



OPAN Annual Report 2021–2022

Raising the voice of people accessing aged care

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Cover artwork by
Dr Mick Adams

This painting represents the old people and ancestors who give wisdom and guidance to our young generation of people. The middle circle are spirit people and the other circles are the notions of clans who are guided by the songs, dances, and storylines handed down by the elderly.



Chairperson and CEO report



Mary Anne Hunt



Craig Gear OAM

'We continue the push for reform and better outcomes for older people, but this must be joined with engaging the voice of older people into the design of the new system if this is to be responsive to older people's needs.'

This year we've seen the continued expansion of the National Aged Care Advocacy Program (NACAP) across the network, delivering valuable information, education and individual support to older Australians across the country.

We are particularly pleased with the impact that the financial advocacy officers are already having - ensuring older people have a fair and equitable approach to the fees and charges surrounding their aged care. The pilot of the Home Care Check-In Project highlights the need for us to work as 'a village' to enable older people, who may be socially isolated, to continue to exercise their right to live independently but with the support they need to keep them safe and connected to their community.

One focus of this year has been continuing to strengthen the data systems within

our network. Thanks to our nine members working collaboratively, we now have new databases in every member organisation collecting against consistent data definitions. The foundations are now in place to monitor and report on the current and evolving issues of older people's experiences in aged care in quantitative and qualitative ways.

OPAN's second NACAP *Presenting Issues Report 2022* highlighted the continued need for aged care providers and the system to focus on quality and safety, and reform of the aged care system. We provided over 27,000 cases of information and advocacy support last year. A number of those highlighted care and issues in the aged care system which fell below what the community would expect. OPAN's role is to continue working with the

aged care sector and with the Australian Government to lead an improved experience of care for older people. We will continue to highlight what we hear from the day-to-day delivery of aged care advocacy support.

We want to thank the new advocates who have joined our nine member organisations over the last year. They have started to deliver rights-based support so that older people get the best out of aged care. The establishment of our virtual Advocacy Academy demonstrates our ongoing capacity to reach into the expertise and knowledge of the network, further supporting consistent advocacy practice.

OPAN continues to contribute to the aged care reform process following the *Royal Commission into Quality and Safety in Aged Care*. While the implementation

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Chairperson and CEO report

(continued)

of the recommendations is progressing, it may feel this reform is not coming quickly enough for older people. We continue the push for reform and better outcomes for older people, but this must be joined with engaging their voices in the design of the new system if this is to be responsive to older people's needs. We have championed the participation of older people in consultations on the design of a new *Support at Home Program* and many of the regulatory reforms. Thank you to all those from OPAN's National Older Persons Reference Group who have participated – the reforms will be better for having your voice involved.

We know many factors reduce the quality of life of older people, the most insidious of which is ageism. Ageism, prejudice and discrimination based on age, can lead to poorer health, social isolation and earlier death. This is the reality for many older people in residential care, especially throughout the pandemic – they experience institutional ageism daily. We know that transformational change will take time. We also know that change takes place by dealing with one issue at a time and

ensuring that learnings from every issue lead to sustainable systemic and behavioural change.

OPAN and our member organisations continue to combat ageism and call it out when we can, at all levels, whether intentional or unintentional. As the new aged care system is developed, we must seek to ensure that it is socially just and inclusive, that it enshrines human rights at its core and eliminates ageism.

We know that the building blocks are there for a new Aged Care Act and an increased focus the human rights of older people. However, we are not there yet. There needs to be transparency and accountability from the sector, the community and government to deliver true reform in light of the Royal Commission's recommendations.

We have enhanced OPAN's governance approach in the last year, including a revised contemporary constitution and recruiting an independent chairperson. The baton is being handed

from Mary Anne Hunt to Ara Creswell. We thank Mary Anne for her role in supporting the network to grow, and for her leadership, which Ara will build on, continuing to embed the human rights of older people, and working towards a society that respects those human rights.

Finally, it has been a privilege to work with everyone in the OPAN family – the National Older Persons Reference Group, member organisations, our team and directors – throughout this year. We thank you for the difference you make every day in the lives of older Australians. Because of your dedication, commitment and passion, we continue to move closer to realising:

'A society where older people are heard, informed and respected and where they enjoy and exercise their human rights.'

Chairperson Mary Anne Hunt and CEO Craig Gear OAM

Who we are and what we do

OPAN is the national peak body for individual aged care advocacy support. Our nine member organisations cover every state and territory in Australia. Each year, the network's aged care advocates help tens of thousands of older people to work through issues with their home and residential aged care.

OPAN's member organisations provide free, confidential, and independent support to older people seeking or receiving Australian Government-funded aged care services as well as their families and other representatives.

Older people are at the centre of everything we do. OPAN's goal is to help older people understand and exercise their aged care rights, access aged care services that suit their needs, and find solutions to issues they may be experiencing with their aged care provider.

At a national level, we raise the voices of older people with governments, aged care providers and sector stakeholders to advance aged care reforms. Through our National Older Persons Reference Group, we aim to ensure older people are actively involved in discussions that affect them, including changes to the aged care system.



OPAN's vision

A society where older people are heard, informed and respected, where they are aware of the role advocates play, and where they enjoy and exercise their rights.

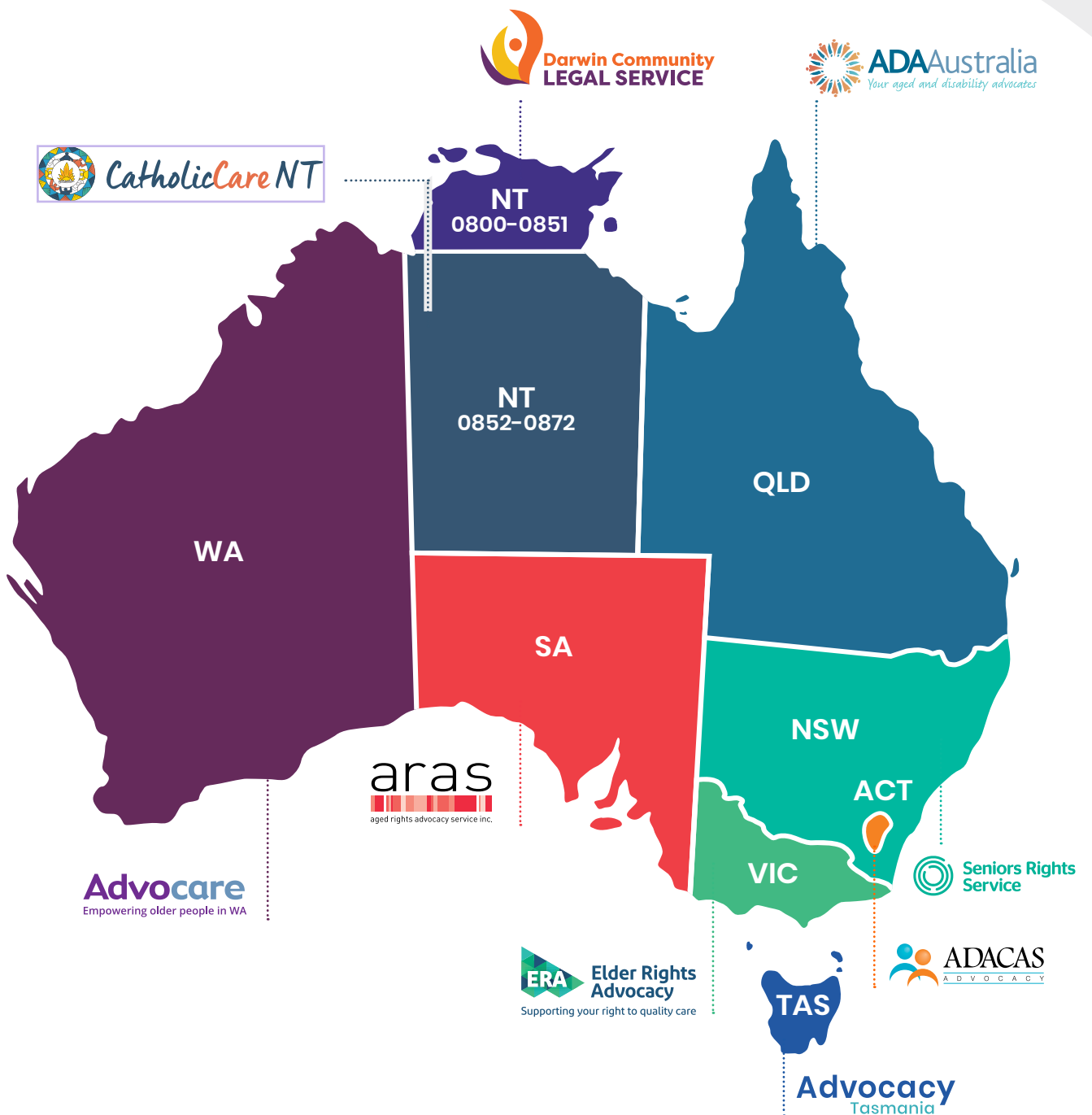
Purpose

OPAN promotes the rights of older people. Our goal is to support and empower older people to get the best out of their aged care services so they can live well and be respected.

What guides us

We support older people to understand and exercise their rights under the Charter of Aged Care Rights and Aged Care Quality Standards. We also help their families, friends, carers, and aged care providers to recognise, respect, and uphold those rights.

The Older Persons Advocacy Network



Strategic directions

Our Focus:

Champion older people's human rights, embrace diversity, and prevent abuse

Expand and innovate aged care advocacy

Enhance quality, data, and the voice of older people

Drive operational improvement and impact

Strategic Directions:

- 1:** Advance the human rights of older people, particularly those seeking and receiving aged care, and the most vulnerable.
- 2:** Improve advocacy and support for older people with diverse needs.
- 3:** Provide information and advocacy support to prevent the abuse of older people, including those receiving aged care.
- 4:** Expand service reach and develop innovative advocacy models grounded in individual needs and human rights.
- 5:** Embed advocacy quality standards and assurance across OPAN systems and services.
- 6:** Enhance information and knowledge management to increase the impact of systemic advocacy.
- 7:** Enhance OPAN's effectiveness as the peak body for older person's individual advocacy.

'Older people are at the centre of everything we do'

CEO Craig Gear OAM



Charter of Aged Care Rights

As an older person, I have a right to ...

1. safe and high-quality care and services
2. be treated with dignity and respect
3. have my identity, culture and diversity valued and supported
4. live without abuse and neglect
5. be informed about my care and services in a way i understand
6. access all information about myself, including information about their rights, care and services
7. have control over and make choices about my care, and personal and social life, including where choices involve personal risk
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions
9. my independence
10. be listened to and understood
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly
13. personal privacy and to have my personal information protected
14. exercise my rights without it adversely affecting the way i am treated

In financial year 2021–2022 OPAN and its members provided:



Information and individual advocacy

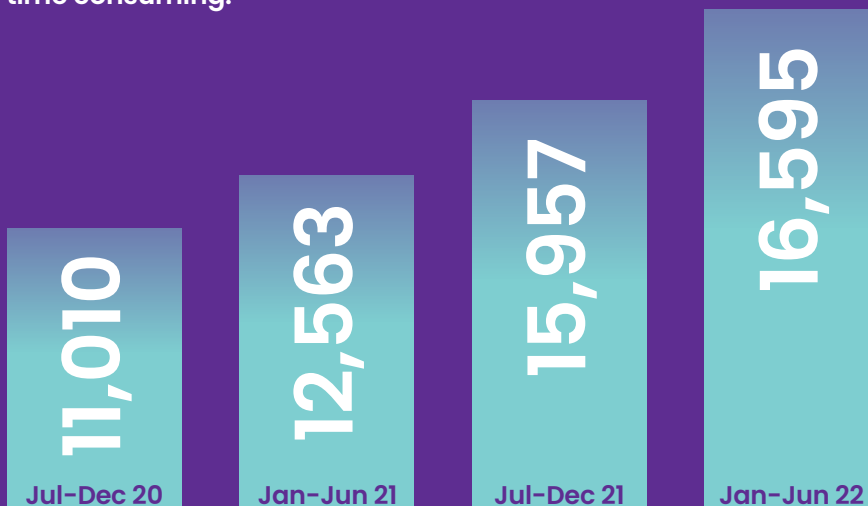
27,104

cases of support to older people, their families and representatives, including support and information for older people at risk of or experiencing abuse.

This is an increase of almost 18% from 2020–21.

Demand for advocacy – calls to 1800 700 600

Calls to the 1800 700 600 number represent only a portion of the enquiries the network receives through calls to local network numbers, email, and websites. In addition, our member organisations report that cases are becoming more complex and time consuming.



Education

OPAN members conducted

2,357

education sessions:

- 1,268 (residential)
- 574 (home care)
- 515 (abuse prevention)

Online education

OPAN's Talk to Us First
advocacy education
eLearning program

2,553

people enrolled in the
program this financial year.

OPAN's Abuse of the older
person: eLearning program
for health and aged care
professionals

2,087

people enrolled in the
program this financial year.

OPAN communications and awareness

Digital



Facebook

5,400

followers. This is a 76% increase from last year.

Social media reach

694,381



www.opan.org.au visitors

129,643

This is a 75% increase from last year.

Website unique page views

339,604

Newsletters



News for You

OPAN's print newsletter

180,000

copies printed and distributed to residential aged care homes.



The National Advocate

OPAN's electronic newsletter

31,000+

subscribers. This is a 38% increase from last year.

Webinars



44,206

views of the 20 webinars produced. Average registrations increased by 10%.

'It was fantastic! Thank you to all the presenters of the OPAN webinars, you are changing society, one person at a time.'

Stella, viewing Everybody's Oma – a family's dementia journey webinar

Older people in Australia today

The Australian population is ageing. As the figures below indicate, in the last 20 years the number of older Australians aged over 65 and younger than 85 has grown by 28%. The number of older Australians aged over 85 has grown by 55%. Many older Australians spent much of their lives nurturing younger Australians. It is now time for us to provide them with the support they need. This is what OPAN aims to do.

Proportion of population aged 65 and over

	Aged 65-84	Aged 85 and over
2000	11.10	1.32
2005	11.45	1.50
2010	11.80	1.75
2015	12.95	1.97
2020	14.24	2.05

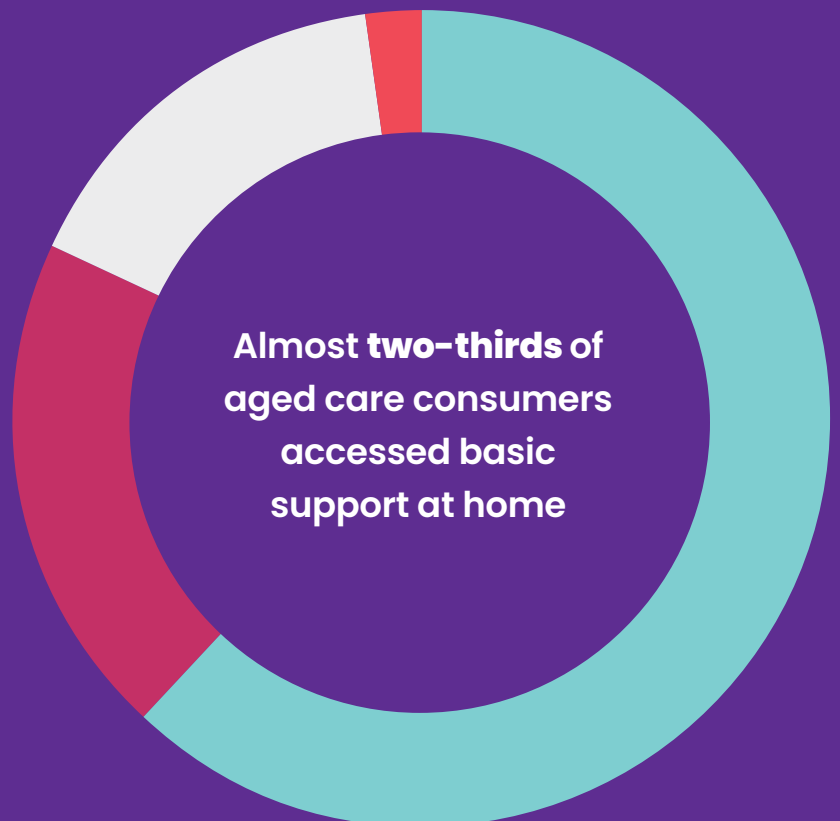


Source: www.abs.gov.au/articles/twenty-years-population-change#people-aged-65-years-and-over

Older People in our Aged Care System

In 2020-21, over 1.3 million people received some form of aged care

- Home support
- Residential care
- Home care
- Restorative care



Source: https://www.gen-agedcaredata.gov.au/www_aihngen/media/ROACA/21520-Health_Report-on-the-Operation-of-the-Aged-Care-Act-2020%e2%80%932021.pdf

Raising older people's voices

We aim to improve access to aged care advocacy for older people across Australia and to create a society where their voices are heard and they can exercise their rights. We strive to be a dynamic organisation that builds on, and learns from, our collective history to provide the best support to older people we can.

National Older Persons Reference Group

The National Older Persons Reference Group meets bi-monthly to share their lived experience of the aged care system and contribute to reform and policy development.

In 2021–22, the reference group were consulted by the Department of Health and Aged Care on several reforms including Residential Aged Care Design, Quality Measures (Quality Indicators, Star Ratings, Aged Care Quality Standards) and Support at Home reform. Members also gave input into the new Aged Care Act and contributed to OPAN webinars, virtual 'roundtable' discussions and conferences.

Val Fell, Gwenda Darling and Danijela Hlis were appointed as members to the inaugural Council of Elders in January 2022.

Lesley Forster

Lesley is retired, following a career in community development and advocacy. Lesley is a passionate aged care consumer champion with a keen interest in holding service providers to account and supporting the right for seniors to be given genuinely valued roles in the design and implementation of all aspects of aged care services. She is a powerful advocate for the self-management of home care and provides support and information to recipients of home care packages through a face-book group she co-founded.



'Life is full of ups and downs. Of all my achievements, I feel most proud about the times I made it through a situation that seemed too hard to get through.'

Kevyn Morris

Kevyn is a Jagera man from south-east Queensland. He is on Dementia Australia's Advisory Committee and Dental Health Victoria's Community Advisory Committee. He is a board member of Murray Arts in Albury-Wodonga. Kevyn is a keen photographer and a passionate advocate for Indigenous people and the rights of people with dementia. He also volunteers with Safer Care Victoria and several national universities to improve people's health.



'Nobody knows me, like me. What I need is different from what someone else might need. All our needs are so different.'

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National Older Persons Reference Group (continued)

Online discussions

What do older people want out of the election? Lynda Henderson, Mona Orszulak, Charles Linsell, Robin Vote, and Lesley Forster shared their stories and views in this roundtable, which highlighted the voices of older people during the election campaign.

 Watch it [HERE](#)

In support of the #Agewithrights global rally in March 2022, Caroline Carroll, Robin Vote, Natalie Clements, and Kathy Mansfield discussed rights, ageism, and the need for supporting a UN Convention on the Rights of Older Persons.

 Watch it [HERE](#)

George Genimahaliotis

George has been part of the National Older Persons Reference Group since its formation in 2020. He is the immediate past president of the Pan Macedonian Federation of South Australia and a long-serving member of the Board of Management of Multicultural Aged Care. George is also the secretary of the Greek Ex-Servicemen's Association of South Australia and a volunteer in the Lions Club of Adelaide Hellenic. He has a wide knowledge of the multicultural community and is an advocate for older people with CALD backgrounds, especially in the Greek community.



'Remember that preparation for old age begins when we are born. Thanks to OPAN we become better advocates of this human reality which nobody can avoid.'



Member profiles

Each year we profile the work of two of our member organisations and the exceptional work of aged care advocates who support older people to get the aged care services they need and to speak up for their rights.



Elder Rights Advocacy – Victoria network member



**Elder Rights
Advocacy**

Supporting your right to quality care

Elder Rights Advocacy has supported older people's right to quality care since 1990. Its services include aged care advocacy and information, the Aged Care Navigator Trial, and the Community Visitors Scheme. In the 2021–22 financial year, Elder Rights Advocacy also launched an Ambassador Program as part of its Diversity and Inclusion work and ran the Peer Education Pilot.

Elder Rights Advocacy staff are involved in networking and advisory groups across the state, including The Financial Elder Abuse Trial, Everybody's Business Elder Abuse Prevention Network, South Coast Primary and Community Partnership (SCPCP), the North and West Metropolitan Region Palliative Care Consortium, and the Bendigo Dementia Service Providers Network. Two advocates are also part of the Aged Care Quality and Safety Commission Expert Advisory Group on the Nutrition and Dining Experience in residential aged care.

In the 2021–22 financial year, Elder Rights Advocacy received over 15,500 phone calls to its information line, resulting in 5,376 information cases and 1,423 advocacy cases. The team delivered 253 free education sessions to aged care homes, home care recipients, and professionals, many of which were presented online due to the ongoing COVID-19 lockdowns and restrictions.

Staff, volunteers and stakeholders celebrated Elder Rights Advocacy's 30th Anniversary with a special event on 2 December 2021, hosted by Ellen Fanning from ABC TV's *The Drum*. Margaret O'Callaghan, OAM, spoke about establishing the Older Persons Action Centre (OPAC), which later became Elder Rights Advocacy, her experience living in residential care, and the leading advocacy issues today. A panel discussion on Human Rights in Aged Care, Elder Rights Advocacy history and future growth followed with Ro Allen (Victorian Equal Opportunity and Human Rights Commissioner), Mary Lyttle (Former CEO), Mary Anne Hunt (Board President), and Debra Nicholl (Programs Manager).

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ERA advocacy advocate profile

'It is a privilege to work with older people in supporting their rights to quality care in an everchanging and complex aged care space.'

Kate Dalton, Elder Rights Advocacy advocate



Kate joined Elder Rights Advocacy in January 2018. She is passionate about the quality of food in aged care – not only nutritional value and how it tastes, but also how it looks and the setting in which it is presented.

Kate's commitment to improving the dining experience for residents in aged care resulted in an invitation to join the Aged Care Quality and Safety Commission (ACQSC) Expert Advisory Group on the Nutrition and Dining Experience in October 2020, along with her colleague, Christine Hopwood.

In conjunction with other state and territory OPAN members, Elder Rights Advocacy partnered with the ACQSC to conduct a food survey with older people living in residential aged care. These surveys informed the ACQSC fact sheets for providers.



Member profiles

Darwin Community Legal Service – Northern Territory member



Darwin Community Legal Service (DCLS) delivers Seniors and Disability Rights Service (SDRS) in northern areas of the Northern Territory. It provides advocacy support to older people and persons with a disability. SDRS works to promote understanding, create awareness, and empower our community to access services. It advocates for change that promotes fairness and justice, and provides general services to the broader rural, regional, and remote areas of the Northern Territory.

Advocates worked in the local community and coordinated with OPAN to ensure older person's rights were protected when residential aged care facilities put measures in place to stop the spread of COVID-19. This included ensuring that people continued to see their families and get support from independent advocates. Post COVID-19 lockdowns and with some restrictions still in place, SDRS advocates excelled in reconnecting with older people and other stakeholders through increasing their presence in remote communities over the past 12 months.

Advocates provided Older Person Abuse Workshops and disability workshops and drop-in sessions and client support in East Arnhem Land communities – Yirrkala, Milingimbi, Ramingining, and Elcho Island. DCLS' constant presence in East Arnhem Land has built positive rapport and trust in these communities. DCLS continues to support people closer to home in areas on the outskirts of Darwin. And this year communities in Wagait Beach, Belyuen, as well as Adelaide River and Daly River were assisted.

A highlight from the past year was the development of the first Aged Care Older Person Abuse tool kit as a resource for providers and community members in the top end. The SDRS team also developed a TV and radio ad on Older Person Abuse which was launched on 15 June 2022.

Darwin Community Legal Service has also made regular contributions to the national discourse through OPAN, advising on trends and developing strategies for areas of interest in the Northern Territory.

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Darwin Community Legal Service advocate profile

'My role is to let people know they have aged care rights. An aged care advocate supports you to speak up for those rights. Sometimes, we represent you.'

Ramnik Walia, Darwin Community Legal Service advocate



With a passion for supporting the rights of older people, Ramnik identifies the issues they are experiencing and what they want from their aged care services. He strongly believes older people should live the lives they want to live and not the lives other people or service providers think they should live. From the city of Darwin to remote communities, Ramnik travels widely to connect with people and to learn about what they need and want from their aged care.




Presenting Issues Report

OPAN delivered its second Presenting Issues Report which provides valuable insights into the challenges experienced by older people accessing and receiving aged care from January–June 2022.

Five key themes emerged from the issues raised with advocates:

1. workforce shortages impacting quality of care
2. poor quality of care
3. fees and charges
4. lack of clear communication, open disclosure, and transparency between providers and those receiving care
5. inappropriate use of guardianship and attorney powers within aged care.



 Read the full report including the 15 recommendations on our website: [HERE](#)

CASE STUDY: Supporting an older person with their home care package

A Level 4 Home Care Package recipient with a chronic health condition had their need for oxygen documented in their Home Care Package care plan, with funds allocated towards this cost. The client sought advocacy support when their Home Care Package provider refused to pay the direct deposit requested by the oxygen supplier. The Home Care Package provider justified their decision by stating that the oxygen supplier was not one of their preferred suppliers and they had the capacity to refuse payment because oxygen is not listed as an approved item under the Home Care Package Manual. The client, after being left without access to oxygen for 2 days, had to ask their family for assistance to pay for the equipment. The client later sought advocacy support to change providers.

CASE STUDY: Supporting an older person experiencing financial abuse

An older person sought advocacy support, concerned that their family member had paid off their home mortgage using the older person's savings. The family member had enacted the Enduring Power of Attorney without the older person's permission, despite the older person being found to have full capacity following a geriatrician's assessment. An advocate supported the older person to contact a lawyer. A mobile law service visited the older person and assisted them in reviewing and amending the Power of Attorney documentation and making some changes to their will. The older person was very pleased with the outcome and felt confident to contact the advocate and/or lawyer if they experienced any retribution from the family member.

Advocating in the media

OPAN maintained a strong media profile in the 2021–22 financial year. CEO Craig Gear OAM appeared regularly across print and digital media, radio and television, and the CEOs of our member organisations supported and amplified the network’s message. Staff members were interviewed on specialist subjects and members of the National Older Persons Reference Group shared their experience of the aged care system across a range of different platforms. Sector and mainstream media is an important component in raising awareness around advocacy, the rights of older people, and the services we provide.

Top 10 media appearances



Why aged care workers skipping isolation shouldn't be the first option

Craig Gear, CEO OPAN, 6 January 2022, 2GB, Ray Hadley Show.

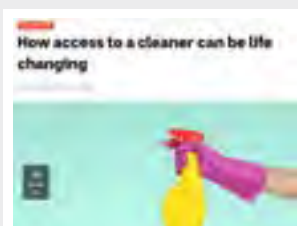
 [VIEW HERE](#)



Staff shortages impacting older Australians on home care packages

Craig Gear, CEO OPAN, 17 March 2022, ABC 7.30.

 [VIEW HERE](#)



How access to a cleaner can be life changing

Craig Gear, CEO OPAN, 17 May 2022, ABC Radio, Victoria/ The Conversation Hour.

 [VIEW HERE](#)



Nation's oldest university student recognised for dementia advocacy

Val Fell OAM, member National Older Persons Reference Group, June 15 2022, Radio National Breakfast.

 [VIEW HERE](#)

Top 10 media appearances (continued)



Are NDIS age limits shrewd financial planning or just plain old discrimination?

Craig Gear, CEO OPAN, Geoff Rowe, CEO ADA Australia, 2 August 2021, Body + Soul (News Corp weekend)




Age pension overhaul 'long overdue'

Craig Gear, CEO OPAN, 12 April 2022, The Australian



Nursing Homes Are Being Left Behind in Plans to Reopen the Country

Craig Gear, Ian Gear, Shirley McLaren, 26 September 2021, The Project.

 [**VIEW HERE**](#)



How to avoid 'shocking' elder abuse in your family

Craig Gear, CEO OPAN, 15 June 2022, Australian Financial Review.

 [**VIEW HERE**](#)



'Shocking' rate of sexual abuse of aged care residents barely changed since royal commission

Craig Gear and Dr Catherine Barrett, 6 June 2022, The Guardian Australia.

 [**VIEW HERE**](#)



Winter is coming - OPAN CEO on urgency for getting rights of older people in order

Craig Gear, CEO OPAN, 23 February 2022, Aged Care News.

 [**VIEW HERE**](#)

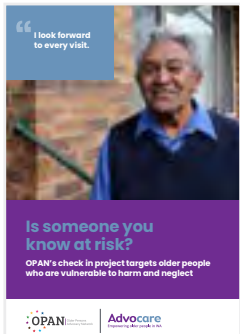
Projects to inform and empower

OPAN designed, developed, and delivered a range of projects to inform and empower older people and address gaps in support for vulnerable cohorts. Each of these projects is monitored through the OPAN NACAP Workplan.

Projects to inform and empower

Advocacy community network development

Advocacy Community Network Development Officers (ACNDO) develop local stakeholder networks and deliver community events to raise awareness of NACAP aged care advocacy. Project design and development, scoping, and recruitment for this project have been completed. A Community of Practice has also been established to enable ACNDOs to share best practice, problem solve, and support nationally consistent service delivery.



Home care check-in

The Home Care Check-in Project builds a scaffold of supports around older people who are vulnerable and at risk of harm or neglect because they are reliant on one provider or carer. Advocare, OPAN's Western Australia network member, will oversee delivery of this project from 2022–2025 in a staged roll-out across pilot areas in Western Australia, South Australia and New South Wales. The design phase of the project, informed by internal referrals from advocates, is complete, and Community Support Advocates have commenced delivering services.

CASE STUDY: Home care check-in

An older person called the local Elder Abuse Helpline for support after losing a long-term partner and carer. An advocate assisted with the My Aged Care referral and confirmed they felt socially isolated, had no family connections or anyone else checking in on them. A Community Support Advocate assisted the older person to connect with a community volunteer. Over the next few months, they also explored other ways the older person could connect and engage with their community. The older person now works on projects with a volunteer. They are sleeping and eating better, which has given them more energy to engage with their community.

Continued next page

Projects to inform and empower

(continued)

Home care and aged care cost education

The Home Care and Aged Care Cost Education Project was developed in response to concerns about the growing complexity of aged care fees and charges. Recruitment of a national team of specialist Financial Advocacy Officers (FAOs) is well underway to build the capacity of aged care advocates and improve the knowledge, skills and confidence of people receiving aged care services and their families or representatives. A Community of Practice has also been established to enable FAOs to share best practice, problem solve and support nationally consistent service delivery.

In its early stages, the project has been extraordinarily effective. The support of FAOs has resulted in large debts being cleared and overcharges being reversed.

CASE STUDY: Financial Advocacy Officer

A resident sought advocacy support to address an outstanding debt of \$12,000 with their aged care home. A Financial Advocacy Officer (FAO) visited the resident and audited their service agreement and bank account statements. The FAO identified that the facility had not set up the direct debit for the payment of fees correctly from date of entry. The facility did not realise this error for 18 months. The FAO supported the resident with a meeting at the facility to discuss this issue and why the facility had not approached the resident earlier. The facility agreed to waive the outstanding debt. They also reviewed and decreased the resident's extra services charges.




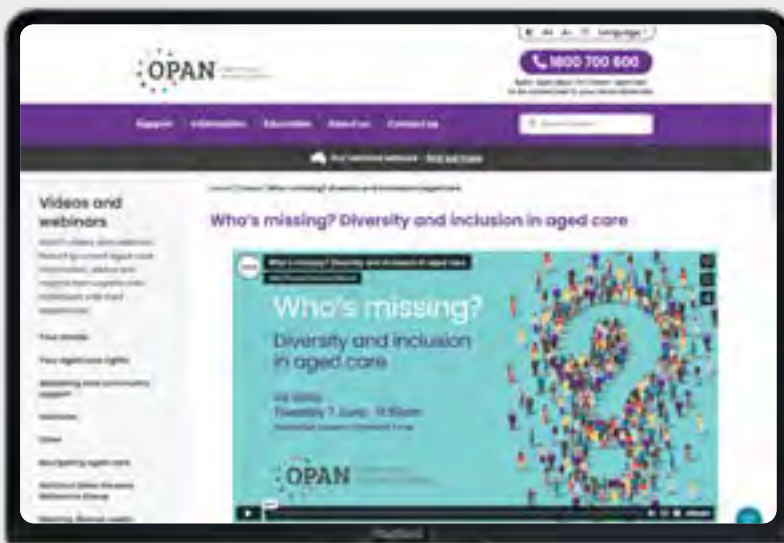
Projects to inform and empower

(continued)

Planning for diversity


OPAN's Planning for Diversity project aims to support aged care providers across all aged care delivery types to identify and respond to the diversity of their local community. Project design, development, and recruitment have been completed. More than 2,000 people registered for the June 2022 "Who's missing? Diversity and inclusion in aged care" webinar that officially launched the project.

 Watch the webinar, find out more about this project and the upcoming Planning for Diversity Workshop Series on our website: [HERE](#)



Who's missing? Planning for Diversity

OPAN's planning for diversity training for aged care providers – funded by the Department of Health and Aged Care – offers practical information, tools and strategies to make your services more inclusive of older people from diverse and marginalised groups.



What are the benefits for my organisation?

Our free workshops will help you to:

- identify and address barriers for older people in your aged care planning region who would like to access your services but who are missing out
- reflect on your own practice and identify specific actions that will enable you to embed diversity within your Continuous Improvement Processes.
- demonstrate that you are working towards Aged Care Quality Standards, in particular 1 (Consumer Dignity and Choice), 7 (Human Resources) and 8 (Organisational Governance) and show your commitment to upholding the Charter of Aged Care Rights (Right 3 - Diversity)
- differentiate your service to better engage older people from diverse groups and their families.

Who is the training for?

OPAN's tailored diversity planning training – two face-to-face workshops supported by phone calls in between for ongoing support and a follow-up online session – is available for managers and quality coordinators in residential aged care, support at home and other types of care. Online training is available for managers and quality coordinators who do not yet have access to the face-to-face workshops, which will have a staggered national roll-out.

Learning objectives of the workshop series

- to enable better planning by providing access to, and an understanding of, the current data on diverse populations in your aged care planning region
- to gain an understanding of the key factors that contribute to safe and inclusive aged care services
- to facilitate co-learning and collaboration between peers in the aged care sector to understand what works in diversity planning within aged care
- to provide an on-going opportunity to share knowledge across your network through a community of practice
- to provide guidance on how to embed learnings into your existing quality improvement and planning processes.

A certificate of completion will demonstrate your commitment to Standards 1, 7 & 8 in preparation for Aged Care Accreditation.

WHO IS OPAN?

The Older Persons Advocacy Network (OPAN) is a national network of state and territory organisations that have been supporting older people with information about government-funded aged care services for more than 30 years. We support older people to get the best out of aged care, particularly those from diverse, vulnerable and special needs groups.

For more information and to schedule of the workshops in your region:

opan.org.au/diversity-education
diversityeducation@opan.com.au

Projects to inform and empower

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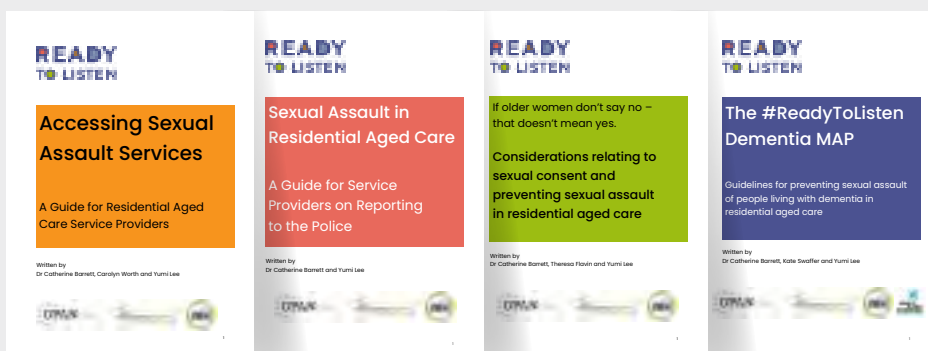
Ready to Listen: Identification and prevention of sexual assault in residential aged care

#ReadyToListen is a ground-breaking approach to preventing sexual assault in residential aged care. Led by OPAN in collaboration with Celebrate Ageing Ltd and the Older Women's Network NSW, #ReadyToListen aims to build the skills and capacity of aged care service providers.


At the heart of the project is the #ReadyToListen MAP (myths, facts and practical strategies), which acknowledges the complexity of change through the development of education, policies, guidelines, an audit tool, and frameworks for safer services. Resources developed include population-specific resources, overall quality resources, and resources specific to the 10 elements of the MAP.

- #ReadyToListen's online seminars, forums, webinars and consultations received more than 4,000 views.
- The project generated a 77.4% increase in traffic to the OPAN website and more than 80 media interviews and mentions, including The Guardian and ABC TV's The Drum, with a potential audience reach of 2.3 million.

 Visit our website to explore the #ReadyToListen MAP resources [HERE](#)



Improving our data and services

In accordance with Recommendation 106 of the Royal Commission, OPAN has continued to improve its data governance and data consistency. The NACAP Minimum Data Set (MDS) has been implemented and some recent findings are included in the second Presenting Issues Report available on our website [HERE](#) 


Our Advocacy Academy, Advocacy Practice Guidelines, and National Advocate Forums have provided peer-based learning to support consistent professional advocacy practice that is rights-based and directed by the older person.

The establishment and full operation of the OPAN National Older Persons Reference Group actively raises the voice of older people in the aged care reform process, as well as within the work of OPAN.

National Minimum Data Set

The network's journey towards continuous data improvement made great progress in the 2021–22 financial year. The foundation National Minimum Data Set (MDS) launched in June 2021 and was revised in 2 further editions throughout year.

The MDS has now been implemented in all nine network customer management platforms to provide important quantitative data that supports the qualitative stories and systemic trends that we have been reporting for many years. The data captures important areas of context such as demographic and presenting issues. The national aggregation of this data collection will be a focus as we move forward in 2022–2023.



OPAN continues to improve its data governance and data consistency with the implementation of the Minimum Data Set. Its recent findings support our second Presenting Issues Report.

Nationally consistent advocacy practice and service delivery

With the advocacy workforce expanding significantly during this financial year, OPAN's work in the area of nationally consistent advocacy practice and service delivery has primarily focused on supporting newly-recruited advocates to develop the skills and knowledge required to deliver best practice advocacy support to older people.

A National Advocate Orientation Program was developed and went live on OPAN's new learning management system, the Advocacy Academy, in November 2021. The orientation program forms part of the advocate onboarding process and must be completed by all new advocates delivering the National Aged Care Advocacy Program (NACAP) activities.

OPAN also launched an Advocate Knowledge Hub on the Advocacy Academy in November 2021. The knowledge hub provides advocates with easy access to a range of useful resources to support advocacy case work and nationally consistent practice.

Bi-monthly National Aged Care Advocates Meetings were established in January 2021. The meetings have provided advocates with the opportunity to connect, share knowledge and experiences, and discuss advocacy issues that require a national approach. Each meeting features a topic of focus as well as dedicated time to address emerging issues in advocacy case work. Topics explored throughout the year included My Aged Care, advocacy support for Aboriginal and Torres Strait Islander people, mental health, restrictive practices, and Home Care Package included and excluded items.



Nationally consistent advocacy practice and service delivery (continued)

Advocates as Agents

Throughout the year, OPAN has worked closely with the Department of Health and Aged Care on the design and implementation plans for a new Advocates as Agents system. The new system will replace the Advocates as Agents pilot which was introduced in 2019 to assist advocates in supporting older people to engage with and navigate My Aged Care (MAC). Representatives from OPAN member organisations and National Older Persons Reference Group had an opportunity to engage in user testing of the new system in January 2022. The new system will sit within the MAC Service and Support Portal and is expected to go live in November 2022.

Advocacy Academy

The Advocate Orientation Program consists of:

- online learning modules covering a range of core topics including human and aged care rights, the National Aged Care Advocacy Program (NACAP), the role and skills of an advocate, the OPAN Service Delivery Framework, the aged care system, the Aged Care Quality and Safety Commission, the abuse of older people, and self-care.
- A series of seven interactive orientation sessions introducing new advocates to the aged care programs and systems they will regularly engage with in their advocacy practice.

More than 100 advocates have completed the orientation modules as of June 2022.

Post-session evaluations of the interactive sessions indicated an overall satisfaction rate of 98%.

Rural and remote advocacy

OPAN has established a working group to identify and address challenges for people requiring advocacy support in rural and remote locations. Drawn from advocates across the network, this group has identified common issues, engaged in problem-solving, and shared ideas for practice improvement. Focus areas have included travel and access to remote areas and supporting staff in rural and remote areas.



Support for aged care reforms and emergencies



The COVID Response Management Team (CRMT) served as a network-wide approach to COVID-19 and other emerging threats to older people across various states and territories from 2019–2021. Working with state and national health care departments, the CRMT played a valuable role in sharing information about frontline issues, such as the need to maintain visitor access and better family communications. Due to the diminished threat, the CRMT is currently in a passive ‘preparedness mode’. It was renamed at the close of this financial year to ERMT (Emergency Response Management Team) to acknowledge its role in preparing for future emergencies.

During the COVID-19 pandemic, OPAN also:

- hosted family Zoom meetings with over 500 attendees to support older people in residential aged care and their families during COVID-19 outbreaks
- contributed to the development of the Industry Code on Visiting Aged Care Homes
- co-led, with Council of the Ageing (COTA), the development of a revised proportionate public health response to restrictions during the Omicron wave in residential aged care
- developed a COVID-focused flyer to include in our newsletter, News for You, which is distributed to over 180,000 older people in residential aged care
- held 3 COVID-specific webinars, attended by more than 3,200 viewers, which addressed psychological and physical wellbeing, prevention of social isolation, and community movement restrictions.

CASE STUDY: Supporting older people through the COVID-19 pandemic

An older person was prevented from leaving their aged care home for two months. Limited visiting hours also prevented the older person’s daughter, who worked full time, from visiting.

With the older person’s permission, the advocate asked the clinical manager for an explanation regarding the restrictions. When the manager failed to respond, the advocate arranged for a conference call between family members and the director of the aged care home. All parties agreed there was no reason to restrict the older person from leaving the home to visit family and/or friends. After-hours visits were also permitted so long as the visitor provided proof of a negative Rapid Antigen Test. Recurring visiting appointments were booked with the reception team.



Supporting diversity

Diversity Practice Guidelines have been drafted by OPAN's Operations team in consultation with the Advocacy, Operations and Practice Advisory Group to enable OPAN and network members to improve advocacy and support for older people with diverse needs.

Project design, development and recruitment were completed for OPAN's Planning for Diversity project. A staged roll-out will commence in 2023.

OPAN also held a series of webinars – The Ageing Mosaic – to explore the diversity of experiences and needs of older people. The First Nations Communities webinar highlighted the importance of trauma-informed and healing-centred approaches to aged care services and discussed innovative programs and approaches that support older First Nations people. Other seminars addressed the intersection between ageing and disability, how to better support LGBTI+ people, and cultural diversity.

OPAN members provided advocacy support to 2,957 people from diverse and marginalised groups including:

- people from Aboriginal and/or Torres Strait Islander communities
- people from culturally and linguistically diverse (CALD) backgrounds
- people who live in rural or remote areas
- people who are financially or socially disadvantaged
- people who are veterans of the Australian Defence Force or an allied defence force including the widow/widower of a veteran
- people who are homeless, or at risk of becoming homeless
- people who are care leavers (which includes Forgotten Australians, former child migrants, and Stolen Generations)
- parents separated from their children by forced adoption or removal
- people from lesbian, gay, bisexual, trans/transgender and intersex (LGBTI) communities.

CASE STUDY: Supporting older people from diverse backgrounds

A Spanish-speaking client living with dementia was placed in a residential care facility against their wishes by the Public Guardian. No one in the facility spoke their language. An advocate spoke to the older person three times with the support of a Spanish interpreter. They clearly expressed their desire to live with a family member who had the means to provide 24-hour care. The advocate discussed the older person's concerns with the Public Guardian. The advocate noted that – despite the older person's right to be listened to and understood under the Charter of Aged Care Rights – no Public Guardians had ever met with them or spoken to them. The Public Guardian met face-to-face with the older person for the first time, engaged an interpreter, and encouraged the older person to discuss their preferences for living arrangements. The older person is now residing in the community with their family member.

Education and raising awareness

Over the past year, OPAN has increased awareness of aged care advocacy (reflected by the 4% increase in calls to our national advocacy phone number), promoted the rights of older people, and provided information and education to older people and their families and carers. Our Learning Management System is now well-established and we have improved accessibility and engagement with a new website and continued development of webinars and social media.

Education and training

Learning management system

OPAN's online learning management system provides the general public and aged care providers with free and accessible education on aged care rights and advocacy. It also provides advocates employed across the network with access to resources and learning opportunities to support their advocacy case work.

Talk to us first

Our Talk to Us First Online Advocacy Education course is designed to support aged care providers and professionals to meet Aged Care Quality Standard 6, ensuring older people feel safe, encouraged, and supported to give feedback or make a complaint. Over the past year, 2,553 people registered for this important training and almost 70% completed it.

OPAN Older Persons Advocacy Network

Enrol in the **'Talk to Us First'** Aged Care Advocacy online training

Participating in 'Talk to Us First' training will:

- Help aged care staff meet Standard 6 of the Quality Standards
- Increase understanding of how advocates can support older people to raise and rectify their concerns early
- Drive new ways of preventing elder abuse and assist in providing advocacy to older people at risk
- Develop awareness of how to access advocacy services through OPAN

Enrol today: Scan the QR code or visit open.pub/03

1. Watch the video
2. Answer the questions
3. Receive a certificate of completion

OPAN member organisations by state or territory:

ACT	TAS	VIC	NSW	SA
NT	QLD	WA	NT - Central	NT - Top End

Funded by:

Australian Government Department of Health

OPAN Older Persons Advocacy Network | 1800 700 600 | open.org.au

Abuse of the older person: eLearning Program for Health and Aged Care Professionals

Who should complete it?
Health, aged care and allied health professionals play an important role in addressing abuse of older people. As trusted professionals, they are well placed to identify signs of abuse of older people through their established professional relationship with patients and therapeutic clinical assessments. In responding to abuse, health and aged care professionals need to be aware of sensitive contextual factors of abuse and the concomitant complex family dynamics, such as dependency on the perpetrator for care, transport, and housing.

Why?
Abuse of older people is a complex issue which is often caused by someone who is trusted by the older person, such as a family member, friend, professional, or paid caregiver. Sometimes, both the victim and perpetrator do not recognise that what is occurring is abuse. Abuse affects both older men and women and can occur in home or in care. Figures estimated as high as 38.2% of older people in residential aged care experience elder abuse in the form of neglect, emotional and/or physical abuse (ACQIS, 2020).

How was it developed and by whom?
Abuse of the older person: eLearning Program for Health and Aged Care Professionals is an outcome of the Australian Law Reform Commission report recommendations on Elder Abuse (2017). The project involved the formation of a collaborative partnership with the Hon Dr Kay Patterson AO, Age Discrimination Commissioner, and the Older Persons Advocacy Network (OPAN), and a coalition of Subject Matter Experts and health professionals nationally.

How long will it take to complete?
The free course provides the learner with up to date, at point of care, research, expertise, resources, and referral pathways from nationally acclaimed Subject Matter Experts (SMEs) on abuse of older people. Access to the self-paced eLearning program allows for approximately **6 hours of CPD** by engaging with the three abuse modules.
Module 1: Understanding abuse of the older person and their rights
Module 2: Identifying, responding to, and preventing abuse of the older person
Module 3: Rights of older people, Power of Attorney the law and organisational governance

Learning Objectives

1. Define the various forms of abuse of older people.
2. Identify signs and risk factors for abuse of the older person, recognising that abuse situations are often complex, deeply personal, and individual.
3. Assess abuse of the older person using different support mechanisms and communication styles, where appropriate.
4. Respond appropriately to signs of abuse.
5. Provide support to older people to mitigate risks associated with abuse and refer them to advocacy networks & other support services, where appropriate.
6. Acknowledge the rights of self-determination of all older people, raise awareness of the harmful effects of ageism and ageist attitudes.
7. Understand the diversity of older Australians and provide culturally aware supports and information.
8. Build organisational governance capacity.

Register your interest now: ✉ education@open.com.au

Abuse of older people online training

OPAN's Abuse Of The Older Person: eLearning Program For Health and Aged Care Professionals is targeted at health professionals and all aged care workers to assist them with identifying and preventing abuse of older people. This program supports people working in the sector to respond to suspected, witnessed, or disclosed abuse of older people. Over the past financial year, 2,087 people enrolled in this vital training program and almost 60% completed it.


Advocate access and abuse prevention training for CVS volunteers

The Community Visitors Scheme (CVS) offers friendship and companionship to lonely and isolated older people to improve their quality of life and social connections. OPAN supports the CVS program by providing free online training to support CVS volunteers to link older people with advocacy services. To date, 1,024 registrations have been received with 847 certificates of completion processed.

Newsletters

News for You

OPAN distributed three issues of our print newsletter *News For You* to 2,682 residential aged care homes around Australia. The feedback to the July 2021, January 2022, and April 2022 issues, which each had a print run of 180,000, has been very positive.

 Previous editions of this quarterly newsletter can be downloaded from our website [HERE](#)

The National Advocate

Our monthly e-newsletter *The National Advocate* highlights the work of OPAN as well as providing up-to-date information and resources. Subscriptions increased by 38% and the newsletter is now read by over 31,000 people.

 Sign up [HERE](#)



Digital

Social media

Our social media channels are another way for OPAN to connect with older people, families, carers and the aged care sector. In the past year our social media reach has grown to 694,381. On Facebook, our followers have grown 76% to 5,400. Our largest demographic is women aged 55-65+. The largest group for the male demographic is 65+.

Website

OPAN's new website launched in late 2021 with improved navigation, functionality, and accessibility. The website allows us to manage and develop content in-house, and manage event bookings and online streaming. This has resulted in greater engagement with our audience and a better user experience for website visitors who have increased by 75% to a total of 129,643 in the 2021-22 financial year. The website has recorded 339,604 unique page views.

Engaging with older people is a good measure of our impact. People 55-65+ contribute to 65% of OPAN's engagement across social media.



Webinars


OPAN's webinars have proven extremely effective in informing older people about their aged care rights, addressing aged care issues, and providing practical tips for ageing well and getting the most from their aged care services. Our webinars are also a valuable resource for families, carers and representatives.

OPAN hosted 20 webinars in 2021–22 across a wide range of aged care topics. Average registrations increased by 10%, with the average conversion rate of 82% resulting in an annual total of 44,206 views. Highlights include:



Advance care planning is for everyone

OPAN collaborated with Advanced Care Planning Australia to deliver this webinar on 22 March 2022 for National Advanced Care Planning Week. Over 2,756 people have viewed the webinar to date and 1,683 people have viewed the resources.

 Watch the webinar: [HERE](#)



Everybody's Oma - a family's dementia journey

During COVID-19 lockdowns, filmmaker Jason van Genderen's playful video experiments helped his mother Hendrika, known as Oma, make sense of her home isolation. When she moved from living at home to supported care, Jason's creative approach found hope amidst the heartbreak. In this webinar, Jason and his wife Megan shared their tips for doing dementia differently.

 Watch the webinar: [HERE](#)

Webinars (continued)

Dementia series

In this series of webinars, OPAN explored a range of approaches to supporting people living with dementia.



Alternative approaches for people living with dementia

A Practical Guide, which discussed why investigating the causes of behaviour change is essential for better health and wellbeing outcomes. The panel also explored practical strategies for supporting people living with dementia.

 Watch the webinars: [HERE](#)

Communicating with people living with dementia

A discussion on barriers to communication and the unique challenges faced by those from culturally and linguistically diverse backgrounds. Practical strategies to improve communication between a person living with dementia and their loved ones and carers were also shared.

 Watch the webinar: [HERE](#)

Systemic advocacy

OPAN utilises its role as the peak body of individual aged care advocacy support to inform systemic advocacy and to contribute to the consultation and implementation of the aged care reforms recommended by the Royal Commission into Aged Care Quality and Safety. Our systemic advocacy is informed by qualitative and quantitative data received from our member organisations, engagement with the National Older Persons Reference Group, and our various internal advisory groups. We participate in many external aged care advisory meetings, forums, and conferences, and contribute to government advisory groups and forums. We also develop position statements, submissions, and collaborate with other organisations.

Contributing to aged care reform

In the past year, OPAN has continued to work towards reforming aged care through:

- regular meetings of the National Older Persons Reference Group
- increased National Older Persons Reference Group membership to include greater diversity of people and geographic locations
- the development of a Consumer Engagement Framework, and
- including policy staff from the network as well as CEOs in an internal Policy and Systemic Advocacy Advisory Group.

Submissions

In the past year, OPAN delivered 14 submissions and other feedback on issues such as the Home Care Operations Manual, Aged Care Regulation, Residential Care Design Standards, Quality Standards, Provider Governance, and indirect employment in aged care.



Members of the National Older Persons Reference Group participated in a wide range of forums and advisory groups.

Advisory meetings, collaborations, and conferences

The OPAN executive and senior management team participated in a wide range of advisory groups as well as facilitating and presenting at conferences and supporting members of the National Older Persons Reference Group to participate in forums, meetings and conferences.

External policy and systemic advocacy meetings and collaborations

Our executive and senior management team shared emerging issues and concerns identified by advocates and older people in a range of consultative forums and advisory groups, including:

- Aged Care Quality and Safety Commission (ACQSC) quarterly meetings and regular forums
- Consumer Conversations on Food and Dining (in partnership with the ACQSC)
- National Aged Care Alliance quarterly forums
- Health Providers Partnership Forum, Department of Veterans' Affairs
- Elder Abuse Action Australia Advisory Group
- various Department of Health and Aged Care groups and forums including:
 - Home Care Program Assurance Reference Group
 - Home Care Assessment and Operations Working Group
 - Aged Care Consumer Peaks Forum
 - Aged Care Quality Consumer Reference Group
- Leading Age Services Australia Consumer Advisory Committee
- Standards Australia MB-027, Ageing Societies, Committee
- Australian Association of Gerontology (AAG) Reference Group on Human Rights
- AAG Elder Abuse Special Interest Group (OPAN co-convenes)
- AAG LGBTI+ Special Interest Group (OPAN convenes)
- Australian Institute of Health and Welfare (AIHW) Aged Care Data Advisory Group
- Stakeholder Engagement Group for the Better Access Evaluation
- Aged Care Taskforce, Services Australia
- Restraint Advisory Group
- IPA (Improved Payment Arrangements) Monthly Forums
- 93 meetings of the Australian Health Protection Principal Committee (AHPPC) Aged Care Advisory Group.

Advisory meetings, collaborations and conferences

(continued)

Internal advisory group meetings

Three internal advisory groups feed into reform of NACAP and our external policy, marketing, communication, and engagement activities.

Policy and Systemic Advocacy Advisory Group

The OPAN Policy and Systemic Advocacy Advisory Group consists of representatives from network member CEOs and 2 members of the National Older Persons Reference Group, as well as OPAN's CEO and policy team. In June 2022 this expanded to include policy representatives from network members.

Work included:

- providing information and advice on OPAN submissions and position statements
- advising on consumer engagement issues
- planning for the new Support at Home Program and Aged Care Regulatory Framework
- responding to legislative issues such as the intersection between Voluntary Assisted Dying Laws and the Commonwealth Crimes Act

Advocacy, Operations and Practice Advisory Group

Our Advocacy, Operations and Practice Advisory Group includes representatives from each of OPAN's member organisations. The group uses its expertise to guide national consistency in projects and continuous improvement activities relating to advocacy practice and operations. Throughout the 2021–22 financial year, the group met monthly to consult on the development of projects including:

- the NACAP National Minimum Data Set
- advocacy practice guidelines
- Advocates as Agents system changes
- NACAP expansion
- Self-advocacy toolkit
- National aged care advocates meetings.

Marketing, Communications, and Education Advisory Group

This group is made up of representatives from OPAN's network members and 2–3 members from the National Older Persons Reference Group. In the past year the group met on 5 occasions to provide consistent messaging and advise on collateral and resources across the network.

Key outcomes include:

- consolidating communications across the network
- collaborating and sharing collateral and content
- consultation on webinar topics
- development of agreed description of the network
- development of OPAN's engagement strategy.

Continued next page

Advisory meetings, collaborations, and conferences (continued)

Conference presentations

In the past year OPAN and members of the National Older Persons Reference Group:

- facilitated a panel with older people talking about their experiences of elder abuse at the National Elder Abuse Conference
- participated in a panel at the 5th National Future of Aged Care Summit
- presented to a Uniting SA Community Briefing on aged care reforms
- presented to Ernst and Young on what makes good consumer consultation
- presented to Carer Knowledge Exchange
- attended the ACSA Summit.

For the 7th National Elder Abuse Conference, OPAN assisted older people to participate in a panel where their diverse perspectives added the much-needed voices of older people on the complexity of abuse.



The OPAN team

The OPAN team

Executive and administration

Craig Gear OAM,
Chief Executive Officer

Karen Doyle,
Director of Operations

Rona Doherty,
Finance Manager

Amanda Beezley,
Executive Administrator

Jack Soward, Administration
and Project Support Officer

Policy and systemic advocacy

Samantha Edmonds,
Manager Policy and
Systemic Advocacy

Susie Dunn, Consumer
Engagement Coordinator

Maria Berry, National Older
Persons Reference Group
Support Officer

Communications and marketing

Christine Day, Manager
of Business Operations
and Special Projects

Jane Polkinghorne,
Communications and
Marketing Team Lead

Vicky Roach, Senior Media and
Content Officer

Summeet Seyan,
Communications and
Marketing Officer

Zoë Victoria, Communications
and Marketing Coordinator

Kyle Olsen, Webinar Moderator
and Content Producer

Education

Helen Walker,
Learning Specialist

Ulli Kohn,
Education Coordinator

NACAP operations

Catherine Stade,
Manager NACAP Operations
and SDO Projects

Naomi Jackway,
Operations Project Officer

Anna Harrington, Senior Policy
and NACAP Project Officer

Renai McCullagh,
Administration and Salesforce
Development Officer

Rhian Chin, Senior Project
Officer Home and Aged Care
Costs Education Program
and Advocacy Community
Network Development

Hazel O'Toole, Senior
Project Officer Homecare
Check-in Project

Hanna Goorden, Senior Project
Officer Diversity Education

Fatima McKague, Lead
Diversity Educator

Monika Igeska, Events and
Administration Logistics Officer



Older Persons Advocacy Network Ltd Financial Statements

Year ended 30 June 2022

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Directors' report

The directors present their report, together with the financial statements of Older Persons Advocacy Network Ltd ("OPAN") for the year ended 30 June 2022.

Directors

The following persons were directors of OPAN during the whole of the financial year:

Mary Anne Hunt (Chairperson)

Anne Burgess

Judy Davis

Leanne Groombridge

Brian O'Keefe

Margaret Duckett

Helen McDevitt

Leanne (Liz) Kearins

Kimmy Jounge

Alternate directors who were accepted by the Board to represent their organisation (until 2 March 2022):

Carolanne Barkla (for Anne Burgess until November 2021)

Michael Dwyer (for Anne Burgess from November 2021)

Geoff Rowe (for Leanne Kearins)

Benjamin Jones (for Leanne Groombridge)

Phillipa Campbell (for Mary Anne Hunt)

Shannon Wright (for Margaret Duckett)

Rachel Bowker (for Kimmy Jounge)

Louise Forster (for Brian O'Keefe)

Wendy Prowse (for Helen McDevitt)

Objectives

OPAN was established to facilitate the provision of relief and services to the needs of older people who are vulnerable, socially or economically disadvantaged, exploited or abused.

OPAN vision is for "A society where older people are heard, informed and respected and where they enjoy and exercise their human rights".

The purpose of OPAN is to facilitate an environment that promotes the rights of older people. We do this through:

- Systemic advocacy as the peak body for individual aged care advocacy in Australia.
- Facilitation of the delivery of services by the OPAN network members.
- Collection and communication of the voice of older people through the OPAN network.
- National projects which enhance the rights of older people.

The activities of the company must be conducted in the furtherance of its charitable purpose and may include:

- a. acting as the peak body for individual and systemic advocacy support for the rights of older people, their families and representatives
- b. contracting on behalf of members to deliver programs to older people, their families and representatives
- c. facilitating the provision of advice, assistance, referral and education to older people who are vulnerable, socially or economically disadvantaged, exploited or abused
- d. facilitating the provision of confidential support and education to older people who are recipients of care and to promote the rights of older people to aged care service providers

Directors' report

(continued)

- e. promoting, advocating for and defending the rights of older people in general and promoting, fostering and pursuing a community where older people are treated with dignity and respect and do not experience discrimination, and
- f. undertaking any other activities in furtherance of the above.

OPAN will also do such things as may be incidental or convenient to furthering the objects set and activities set out above including:

- a. negotiating, contracting and complying with government agencies, or other bodies, to procure funding and then contracting members to deliver services meeting the objects
- b. fostering greater coordination, relationship building, and sharing of organisational knowledge and expertise between the different members with respect to high quality independent individual and self-advocacy, resources and educational services
- c. developing a national voice for aged care advocacy and enabling coordinated feedback to government around issues and trends in relation to both independent individual and self-advocacy and aged care service delivery
- d. strengthening relationships and networks with other stakeholders
- e. providing a forum for members to share information, resources, practices and learnings, and
- f. creating opportunities for professional development and training.

Strategy for achieving the objectives

The company would like to thank the Australian Government Department of Health as the prime funder of OPAN through its aged care community grants.

OPAN's vision and strategic directions were developed and endorsed by members, service delivery organisation CEOs and OPAN Board directors at its November 2017 and updated at its November 2018 combined meeting. A revised constitution was accepted by OPAN members on 2 March 2022 which contains the principles under which OPAN will operate, and notes the cessation of the Memorandum of Understanding and Members Agreement.

OPAN values include:

- Respect
- Integrity
- Justice and equity
- Accountability and transparency
- Working and learning together

Key strategic directions and key outcomes include:

1. Advance the human rights of older people, particularly those seeking and receiving aged care, and the most vulnerable.
2. Improve advocacy and support for older people with diverse needs.
3. Provide information and advocacy support to prevent the abuse of older people, including those receiving aged care.
4. Expand service reach and develop innovative advocacy models grounded in individual needs and human rights.
5. Embed advocacy quality standards and assurance across OPAN systems and services.
6. Enhance information and knowledge management to increase the impact of systemic advocacy.
7. Enhance OPAN's effectiveness as the peak body for older person's individual advocacy.

Continued next page

Directors' report

(continued)

Principal activities

During the financial year the principal continuing activities of the company were delivering, through its member organisations the Australian Department of Health National Aged Care Advocacy Program (NACAP). In particular, members delivered independent information, education and individual advocacy support to older Australians across the country.

OPAN also progressed the implementation of the expanded NACAP Workplan, undertook commissioned projects with the Aged Care Quality and Safety Commission, contributed to the aged care reform program implementing the recommendations Royal Commission in Aged Care Quality and Safety and the program of work surrounding elder abuse prevention and aged care advocacy.

Performance measures

OPAN measures its performance in both the amount of services provided to older people through information and individual advocacy and education sessions delivered



Continued next page

Directors' report

(continued)

Information on directors

Mary Anne Hunt

Non-Executive Director

Ass Dip Social Science & Comm Welfare.

Mary Anne Hunt is the Chair of the Board of directors for OPAN and also Elder Rights Advocacy (ERA) in Victoria. She has over twenty years experience in senior leadership roles across a range of diverse communities and businesses including wellness, health, children/ family, disability, community and aged services, and vocational educational services. She is also an accomplished mentor, coach and facilitator. Her diverse experience allows her to bring forward the right mix of compassion and business acumen to the individuals or organizations she supports.

Special responsibilities: Chairperson (from 21st August 2018)

Anne Burgess

Non-Executive Director

AUA (Dip Soc Stud), BSW.

Anne has invaluable and extensive experience at an executive level in government with previous roles as Director of Mental Health, Director of the Office for Women and Acting Commissioner for Equal Opportunity. She is Chair of South's Australia's Aged Rights Advocacy Service, Deputy-President of COTA SA and Chair of its Policy Council, Board member of the Northern Adelaide Local Health Network and Chair of the Community Visitor Scheme's Advisory Committee.

Judy Davis

Non-Executive Director

BSc (PubHlth), Grad Dip International Pub Hlth, GAICD.

Judy Davis is the General Manager of Programs at Catholic Care Northern Territory (NT) and is responsible for the strategic leadership and operational performance of the organisation, managing a large portfolio of social services programs across 17 sites. She is a highly experienced manager with more than 20 years' experience in public health and community services, working in government, not for profit and community sectors. This position proceeds many senior positions spanning both public and community sectors including Australian Health Ministers Advisory Committee (AHMAC) Principal Coordinator for NT Top End Health Services, Deputy CEO of Northern Territory Medicare Local/ Primary Health Network and Director of Health Promotion for Queensland Health. Judy is also the Deputy Chair of the Northern Territory Mental Health Coalition, a professional member of the Australian Institute of Company Directors and the Northern Territory Council of Social Services.

Leanne Groombridge

Non-Executive Director

Bachelor of Arts, Graduate Certificate in Counselling and Certificate in Governance for Not-for-Profits.

Leanne is the Chief Executive Officer of Advocacy Tasmania Inc. Leanne has over thirty years of experience in senior management, executive and human resource positions across the not for profit, corporate and tertiary education sectors. She brings with her a wealth of experience in strategic planning, employee relations and change management.

Directors' report

(continued)

Brian O'Keefe

Non-Executive Director

Bachelor of Business – Major in Finance, Graduate Diploma in Applied Finance & Investment, Diploma of Finance & Mortgage Broking Management, Graduate AICD Director Course.

Brian is currently a Director of Advocare Incorporated in Western Australia, is an experienced senior executive who has worked in different business environments across a number of financial services organisations, building and managing successful teams to achieve desired outcomes.

He has experience in business development (sales), client relationship and change management, strategy development and implementation, and risk management. Brian has qualifications in commerce, finance, investment and mortgage broking management and is a Graduate of the Australian Institute of Company Directors (GAICD).

Brian is currently working as a finance broker with a large, diversified broking firm, with a team of specialised brokers in Western Australia.

Brian is also a Director of ConnectGroups Support Groups Association WA Inc.

Margaret Duckett

Non-Executive Director

Australian Institute of Company Directors' diploma program, Bachelor of Science, Master of Science in Medicine, Master of Science and Society, Graduate AICD Director Course, named as Fellow in 2002.

Margaret has held various senior roles including as Director of the NSW Office of Ageing. Her career has been primarily in the health and social sectors, building on her science background in terms of health promotion, advocacy, and policy development. Margaret has extensive experience in government and political processes, and strategic policy development and implementation. She can point to a number of instances where her advocacy changed policy. Margaret is the Chair of Seniors Rights Service in NSW.

Helen McDevitt

Non-Executive Director

Bachelor of Arts English/History Majors, Graduate Diploma of Education English/History Majors, Company Directors Course Award, Executive Leadership Program, Towards Strategic Leadership, SES Orientation; Appearing Before Senate Committees, Leadership and Management; Corporate Governance and Law, Certificate IV in Business Facilitation, Graduate Diploma in Management, Positive Psychology.

Helen was appointed as Chair of the ADACAS Board in December 2019 after retiring from a career as a senior Australian Public Servant, and before that, in the community sector working in regional development, education and youth services. She has a particular passion for supporting and improving the lives of people with disability and young people through promoting their social inclusion, education and workforce participation. Throughout her career Helen contributed to national reforms in the health, education and social services sectors. She played a key role in the transition to the NDIS, led the social policy work in the department of the Prime Minister and Cabinet and supported the Government's Social Inclusion Not-For-Profit sector agendas. Helen brings leadership, management and negotiation skills, and extensive experience in policy reform and delivery.

Directors' report

(continued)

Leanne Kearins

Non-Executive Director

Diploma Business Studies – Massey University, Certificate in Journalism – Auckland University of Technology, Certificate in Strategic Human Resource Leadership.

Liz Kearins is an experienced senior executive, board director and consultant, with expertise in strategy, culture change, engagement, and communication. Her diverse background spans the management consultancy, utilities, healthcare, local government, environment, tourism, and media sectors. Liz is the Director Performance Partnerships at Actrua Performance Cultures, where she leads project strategy, design and delivery to help organisations and leaders engage, inspire and empower people to be their best. She also chairs the board of Aged and Disability Advocacy Australia. Liz is a Fellow of the Institute of Managers and Leaders, a certified Change Management Practitioner, and a member of the Australian HR Institute, the Public Relations Institute of Australia and the International Association of Public Participation.

Special responsibilities: Chairperson – Finance, Audit & Risk (FAR) Committee

Kimmy Jongue

Non-Executive Director

Bachelor's Degree – Information Technology and Business, Chartered Accountant, Institute of Chartered Accountants in Australia and New Zealand, Registered Company Auditor.

She has over 15 years' experience in the provision of audit and assurance services for large and small, private, public and not-for profit organisations. Her experience extends across a wide range of industries which include indigenous services, government, utilities, infrastructure, health, not-for-profits and technology. Kimmy has particular interest in working with senior management, directors, boards and advisory boards, providing experience-based commercial advice on how they can achieve their strategic objectives, with a focus on sound decision-making. Kimmy is a member of the Board of Darwin Community Legal Service.

Company secretary

Craig Gear was appointed CEO and Company Secretary on 13 Nov 2018.

Directors' report

(continued)

Meetings of members

The number of meetings of OPAN's members and the dates of each meeting held during the year ended 30 June 2022 were:

Date	Details
30 November 2021	Annual general meeting
2 March 2022	Ordinary meeting (acceptance of revised constitution)

Meetings of Directors

The number of meetings of the company's Board of Directors ('the Board') and of each Board committee held during the year ended 30 June 2022, and the number of meetings attended by each director were:

Date	Details		
04 August 2021	Ordinary meeting		
30 September 2021	Out of session		
30 November 2021	Annual general meeting		
02 February 2022	Ordinary meeting		
27 April 2022	Ordinary meeting		
13 May 2022	Out of session		
08 June 2022	Ordinary meeting		
		Full Board Attended	Held*
Mary Anne Hunt		6	6
Anne Burgess		6	6
Judy Davis		3	6
Leanne Groombridge		4	6
Brian O'Keefe		6	6
Margaret Duckett		6	6
Helen McDevitt		6	6
Leanne Kearins		6	6
Kimmy Jonge		3	6
Benjamin Jones (Alternate)		1	1
Rachael Bowker (Alternate)		3	3

*Held: represents the number of meetings held during the time the director held office or was a member of the relevant committee

Meetings of Finance, Audit & Risk Committee

The Finance, Audit & Risk Committee was formed as a Committee of the Board at the direction of the Board at its meeting on 27 March 2019. The number of meetings of the company's Finance, Audit & Risk Committee and the dates of each meeting held during the year ended 30 June 2022 were:

Date	Details
14 July 2021	Ordinary meeting
13 October 2021	Ordinary meeting
8 November 2021	Ordinary meeting
19 January 2022	Ordinary meeting
13 April 2022	Ordinary meeting
11 May 2022	Extraordinary meeting

Meeting of the Nominations and Remuneration Committee

The Nominations & Remuneration Committee was formed as a Committee of the Board at the direction of the Board at its meeting on 29 May 2019. At a meeting of the Board in February 2022, the Terms of Reference and role of the sub-committee were revised and the sub-committee was reconstituted as the Governance and Performance (GaP) Committee. The number of meetings of the company's Governance and Performance Committee and the dates of each meeting held during the year ended 30 June 2022 were:

Date	Details
1 December 2021	Ordinary meeting
24 January 2022	Ordinary meeting
21 March 2022	Ordinary meeting GaP

Matters subsequent to the end of the Financial Year

Matters subsequent to the end of the financial year are disclosed in note 7.5.5

Directors' report

(continued)

Contributions on winding up

In the event of the company being wound up, ordinary members are required to contribute a maximum of \$100 each. The total amount that members of the company are liable to contribute if the company is wound up is \$900 (2021: \$800), based on 9 (2021: 8) current ordinary members.

Auditor's independence declaration

A copy of the auditor's independence declaration as required under the *Australian Charities and Not for profits Commission Act 2012* is set out immediately after this directors' report.

This report is made in accordance with a resolution of directors, pursuant to section 298(2) (a) of the Corporations Act 2001.

On behalf of the directors



Mary Anne Hunt
Director/Chairperson



Liz Kearins
Director/FAR Committee Chair

Dated this 26th day of October 2022



Continued next page



AUDITOR'S INDEPENDENCE DECLARATION

RSM Australia Partners

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PO Box 685 Ballarat VIC 3353

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www.rsm.com.au

As lead auditor for the audit of the financial report of Older Persons Advocacy Network Ltd for the period ended 30 June 2022, I declare that, to the best of my knowledge and belief, there have been no contraventions of:

- (i) the auditor independence requirements as set out in the *Australian Charities and Not for profits Commission Act 2012* in relation to the audit, and
- (ii) any applicable code of professional conduct in relation to the audit.

RSM

RSM AUSTRALIA PARTNERS

JOHN FINDAY
Partner

Ballarat, Victoria

Dated this 4th day of November 2022

THE POWER OF BEING UNDERSTOOD
AUDIT | TAX | CONSULTING

RSM Australia Partners is a member of the RSM network and trades as RSM. RSM is the trading name used by the members of the RSM network. Each member of the RSM network is an independent accounting and consulting firm which operates in its own right. The RSM network is not itself a separate legal entity in any jurisdiction.

RSM Australia Partners ABN 36 965 965 016

Liability limited by a scheme approved under Professional Standards Legislation

Financial statements

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2021

	NOTE	2022 \$	2021 \$
Revenue			
Government grants	2.1	27,780,944	17,314,790
Commissioned projects		106,180	230,825
Other revenue		-	13,080
Interest income		10	14
Total revenue		27,887,134	17,558,709
Expenditure			
Advocacy service delivery	3.1	25,092,434	15,180,909
OPAN staff costs		1,859,584	1,404,883
OPAN operating expenditure		646,895	236,287
OPAN governance expenses		43,346	34,280
Other project costs		135,388	490,124
Total expenditure		27,777,647	17,346,483
Operating surplus before income tax		109,487	212,226
Income tax expense		-	-
Operating surplus after income tax		109,487	212,226
Other comprehensive income, net of income tax		-	-
Total comprehensive income for the year		109,487	212,226

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2022

	NOTE	2022 \$	2021 \$
ASSETS			
Current Assets			
Cash and cash equivalents	5.1	3,912,920	938,048
Trade and other receivables	4.1	135,188	52,622
Other financial assets	4.2	20,000	20,000
Prepayment		4,994	-
Total Current Assets		4,073,102	1,010,670
Non-Current Assets			
Property, plant and equipment	4.3	1,000	-
Total Non-Current Assets		1,000	-
TOTAL ASSETS		4,074,102	1,010,670
LIABILITIES			
Current Liabilities			
Trade and other payables	4.4	302,490	185,421
Employee benefits liabilities	3.2	130,346	68,804
Contract liabilities	4.5	2,972,582	189,197
Total Current Liabilities		3,405,418	443,422
Non-Current Liabilities			
Employee benefits liabilities	3.2	4,991	13,042
Total Non-Current Liabilities		4,991	13,042
TOTAL LIABILITIES		3,410,409	456,464
NET ASSETS		663,693	554,206
EQUITY			
Retained surplus		663,693	554,206
TOTAL EQUITY		663,693	554,206

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2022

	RETAINED SURPLUS \$	TOTAL EQUITY \$
--	------------------------	--------------------

2022**Balance at 1 July 2021**

554,206

554,206

Surplus for the year

109,487

109,487

Balance at 30 June 2022**663,693****663,693****2021****Balance at 1 July 2020**

341,980

341,980

Surplus for the year

212,226

212,226

Balance at 30 June 2021**554,206****554,206**

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2022

	NOTE	2022 \$	2021 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from grants and customers (including GST)		32,215,972	17,318,194
Payments to clients, suppliers and employees (including GST)		(29,240,110)	(19,057,828)
Interest received		10	14
Net cash provided by/(used in) operating activities	7.1	<u>2,975,872</u>	<u>(1,739,620)</u>
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of PPE		(1,000)	-
Net cash used in investing activities		<u>(1,000)</u>	<u>-</u>
Net increase/(decrease) in cash and cash equivalents held		2,974,872	(1,739,620)
Cash and cash equivalents at beginning of financial year		938,048	2,677,668
Cash and cash equivalents at end of financial year	5.1	<u>3,912,920</u>	<u>938,048</u>

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2022

Note 1 Summary of Significant Accounting Policies

The financial statements cover Older Persons Advocacy Network Ltd (“OPAN”) as an individual entity, incorporated and domiciled in Australia. OPAN is a not-for-profit public company limited by guarantee.

The principal accounting policies adopted in the preparation of the financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

New or amended Accounting Standards and Interpretations adopted

OPAN has adopted all of the new or amended Accounting Standards and Interpretations issued by the Australian Accounting Standards Board (‘AASB’) that are mandatory for the current reporting period.

Any new or amended Accounting Standards or Interpretations that are not yet mandatory have not been early adopted.

Basis of preparation

These general purpose financial statements have been prepared in accordance with Australian Accounting Standards – *Simplified Disclosures* and Interpretations issued by the Australian Accounting Standards Board (‘AASB’), the *Australian Charities and Not-for-profits Commission Act 2012* and associated regulations, as appropriate for not-for-profit oriented entities.

Historical cost convention

The financial statements have been prepared under the historical cost convention.

Critical accounting estimates

The preparation of the financial statements requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the company’s accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements, are disclosed in the relevant notes.

a) Company details

The registered office and principal place of business is:

L6, 241 Commonwealth Street
Surry Hills NSW 2010

b) Income tax

As OPAN is a charitable institution in terms of subsection 50-5 of the *Income Tax Assessment Act 1997*, as amended, it is exempt from paying income tax. OPAN also holds deductible gift recipient status.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2022**c) Goods and Services Tax (GST)**

Revenues, expenses and assets are recognised net of the amount of associated GST, unless the GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities, which are recoverable from or payable to the ATO, are presented as operating cash flows included in receipts from customers or payments to suppliers.

Commitments and contingencies are disclosed net of the amount of GST recoverable from, or payable to, the ATO.

d) Current and non-current classification

Assets and liabilities are presented in the statement of financial position based on current and non-current classification.

An asset is classified as current when: it is either expected to be realised or intended to be sold or consumed in the company's normal operating cycle; it is held primarily for the purpose of trading; it is expected to be realised within 12 months after the reporting period; or the asset is cash or cash equivalent unless restricted from being exchanged or used to settle a liability for at least 12 months after the reporting period. All other assets are classified as non-current.

A liability is classified as current when: it is either expected to be settled in the company's normal operating cycle; it is held primarily for the purpose of trading; it is due to be settled within 12 months after the reporting period; or there is no unconditional right to defer the settlement of the liability for at least 12 months after the reporting period. All other liabilities are classified as non-current.

e) Comparative information

Management have amended the presentation of the statement of profit and loss and other comprehensive income to provide more relevant and reliable information on the activities of the entity. As a result, the comparative information has also been reclassified to allow for comparability. This has also resulted in a consequential reclassification of amounts in note 2.1, 3.1 and 4.5.

There is no impact to the net result for the entity for the 2021 reporting period.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2022

Note 2 Funding Delivery of Our Services

OPAN's overall objective is to facilitate the provision of relief and services to the needs of older people who are vulnerable, socially or economically disadvantaged, exploited or abused. To enable OPAN to fulfil its objective it receives revenue mainly based on government funding.

2.1: Revenue

	2022	2021
	\$	\$
Note 2.1: Revenue		
National Aged Care Advocacy Program	27,640,944	16,577,450
Dementia and Aged Care Services	140,000	737,340
Total revenue	<u>27,780,944</u>	<u>17,314,790</u>

Dementia and Aged Care Services funded a 2-year project on Elder Abuse and Staying Connected.

Revenue recognition

OPAN recognises revenue as follows:

Revenue from contracts with customers

Revenue is recognised at an amount that reflects the consideration to which OPAN is expected to be entitled in exchange for transferring goods or services to a customer. For each contract with a customer, OPAN: identifies the contract with a customer; identifies the performance obligations in the contract; determines the transaction price which takes into account estimates of variable consideration and the time value of money; allocates the transaction price to the separate performance obligations on the basis of the relative stand-alone selling price of each distinct good or service to be delivered; and recognises revenue when or as each performance obligation is satisfied in a manner that depicts the transfer to the customer of the goods or services promised.

Grants

Grant revenue is recognised in profit or loss when OPAN satisfies the performance obligations stated within the funding agreements.

If conditions are attached to the grant which must be satisfied before OPAN is eligible to retain the contribution, the grant will be recognised in the statement of financial position as a contract liability until those conditions are satisfied.

Interest

Interest revenue is recognised as interest accrues using the effective interest method.

Other revenue

OPAN has elected not to recognise volunteer services as either revenue or other form of contribution received. As such, any related consumption or capitalisation of such resources received is also not recognised.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2022

Note 3 The Cost of Delivering Services

This section provides an account of the expenses incurred by OPAN in delivering its services. In Note 2, the funds that enable the provision of services were disclosed and in this note the cost associated with provision of services are recorded.

3.1: Breakdown of operating expenditure

3.2: Employee benefits in the statement of financial position

	2022	2021
	\$	\$
Note 3.1: Breakdown of operating expenditure		
NACAP contract service delivery organisations	23,211,086	12,216,613
NACAP contract other service delivery costs	1,881,348	2,964,296
Total operating expenditure	<u>25,092,434</u>	<u>15,180,909</u>

Other operating expenses generally represent the day-to-day running costs incurred in normal operations.

Note 3.2: Employee benefits in the statement of financial position*Current*

Annual leave	107,975	68,804
Special leave	22,371	-
Total current employee benefits	<u>130,346</u>	<u>68,804</u>

Non-current

Long service leave	4,991	13,042
Total non-current employee benefits	<u>4,991</u>	<u>13,042</u>
Total employee benefits	<u>135,337</u>	<u>81,846</u>

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2022**Employee benefits recognition**

Provision is made for the company's liability for employee benefits arising from services rendered by employees to reporting date.

Short-term employee benefits

Liabilities for wages and salaries, including non-monetary benefits, annual leave and long service leave expected to be settled within 12 months of the reporting date are recognised in current liabilities in respect of employees' services up to the reporting date and are measured at the amounts expected to be paid when the liabilities are settled.

Other long-term employee benefits

The liability for annual leave and long service leave not expected to be settled within 12 months of the reporting date are recognised in non-current liabilities, provided there is an unconditional right to defer settlement of the liability. The liability is measured as the present value of expected future payments to be made in respect of services provided by employees up to the reporting date using the projected unit credit method. Consideration is given to expected future wage and salary levels, experience of employee departures and periods of service. Expected future payments are discounted using market yields at the reporting date on corporate bonds with terms to maturity and currency that match, as closely as possible, the estimated future cash outflows.

Critical accounting estimates and judgments: Employee benefits

As discussed above, the liability for employee benefits expected to be settled more than 12 months from the reporting date are recognised and measured at the present value of the estimated future cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of attrition rates and pay increases through promotion and inflation have been taken into account.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2022

	2022 \$	2021 \$
--	------------	------------

Note 4 Other Assets and Liabilities

This section sets out those assets and liabilities that arose from OPAN's operations.

- 4.1 : Trade and other receivables
- 4.2: Other financial assets
- 4.3: Property, plant and equipment
- 4.4: Trade and other payables
- 4.5: Contract liabilities

Note 4.1: Trade and other receivables

Trade receivables	38,830	-
Other receivables	-	25,000
GST receivable	79,353	18,717
Rental bonds	17,005	8,905
Total trade and other receivables	135,188	52,622

Receivables recognition

Receivables are classified as financial instruments and categorised as 'financial assets at amortised cost'. They are initially recognised at fair value plus any directly attributable transaction costs. OPAN holds the receivables with the objective to collect the contractual cash flows and therefore subsequently measured at amortised cost using the effective interest method, less any impairment.

Other receivables are recognised at amortised cost, less any provision for impairment.

Note 4.2: Other financial assets*Current*

Term deposits	20,000	20,000
Total other financial assets	20,000	20,000

Financial assets recognition

Refer note 6.1 for further information on accounting policies in relation to financial assets.

Note 4.3: Property, plant and equipment*Non-Current*

Property, plant and equipment	1,000	-
Total property, plant and equipment	1,000	-

Note 4.4: Trade and other payables

PAYG liability	97,786	68,054
Trade creditors	93,471	9,495
Accrued expenses	95,046	89,539
Credit card payable	12,637	(5,536)
Superannuation payable	3,550	23,869
Total trade and other payables	302,490	185,421

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2022

	2022	2021
	\$	\$

Payables recognition

These amounts represent liabilities for goods and services provided to OPAN prior to the end of the financial year and which are unpaid. Due to their short-term nature, they are measured at amortised cost and are not discounted. The amounts are unsecured and are usually paid within 30 days of recognition.

Note 4.5: Contract liabilities

Contract liabilities arising on grant funding

NACAP advocacy program	422,360	159,197
NACAP expansion projects	2,550,222	-
Commissioned projects	-	30,000
Total contract liabilities	2,972,582	189,197

Contract liability recognition

Contract liabilities represent the OPAN's obligation to transfer services to a client that are recognised when a client or related funder pays consideration, or when OPAN recognises a receivable to reflect the unconditional right to consideration (whichever is earlier), before OPAN has transferred the services to the client.

Grant related contract liabilities represent funding received in advance of delivery of the NACAP which may be recalled by the Commonwealth at their discretion or used to satisfy future performance obligations under the terms of the grant agreement.

Contract liabilities arising from services represent delivery of performance obligations during the financial year 2021.

Under AASB 15, grant revenue is recognised as the performance obligations in the related grant agreements are satisfied, generally over time. The consideration received in advance of providing these services is recognised as a contract liability.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2022

2022
\$2021
\$**Note 5 How We Finance Our Operations**

This section provides information on the sources of finance utilised by OPAN during its operations, along with other information related to financing activities of OPAN.

This section includes disclosures of balances that are financial instruments.

- 5.1: Cash and cash equivalents
- 5.2: Commitments for expenditure

Note 5.1: Cash and cash equivalents

Current

Cash at bank

3,912,920

938,048

Total cash and cash equivalents

3,912,920

938,048

Cash and cash equivalents recognition

Cash and cash equivalents includes deposits with financial institutions in the form of the operating account.

Note 5.2: Commitments for expenditure

OPAN had no commitments for expenditure as at 30 June 2022 and 30 June 2021.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2022

Note 6 Risks, Contingencies and Valuation Uncertainties

OPAN is exposed to risk from its activities and outside factors. In addition, it is often necessary to make judgements and estimates associated with recognition and measurement of items in the financial statements. This section sets out financial instrument specific information, as well as those items that are contingent in nature or require a higher level of judgement to be applied, which for OPAN is related mainly to fair value determination.

6.1: Financial instruments

6.2: Contingent assets and contingent liabilities

Note 6.1: Financial instruments

Financial instruments arise out of agreements that give rise to a financial asset of one entity and a financial liability or equity instrument of another entity. OPAN classifies all of its financial assets based on the business model for managing the assets and the asset's contractual terms.

Financial assets at amortised cost

Financial assets are measured at amortised costs if both of the following criteria are met and the assets are not designated as fair value through net result:

- the assets are held by the group to collect the contractual cash flows; and
- the assets' contractual terms give rise to cash flows that are solely payments of principal and interests.

These assets are initially recognised at fair value plus any directly attributable transaction costs and subsequently measured at amortised cost using the effective interest method less any impairment.

OPAN recognises the following assets in this category:

- cash and cash equivalents;
- receivables; and
- term deposits.

Financial liabilities at amortised cost

Financial liabilities at amortised cost are initially recognised on the date they are originated. They are initially measured at fair value plus any directly attributable transaction costs. Subsequent to initial recognition, these financial instruments are measured at amortised cost with any difference between the initial recognised amount and the redemption value being recognised in profit and loss over the period of the interest-bearing liability, using the effective interest rate method.

OPAN recognises the following liabilities in this category:

- payables; and
- contract liabilities.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2022

Derecognition of financial assets and financial liabilities*Financial assets*

A financial asset (or, where applicable, a part of a financial asset or part of a group of similar financial assets) is derecognised when:

- the rights to receive cash flows from the asset have expired; or
- The company retains the right to receive cash flows from the asset, but has assumed an obligation to pay them in full without material delay to a third party under a 'pass through' arrangement; or
- The company has transferred its rights to receive cash flows from the asset and either:
 - has transferred substantially all the risks and rewards of the asset; or
 - has neither transferred nor retained substantially all the risks and rewards of the asset but has transferred control of the asset.

Where OPAN has neither transferred nor retained substantially all the risks and rewards or transferred control, the asset is recognised to the extent of OPAN's continuing involvement in the asset.

Financial liabilities

A financial liability is derecognised when the obligation under the liability is discharged, cancelled or expires.

Financial risk management objectives and policies

OPAN's activities do expose itself to some financial risks which need to be actively managed. The main risks the company are exposed to through its financial instruments is credit risk, liquidity risk and market risk consisting of interest rate risk. The main purpose in holding financial instruments is to prudentially manage OPAN's financial risks within the parameters set by the Board of Directors.

Credit risk

Credit risk refers to the possibility that a borrower will default on its financial obligations as and when they fall due. The company is not exposed to any significant credit risk.

Liquidity risk

Vigilant liquidity risk management requires the company to maintain sufficient liquid assets (mainly cash and cash equivalents) to be able to pay debts as and when they become due and payable. OPAN manages liquidity risk by maintaining adequate cash reserves by continuously monitoring actual and forecast cash flows and matching the maturity profiles of financial assets and liabilities.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2022

Market risk

The company's exposure to market risk is primarily through interest rate risk.

Fair value interest rate risk is the risk that the fair value of a financial instrument will fluctuate because of changes in market interest rates. Cash flow interest rate risk is the risk that the future cash flows of a financial instrument will fluctuate because of changes in market interest rates. OPAN has some exposure to cash flow interest rate risks through cash and deposits that are at floating rates. The company manages this risk by mainly undertaking fixed rate or non-interest-bearing financial instruments. Management has concluded for cash at bank, as financial assets that can be left at floating rate without necessarily exposing the company to significant bad risk, management monitors movement in interest rates on a timely basis.

Note 6.2: Contingent assets and contingent liabilities

There are no other known contingent assets or contingent liabilities for OPAN as at 30 June 2022 (2021: NIL).

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2022

	2022 \$	2021 \$
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Note 7 Other Disclosures

This section includes additional material disclosures required by accounting standards or otherwise, for the understanding of this financial report.

- 7.1: Reconciliation of cash flows from operations activities
- 7.2: Related parties
- 7.3: Key management personnel compensation
- 7.4: Remuneration of the auditors
- 7.5: Events occurring after balance sheet date
- 7.6: Member's guarantee

Note 7.1: Reconciliation of cash flows from operations activities

Surplus for the year	109,487	212,226
Changes in assets and liabilities		
- decrease/(increase) in trade and receivables	(82,566)	58,697
- (decrease) in prepayments	(4,994)	-
- increase/(decrease) in trade and other payables	117,069	(180,767)
- increase in provisions	53,491	55,532
- increase/(decrease) in contract liabilities	2,783,385	(1,885,308)
Net cashflows from operating activities	<u>2,975,872</u>	<u>(1,739,620)</u>

Note 7.2: Related parties

Unless otherwise stated, none of the transactions incorporate special terms and conditions and no guarantees were given or received.

Foundational Members of OPAN are funded to deliver the National Aged Care Advocacy Program in their jurisdiction under a contract with the Older Persons Advocacy Network.

Key management personnel

Disclosures relating to key management personnel are set out in note 7.3.

Transactions with related parties

The directors and their related entities transact with the company from time to time on normal contractual terms and conditions. The types of transactions involved include those that are provided by the company as part of its normal operations. Directors of OPAN are not paid for their role as Director.

Receivable from and payable to related parties

There were no trade receivables from or trade payables to related parties at the current and previous reporting date.

Loans to/from related parties

There were no loans to or from related parties at the current and previous reporting date.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2022

2022
\$2021
\$**Note 7.3: Key management personnel compensation**

The aggregate compensation made to directors and other members of key management personnel of the company is set out below:

Aggregate compensation	<u>194,040</u>	<u>188,509</u>
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Note 7.4: Remuneration of the auditors

Audit of the financial statements	29,000	6,000
Other non-assurance services	<u>2,000</u>	<u>2,000</u>
Total remuneration of the auditors	<u>31,000</u>	<u>8,000</u>

Note 7.5: Events occurring after balance sheet date

The impact of the Coronavirus (COVID-19) pandemic is ongoing for OPAN up to 30 June 2022. COVID public health and safety measures have continued to impact OPAN and its members ability to deliver some face-to-face education and services.

No other matter or circumstance has arisen since 30 June 2022 that has significantly affected, or may significantly affect the entity's operations, the results of those operations, or the entity's state of affairs in future financial years.

Note 7.6: Member's guarantee

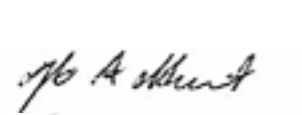
OPAN is incorporated under the *Corporations Act 2001* and is a company limited by guarantee. If the company is wound up, the constitution states that each member is not required to contribute a maximum of \$100 towards meeting any outstanding and obligations of the company. At 30 June 2022, the number of members was 9 (2021: 8).

DIRECTORS' DECLARATION FOR THE YEAR ENDED 30 JUNE 2022

In the directors' opinion:

- the attached financial statements and notes comply with the *Corporations Act 2001*, the Australian Accounting Standards – *Simplified Disclosures*, the *Australian Charities and Not-for-profits Commission Act 2012* and other mandatory professional reporting requirements;
- the attached financial statements and notes give a true and fair view of the company's financial position as at 30 June 2022 and of its performance for the financial period ended on that date; and
- there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

On behalf of the directors



Mary Anne Hunt
Director/Chairperson



Liz Kearins
Director/FAR Committee

Dated this 26th day of October 2022



**INDEPENDENT AUDITOR'S REPORT
To the Members of Older Persons Advocacy Network Ltd**

RSM Australia Partners

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Opinion

We have audited the financial report of Older Persons Advocacy Network Ltd, which comprises the statement of financial position as at 30 June 2022, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

In our opinion, the financial report of Older Persons Advocacy Network Ltd has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (a) giving a true and fair view of the registered entity's financial position as at 30 June 2022 and of its financial performance and cash flows for the year ended on that date; and
- (b) complying with Australian Accounting Standards – *Simplified Disclosures* under AASB 1060 *General Purpose Financial Statements – Simplified Disclosures for For-Profit and Not-for-Profit Tier 2 Entities* and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

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

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

Other Information

Those charged with governance are responsible for the other information. The other information comprises the information included in Older Persons Advocacy Network Ltd's annual report for the year ended 30 June 2022, but does not include the financial report and the auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

**THE POWER OF BEING UNDERSTOOD
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Responsibilities of Management and Those Charged with Governance for the Financial Report

The management and the directors of the registered entity are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – *Simplified Disclosures* under AASB 1060 *General Purpose Financial Statements – Simplified Disclosures for For-Profit and Not-for-Profit Tier 2 Entities* and the *Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act)* and for such internal control as the management and the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

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

Auditor's Responsibilities for the Audit of the Financial Report

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

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at: http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf. This description forms part of our auditor's report.

RSM

RSM AUSTRALIA PARTNERS

A handwritten signature in black ink that reads 'John Finday'.

JOHN FINDAY
Partner

Ballarat, Victoria
Dated this 4th day of November 2022

OPAN member organisations by state or territory:

