have to have a deep rooted sense of commitment to the people that we serve. It will very often be us and the client against virtually everyone else. That ADACAS has not only survived but thrived in the past 8 years is a wonderful testimony to that courage and determination.

There are many people who have made the organisation the tenacious and fearless organisation that it is today but for me there will always be two standouts. In my time in ADACAS we have had only two Managers, Colynne Gates and Andrea Simmons. Their sense of commitment and sacrifice on behalf of our clients has been exemplary. They have been the glue that has kept the organisation running so well for such a long time. Not only have they effectively managed the organisation but they have been the catalysts for major change in the ACT in the areas in which we advocate. Their contributions to the welfare of people with a disability and the aged cannot be overestimated. It has been a great pleasure to have worked closely with both of them.

ADACAS is now an institution in the ACT with a very proud record of achievement on behalf of those we represent. I wish us all well for the next 8 years.

Kym Duggan  
Chairperson

# MANAGER'S REPORT

This year ADACAS has continued to focus on providing individual advocacy of the highest quality while at the same time seeking to expand the important role we play in educating service providers, government and the community about the rights, needs and experiences of the individuals we advocate for.

The year has been dominated by preparation for the 5 yearly audits of our two largest and longest running advocacy programs, the development of three new advocacy programs and the consequent upgrading of our data collection, administration and financial management systems.

## **Policy Review**

2008-2009 saw a significant review undertaken of ADACAS policies and processes. This resulted in a tightening of procedures, better management of our documentation and better alignment of our policies with our advocacy practice. It also served to confirm the appropriateness of our advocacy practice and our focus on the key advocacy principles of partisanship, minimisation of conflict of interest, independence and the fundamental needs of the person.

In the audit of our compliance with the Home and Community Care National Service Standards ADACAS achieved the maximum possible score of 20. A similar result was achieved in the audit conducted of our compliance with the National Disability Service Standards.

## **National Engagement**

ADACAS has played a key role this year in the creation and development of the Disability Advocacy Network Australia. The Network was registered as a Company Limited by Guarantee in May 2009 and received seed funding in June 2000. For an interim period ADACAS is hosting the DANA National Office and the ADACAS Manager is performing the Company Secretary role.

The purpose of the Network is to strengthen and support disability advocacy organisations across the country to advocate for and with people with disabilities by amongst other things, providing them with a collective voice. As part of the Network, ADACAS has contributed to a submission to the National Disability Strategy and to a discussion paper proposing a new mechanism for government resourcing and administration of disability advocacy. ADACAS also played a major role in the organisation of the October 2008 the National Disability Advocacy Conference.

This year ADACAS joined the NSW Disability Advocacy Network in recognition of our increasing individual advocacy role in NSW.

In July 2008 the Australian government ratified the United Nations Convention on the Rights of People with Disabilities. A key focus of the ADACAS education activities this year has been to educate people about the Convention and the importance of acting domestically to implement the provisions of the Convention. Thus we presented a paper at the National Disability Advocacy Conference on this topic and made a submission to the National Human Rights Consultations in support of a National Human Rights Act. Further work in this area is planned for 2009-10.

### **ACT Advocacy**

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

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

In the past year we have also taken the opportunity to meet on a regular basis with the Executive Director of Disability ACT, the Senior Manager of the Office for Ageing, the Aged Care Standards and Accreditation Agency, and the Director of Housing ACT to pursue issues affecting significant numbers of people we advocate for.

ADACAS remains concerned about the number of very vulnerable people in the ACT who are unable to access advocacy support or appropriate representation when important decisions are being made by others about their lives particularly in the areas of mental health, guardianship, housing and child protection.

We also remain concerned about the number of people with disabilities and frail older people with significant advocacy issues that we turn away because the demand for individual advocacy exceeds our capacity to respond. Many vulnerable people find it difficult, without appropriate information or support, to resolve issues that arise in their lives with government, service providers or family. Access to justice, to appropriate services and to conflict resolution mechanisms should not be restricted to those who are most able to complain and to speak for themselves.

### **New Programs**

In 2008-09 ADACAS gained 3 small new individual advocacy Programs each of which responds to an advocacy gap that ADACAS had long been seeking to address.

Mental Health ACT provided recurrent funding for the employment of a part-time Mental Health Consumer Advocate to provide individual advocacy to people experiencing mental health issues.

IDEAS NSW provided brokerage money for ADACAS to respond to advocacy issues in the NSW regions bordering on the ACT.

The Department of Disability Housing and Community Services provided one year funding for the employment of an Elder Abuse Advocate to respond to the advocacy needs of older people experiencing or at risk of abuse. Unfortunately this funding was not continued beyond 2008-09. The Department has chosen to instead focus its elder abuse resources on education about abuse. While identification of abuse is an important first step in reducing the incidence of abuse, on its own it does not prevent or rectify an abusive situation. A vulnerable elderly person experiencing or at risk of abuse will need someone alongside to assist them to make the necessary changes in their life to remove the opportunity for abuse in the future.

## **Farewells**

In December 2008 after 14 years with ADACAS, our Office Manager, Linda Janssen, left to seek employment in the Commonwealth Public Service. Linda's role at ADACAS over the years grew and changed but throughout her time with us she was pivotal to the efficient functioning of the ADACAS Office. We all miss her warm smile, her capable and dedicated organisation and her willingness to put aside her work to respond to the needs of the other staff. When she left we did not know how we would find someone to replace her. It proved to be as difficult as we at first thought and we appreciate the ad hoc assistance she provided during 2009 to keep us functioning and to orient the new Office Manager.

Dalane Drexler, left ADACAS in September 2008, to take up the Senior Advocate position at Advocacy for Inclusion. Dalane had been an Advocate at ADACAS for more than 4 years and during that time worked tirelessly to address the issues of very vulnerable people with disabilities. We thank her for her dedication and commitment and wish her well in her future career.

A number of people worked with ADACAS for a short period during the year. We would like to thank Miranda Bone, Ben Gingold, Doug Bannerman, Julie Chalmers and Branka Durlic-Windmon for their time with ADACAS. Each brought with them fresh energy and new ideas to challenge us as an organisation and to assist our growth and development.

## **Finances**

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

## **Conclusion**

I would like to take this opportunity to wholeheartedly thank the ADACAS staff for their untiring commitment to the people they serve, for striving always to achieve more and better, and for the considerable support they have shown to me in my role as Manager. I particularly appreciate the efforts that staff members have made to accommodate the large number of changes which have taken place during the year. I believe ADACAS to have been incredibly fortunate in being able to attract and retain staff of a very high calibre and look forward to our continuing work together in pursuit of justice and well-being for the people we serve.

My final thanks go to the ADACAS Management Committee and particularly to its Chair of 8 years, Kym Duggan, for their oversight and guidance. It is a great pleasure to work with a Committee of such calibre and breadth. I look forward to our continuing engagement on the challenges and opportunities that lie ahead.

Andrea Simmons  
Manager

## **SERVICES AND SYSTEMS REPORT**

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

In this part of our Annual Report we seek to identify those issues we have confronted with and on behalf of the individuals we support that have a systemic basis and require a systemic response.

We encourage service providers and government to examine the impact of their policies and processes on those who seek their assistance and to develop a culture in which the needs and rights of the person seeking assistance are attended to in a timely fashion with care, respect and understanding having regard to rights of the person under the United Nations Convention on the Rights of People with Disabilities.

### **Health Records**

Despite the provisions of the ACT Health Records Act, requiring disclosure to the owner of a health record the purpose for the collection of health information and the people to whom it is being provided, agencies are recording information on a person's health record without the person's knowledge and then making it available to a variety of other people also without the person's knowledge. If the owner of the health record is unaware of negative information that has been included in their record and unaware that this is being used as the basis for decision-making by others, they may find detrimental decisions being taken about them without being able to understand why and without having an opportunity to provide alternative information.

If a person disagrees with information placed on their health record they are, under the Act, unable to have it removed but are able only to have a countering statement placed on their record. When a counter statement is provided for this purpose, however, there is no certainty that it will actually be placed on the record or that it will remain on the record as it follows the person through the health system.

The ACT Health Records Act, in its current form, does not afford people reasonable protection and control over their personal information or the natural justice of being able to defend themselves against negative statements made about them.

### **Housing ACT**

People with specific housing needs, despite having been accorded a high priority by ACT Housing can wait for years for appropriate housing to be provided. In situations where significant safety issues for the person are also involved this is an untenable situation.

The level of documentary evidence that is required to prove that a person is in need of an ACT Housing transfer, in circumstances where they are vulnerable because of ageing or disability and experiencing abuse from a neighbour or neighbours, is unreasonable, extremely time consuming to gather and places unwarranted additional demands on already stretched services. During the evidence gathering process the person remains in danger and requiring considerable additional support to cope with the situation and services are hounded to produce letters that reproduce information already known and verified. A more streamlined process would benefit the vulnerable person, the supporting services and the system as a whole.

ADACAS would however like to acknowledge the work that ACT Housing has undertaken over the past year to respond to systemic issues we have raised with them. We hope that our continuing dialogue will lead to further improvements in the ability of ACT Housing to respond appropriately to the needs of vulnerable people with disabilities and older people.

## **Disability Services**

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

The process for acquiring support diminishes the person by requiring a focus on the level of impairment of the person and on the level of desperation of their family unit. It pits people with disability against each other in an effort to show the greatest need in order to compete for scarce resources. It leaves many people living lives of quiet desperation, without the care, food, equipment, medication, physical or emotional support they need to live an ordinary life.

People with significant disabilities under the age of 65 are still living their lives in hospital or in aged care facilities because they are unable to access the necessary support to go home. Families continue to promote institutional care for their family members with disability because they are not given realistic alternatives and do not feel able themselves to provide for the needs of their person with disability throughout their adult lives.

People who cannot leave their homes due to illness or physical frailty are unable in Canberra at present to find a GP who will do home visits. This leaves them with the option only to access emergency care via CALMS, or an ambulance to the hospital. The preventative and everyday care offered by a GP is thus denied to those most in need.

## **HACC Services**

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

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

We have also seen a number of situations in which a service provider has sought to reduce the level of service a person receives, not because the person's care needs have diminished but because the service is short of funds. These poor management decisions commonly end up being reversed but in the interim create serious disturbance in the lives of already vulnerable people.

## **Community Health**

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

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

## **Mental Health Services**

Community organisations are providing assistance in ways that meet the requirements of their funding agreements rather than responding to real human needs. Thus individuals with high needs who do not clearly conform to a service's criteria either do not receive necessary assistance or receive an inappropriate service. This is true particularly in the area of dual diagnosis where individuals are turned away from disability services on the grounds of their mental illness and from mental health services because of their physical or intellectual disability. Some situations are complex and require the attention of a dual diagnosis specialist; however, most people have basic needs such as housing, home assistance and community engagement.

Consumers seeking to manage their mental illness encounter many barriers to accessing appropriate short-term respite:

- The forms are long and complex
- Assistance through the application process is not offered
- Some consumers feel disempowered and patronized by the requirement to have a specialist fill out the application
- Programs in Canberra rarely have vacancies, so are unable to respond effectively to crisis situations

These barriers discourage consumers from seeking assistance before their situation reaches crises level.

Mental health consumers continue to feel shut out of the decisions being made by practitioners about their lives because:

- They do not understand the decision-making processes or how to challenge decisions
- They feel intimidated by the process and the power of the officials involved
- They are not given an opportunity to tell their story and explain their experience

The necessary supports are commonly not available to assist mental health consumers to find a valued and meaningful place in the community. Appropriate work, training or leisure opportunities, critical to good mental health, are difficult to find.

## **ACT Administrative and Civil Tribunal**

People with psychiatric conditions are appearing before the Tribunal with little or no assistance to understand the process and frequently do not have access to the necessary legal or advocacy support to express their wishes in a way that is useful to the Tribunal. Many have their matters heard in their absence because they feel unable to influence the process. These factors inevitably lead to further disempowered and devalued consumers and to unsustainable and inappropriate Tribunal outcomes.

ADACAS would like to acknowledge however that the people we have supported in the mental health component of the new ACT Administrative and Civil Tribunal have largely felt positive about the process. They have commented that they felt able to express their wishes and be listened to respectfully even when the final decision was not of their choosing.

## **Aged Care**

Residents of Aged Care facilities and those people in receipt of Commonwealth aged care packages continued to be required to adjust their lives and routines to fit the form the service provider offers. They are not expected to direct and control the shape of their lives. Little if any attention is paid to providing services in a way that values and responds to the uniqueness of the individual resident. The lived experience of residents simply does not match up to the Charter of Residents Rights and Responsibilities or the Aged Care Standards despite the Accreditation processes.

Instead the common experience of residents is that of:

- The facilities giving priority to efficient functioning over the quality of life and well-being of the residents
- there being too few staff with too much work and too little time to really take individual preferences into account and treat people respectfully
- management that does not provide a culture of support for genuine individual care and respect

ADACAS continues to remain concerned that the Standards and Accreditation Agency tasked with ensuring that facilities live up to the required quality standards, regards as satisfactory a very low level of facility performance. This may in part be because the Agency evaluates its own performance by reference only to feedback coming from the facilities it has audited. The Agency's failure to seek feedback from facility residents and their representatives limits the chances of the audit process delivering good outcomes for residents.

## **Care and Protection**

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

## OVERVIEW

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

### Individual Advocacy

In 2008-09 ADACAS provided individual advocacy to 297 people involved in 409 cases. This can be broken down as follows:

Program	Cases 07/08	Cases 08/09
Disability	109	119
Aged Care	100	82
HACC	134	149
Elder Abuse		20
Mental Health		11
IDEAS		18

### Community Education

The ADACAS education program is focused on improving knowledge and understanding within the community about the rights and interests of people who are ageing or who have disability and on letting people know about advocacy and the work that ADACAS does. In all, over the course of the year ADACAS has addressed 449 people in 21 presentations. The education program involves visits to Aged Care Homes, disability and carer services, retirement villages and community care provider organisations. We make presentations to groups of consumers, family members, service agency staff and students in CIT and university courses. We also address professional groups, government employees and other community organisations. A breakdown of the education sessions conducted and information provided can be found in the attached Statistical Summary.

### Information

Another important aspect of ADACAS work is responding to enquiries from members of the public. This year ADACAS spent 290 hours responding to a total of 274 enquiries. Further details about the enquiries are contained in the attached Statistical Summary.

## ADACAS STATISTICAL SUMMARY

### ADVOCACY SUMMARY

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

<b>Individual advocacy:</b>	
advocacy hours	5510
total numbers of people assisted	297
total cases	409
new cases	258
closed cases	246
outcome achieved	71.36 %
satisfied with ADACAS performance, per issue closed	86.28 %
cases not resolved	69
<b>Systemic advocacy:</b>	
advocacy hours	594 hours
total issues	86
<b>Telephone enquiries:</b>	
numbers of enquiries	274
time spent	290 hours

ADACAS provided advocacy for 46 people from other cultures, and there were 6 people of Aboriginal background who received advocacy this year. In addition, 5 people with dementia, or carers of someone with dementia, were provided with advocacy.

ADACAS' website received 4,334 hits during the year.

# HOME AND COMMUNITY CARE PROGRAM

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

## Individual Advocacy

Client numbers	113
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### Cases:

Cases continuing into period	69
New cases	80
Closed cases	77
Cases continuing out of period	72

### HACC Service Related Issues

Alleged breach duty of care	15
Assessment	17
HACC fees	2
Carer Support	6
Case Co-ordination	25
Case Management	24
Service hours insufficient/unsuitable	23
Service unavailable	21
Service refused	9
Service reduced/fear of reduction	6
Service withdrawn/fear of withdrawal	13
Privacy/confidentiality	4
Staff issues	17
Complaints handling	13
Other service related matter	62

### Other Issues

Abuse	23
Access to support packages	6
Carer Support	6
Equipment	6
Family/personal relationships	11
Guardianship	7
Health	11
Housing	25
Income security	4
Legal	14
Trusteeship/EPAs	2
Other	10

## **Systemic Advocacy**

ADACAS spent 206 hours working on 9 systemic issues. Some of the issues worked on include:

Community Nursing  
Health Complaints Commissioner Role and Function  
Housing Availability  
Housing Practice and Procedure

## **Information & Referral**

ADACAS responded to 96 enquiries this year. The total time spent in responding to enquiries and providing information was 108 hours.

# NATIONAL DISABILITY ADVOCACY PROGRAM

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

## Individual Advocacy

Client numbers	90
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Cases continuing into period	51
New cases	68
Closed cases	76
Cases continuing out of period	43

### Issues

Abuse	8
Aids/Equipment	5
Accommodation	16
Crisis Situation	4
Culturally inappropriate	1
Discrimination	6
Education	1
Employment	8
Family & Social Supports	5
Health	12
Independent Living	5
Lack of Information	4
Legal Issues	5
Neglect	1
Personal Care	3
Physical Access	2
Recreation/Social	2
Reduction in Service	1
Rights	14
Service Access	3
Service Gaps	3
Service provider policy/practice	2
Subsidies/ entitlements	1
Transport	5
Vulnerable and/or isolated	2
Other	16

## **Systemic Advocacy**

ADACAS spent 130 hours on 15 systemic issues this year. Some of the issues worked on include:

Establishment of Disability Advocacy Network Australia (DANA) Ltd

Reform of the National Disability Advocacy Program

Reform of Disability ACT services

Promotion of a National Human Rights Act

Promotion of the implementation of the UN Convention on the Rights of People with Disabilities

## **Information**

ADACAS responded to 85 enquiries this year. The total time spent in responding to the enquiries was 91 hours.

# NATIONAL AGED CARE ADVOCACY PROGRAM

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

## Individual Advocacy

Client numbers 64

### Cases:

Cases continuing into period	31
New cases	51
Closed cases	56
Cases continuing out of period	26

### Issues

Security of Tenure	8
Abuse – Significant Other	5
Food & Catering	12
Medication Management	12
Consultation & Communication	24
Personnel	8
Health & Personal Care	29
Choice & Dignity	26
Physical Environment	1
Financial	9
Personal Property	2
Falls & Fall Prevention	3
Abuse/Restraint	3

## Information

### Enquiries

ADACAS responded to 58 enquiries this year. The total time spent in responding to the enquiries was 108 hours.

### Formal Education

10 formal education sessions were given across 21 Residential Aged Care Facilities during the year:

### Participants

Consumers	43
Carers	20
Industry staff	125
Other individuals & students	19

**Total** 207

### Regular Visits

ADACAS carried out 46 visits to 24 Nursing Homes and Hostels during the year.

# ELDER ABUSE PROGRAM

The following provides information on the number and type of issues responded to this year.

## Individual Advocacy

Client numbers	19
----------------	----

### Cases:

Cases continuing into period	0
New cases	20
Closed cases	19
Cases continuing out of period	1

### Primary Abuse Type

Financial	12
Social	1
Neglect	1
Psychological	4
Physical	2

### Secondary Abuse Type

Financial	5
Social	2
Neglect	2
Psychological	7

# MENTAL HEALTH CONSUMER ADVOCACY PROGRAM

The following provides information on the number and type of issues responded to between May and June 2009.

## Individual Advocacy

Client numbers 10

### Cases:

New cases 11

Cases continuing out of period 11

### Issues:

Accommodation - Homelessness 2

- Security 1

- Support 1

Children - Care & Protection 1

Legal - Mental Health Tribunal 1

Services - Access 3

- Quality 1

# IDEAS NSW - DISABILITY ADVOCACY BROKERAGE PROGRAM

The following provides information on the number and type of issues responded to this year.

## Individual Advocacy

Client numbers	18
----------------	----

### Cases:

Cases continuing into period	0
New cases	18
Closed cases	8
Cases continuing out of period	10

### Issues

Abuse – Financial	1
Abuse – Physical	1
Abuse – Emotional	1
Accommodation – Maintenance	1
Accommodation – Suitability	1
Children – Education	1
Children – Support	1
Health	1
Recreation	1
Service – Gaps	1
Service – Access	1
Other	1

During 2008-2009 ADACAS delivered 21 advocacy education sessions to 449 people.

The organisations receiving presentations were:

Canberra Institute of Technology  
 Disability ACT  
 Mental health Foundation  
 Step Up Step Down Facility  
 University of Canberra  
 Australian Labor Party  
 CARE Financial Counselling  
 ACTCOSS  
 ACT Seniors/COTA  
 Communities at Work  
 Women's Legal Centre  
 Illawarra Retirement Trust  
 ACT Housing  
 University of Cottbus Germany  
 Kirra Aged Day Care  
 Masonic Village

ADACAS also conducted a stall at: Ageing Well Expo  
 Canberra Retirement & Lifestyle Expo  
 Murrumbateman Field Day.

## ADVOCACY OUTCOMES

	<b>Disability</b>	<b>HACC</b>	<b>Aged</b>
Total cases closed	76	77	56
<b>Outcome achieved</b>	51	59	37
<b>% achieved</b>	67.1%	76.7%	66.1%
<b>Satisfied with ADACAS</b>	55	64	45
<b>% satisfied</b>	72.4%	83.2%	80.4%
<b>Cases not resolved *</b>	25	18	19

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

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

**(ADACAS)**

**Financial Report**

**For The Year Ended 30 June 2009**

# **ADACAS**

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**ADACAS  
Committee's Report  
For the year ended 30 June, 2009**

---

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, 2009.

**Committee Members**

The name of each person who has been a committee member during the year ended 30 June 2009 and to the date of this report are:

Kym Duggan	Chairperson	
Gary Leckie	Treasurer	
Greg Tannahill	Secretary	Appointed 25 Nov 2008
Pam Boyer	Public Officer	
David Lovegrove	Committee Member	
Katja Mikhailovich	Committee Member	Appointed 25 Nov 2008
Joan Costanzo	Committee Member	Appointed 17 March 2009
Pamela Graudenz	Committee Member	Appointed 17 March 2009
Lea de Courcy Browne	Committee Member	Appointed 25 Nov 2008 - Resigned 4 Feb 2009
Phillip Gleeson	Committee Member	Deceased 14 July 2008

**Principal Activities**

The principal activities of the association during the financial 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**

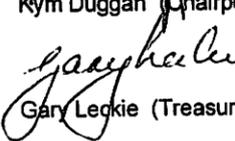
No significant change in the nature of these activities occurred during the year.

**Operating Result**

The surplus (deficit) amounted to:

Year ended 30 June, 2009	Year ended 30 June, 2008
\$11,996.62	(\$27,666.42)

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

 Kym Duggan (Chairperson)	17/9/09
 Gary Leckie (Treasurer)	27/9/09

**ADACAS**  
**Income & Expenditure Statement**  
**For the year ended 30 June, 2009**

	2009 \$	2008 \$
<b>Income</b>		
National Disability Advocacy Program	163,112.00	162,251.98
Home & Community Care	222,024.00	213,485.00
National Aged Care Advocacy Program	109,882.42	107,622.00
NACAP Grant Receivable 2007/08	0.0	1,250.00
DHCS Elder Abuse	90,000.00	0.0
Mental Health	12,500.00	0.0
DHCS IT Purchase	7,343.00	0.0
FaHCSIA Capacity Building	10,000.00	0.0
Interest received	5,765.68	4,450.98
Membership income	50.05	31.85
Donations	65.00	1,792.62
Wkrs Comp. Reimbursement	11,379.20	21,738.26
IDEAS Inc brokerage	13,587.53	2,212.50
Advocacy for Inclusion	3,768.73	0.0
Sundry income	362.40	1326.36
<b>Total Income</b>	<b>649,931.01</b>	<b>516,161.55</b>
<b>Expenses</b>		
Advertising & promotion	3,881.61	1,866.06
AGM expenses	562.79	647.42
Audit fees	1,400.00	1,300.00
Bank fees	272.03	15.00
Computer/Internet	2,529.94	1,752.69
Conference registration	3,409.09	3,710.91
Equipment purchase	11,733.65	1229.61
Equipment consumables	3,557.37	0.00
Insurance	12,262.41	9,155.02
Journals/Subscriptions	1,086.48	748.65
Memberships	2,081.94	361.81
Meeting Costs	444.32	36.36
Motor Vehicle expenses	17,395.42	18,544.06
Office supplies/stationery	4,359.50	3,204.72
Postage	689.74	827.58
Professional fees	4,230.00	2,659.09
Rent	20,061.31	19,989.92
Repairs & maintenance	773.25	639.62
Salaries & Staff Benefits	461,500.24	371,133.54
Staff development	5,363.00	3,771.63
Staff Support/Supervision	6,400.00	10,784.90
Superannuation	34,147.16	29,704.97
System Development	4,010.00	3,600.00
System Monitoring	4,794.54	0.0
Telephone	9,152.16	7,789.15
Travel & Mileage	16,570.62	13,062.43
Volunteer Expenses	523.47	581.00
<b>Total Expenses</b>	<b>633,192.04</b>	<b>507,116.14</b>
<b>Operating surplus</b>	<b>16,738.97</b>	<b>9,045.41</b>

**ADACAS**  
**Income & Expenditure Statement**

For the year ended 30 June, 2009

	2009 \$	2008 \$
Operating surplus	16,738.97	9,045.41
Other items		
Profit on sale of assets	757.45	0.00
Leave Accruals (movement)	9,000.34	(22,155.96)
Depreciation - motor vehicles	(11,947.37)	(10,571.66)
Depreciation – equip.+fittings	(2,552.77)	(3,984.21)
Net operating surplus/deficit for year	<u>11,996.62</u>	<u>(27,666.42)</u>

**ADACAS**  
**Change in Equity Statement**  
**For the year ended 30 June 2009**

---

	\$
Association's funds - 1 July 2007	91,110.11
Surplus (loss) for year 2008	<u>(27,666.42)</u>
Balance 30 June 2008	63,443.69
Surplus (loss) for year 2009	<u>11,996.62</u>
Association's funds at 30 June 2009	<u>75,440.31</u>

**ADACAS**  
**Balance Sheet as at 30 June 2009**

	Note	2009	2008
		\$	\$
<b>Current Assets</b>			
Cash and cash equivalents	2	89,857.77	215,552.69
Trade and other receivables	3	0.0	7,415.96
Total current assets		<u>89,857.77</u>	<u>222,968.65</u>
<b>Non-Current Assets</b>			
Property, plant and equipment	4	65,626.42	60,601.57
Total non-current assets		<u>65,626.42</u>	<u>60,601.57</u>
Total assets		<u>155,484.19</u>	<u>283,570.22</u>
<b>Current Liabilities</b>			
Trade and other payables	5	14,131.28	145,213.59
Provisions	6	47,425.79	54,067.77
Total current liabilities		<u>61,557.07</u>	<u>199,281.36</u>
<b>Non-Current Liabilities</b>			
Provisions	6	18,486.81	20,845.17
Total non-current liabilities		<u>18,486.81</u>	<u>20,845.17</u>
Total liabilities		<u>80,043.88</u>	<u>220,126.53</u>
<b>Net Assets</b>		<u>75,440.31</u>	<u>63,443.69</u>
<b>Members' Funds</b>			
Accumulated surplus		<u>75,440.31</u>	<u>63,443.69</u>
<b>Total Members Funds</b>		<u>75,440.31</u>	<u>63,443.69</u>

**ADACAS**  
**Cash Flow Statement**  
**For the year ended 30 June 2009**

	Note	2009 \$	2008 \$
<b>Cash Flow from Operating Activities</b>			
Operating Income		544,147.33	617,894.57
Interest Income		5,765.68	4,450.98
Payments to suppliers and employees		(656,840.39)	(480,514.22)
<b>Net cash provided by Operating Activities</b>	7	(106,927.38)	141,831.33
<b>Cash flow from Investing Activities</b>			
Receipt from sale of asset		16,500.00	0.00
Acquisition of equipment & vehicle		(35,267.54)	(16,157.26)
Net cash provided by (used in) investing activities		(38,283.12)	(16,157.26)
Net increase in cash held		(125,694.92)	125,674.07
Cash at beginning of financial year		215,552.69	89,878.62
<b>Cash at end of financial year</b>	2	89,857.77	215,552.69

**ADACAS**  
**Notes to and forming part of the Financial Statements**  
**For the year ended 30 June, 2009**

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**Note 1 - Statement of Accounting Policies**

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

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

Incorporation

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

Income Tax

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

Historical Cost Accounting

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

Depreciation

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

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

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

Goods and Services Tax

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of expense.

### Employee Benefits

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

**ADACAS**  
**Notes to and forming part of the Financial Statements**  
**For the year ended 30 June 2009**

	<b>2009</b>	<b>2008</b>
<b>Note 2 - Cash</b>	<b>\$</b>	<b>\$</b>
Cash at bank	19,772.81	150,877.30
Short term deposits	69,884.96	64,475.39
Petty Cash	200.00	200.00
	<u>89,857.77</u>	<u>215,552.69</u>
 <b>Note 3 – Trade and Other Receivables</b>		
Grants receivable	0.00	1,250.00
Sundry receivable	0.00	6,165.96
	<u>0.00</u>	<u>7,415.96</u>
 <b>Note 4 - Property, Plant and Equipment</b>		
<b>Equipment &amp; Fittings</b>		
At cost	24,025.27	24,025.27
Less: Accumulated depreciation	(18,502.98)	(15,590.21)
	<u>5,522.29</u>	<u>8,075.06</u>
 <b>Motor vehicles</b>		
At cost	83,015.17	79,384.17
Less: Accumulated depreciation	(22,911.04)	(26,857.66)
	<u>60,104.13</u>	<u>52,526.51</u>
 <b>Total Property, Plant and Equipment</b>	 <u>65,626.42</u>	 <u>60,601.57</u>

**ADACAS**  
**Notes to and forming part of the Financial Statements**  
**For the year ended 30 June 2009**

	<b>2009</b>	<b>2008</b>
<b>Note 5 – Trade and other payables</b>		
Trade payables	0.00	16,157.26
Grants received in advance	0.00	107,434.00
GST and PAYG payables	14,131.28	21,622.33
Other payables	0.00	0.00
	<u>14,131.28</u>	<u>145,213.59</u>
 <b>Note 6 - Provisions</b>		
	<b>\$</b>	<b>\$</b>
<b>Current</b>		
Employee entitlements – annual leave	47,425.79	54,067.77
	<u>47,425.79</u>	<u>54,067.77</u>
 <b>Non Current</b>		
Employee entitlements – long service leave	18,486.81	20,845.17
	<u>18,486.81</u>	<u>20,845.17</u>
 <b>Note 7 – Cash flow information</b>		
<b>Reconciliation of Operating Surplus (Loss) with Cash Flow from Operations</b>		
Operating surplus (loss)	11,996.62	(27,666.42)
<b>Add/subtract Non Cash Items</b>		
Depreciation	14,500.14	14,555.87
Provision for Staff Leave Entitlements	(9,000.34)	22,155.96
Gain on sale of asset	(757.45)	0.00
Operating Surplus adjusted for non-cash items	<u>16,738.97</u>	<u>9,045.41</u>
 <b>Movement in Current Assets and Liabilities</b>		
Decrease/(increase) in Sundry Debtors	7,415.96	(2,915.96)
(Decrease)/increase in Creditors	(131,082.31)	135,701.88
<b>Net Cash from Operations</b>	<u>(106,927.38)</u>	<u>141,831.33</u>

**ADACAS**  
**Committee's Declaration**  
**For the year ended 30 June, 2009**

---

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, 2009 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)

17/9/09

  
Gary Leckie (Treasurer)

24/9/09

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

**K D Hanna FCA (Principal)**

**Telephone: (02) 6249 8515**

**(02) 6248 8175**

**Facsimile: (02) 6249 6792**

**GPO Box 810, Canberra ACT 2601**

**Suite 15, George Turner Offices**

**11 McKay Gardens, Turner ACT**

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

**INDEPENDENT AUDIT REPORT TO THE MEMBERS OF  
ACT DISABILITY, AGED AND CARER ADVOCACY SERVICE INCORPORATED  
FOR THE YEAR ENDED 30<sup>TH</sup> JUNE, 2009.**

**Scope.**

I have audited the attached financial statements of the ACT Disability, Aged and Carer Advocacy Service Incorporated (The Association) for the year ended 30<sup>th</sup> June, 2009. The Committee is responsible for the preparation and presentation of the financial statements and the information they contain. I have conducted an independent audit of these financial statements in order to express an opinion on them to the members of the Association.

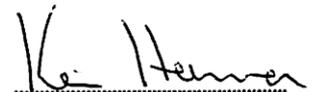
My audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance as to whether the financial statements are free of material misstatement. The procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the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

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

**Audit Opinion.**

In my opinion,

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

  
.....  
**Kim Hanna FCA**  
**Registered Company Auditor**  
Date..... 6/9/09 .....