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Older Persons Advocacy Network

Annual Report | 2018 - 2019



OPAN service delivery organisation by state or territory:

ACT



TAS



VIC



NSW



NT - Top End



QLD



SA



WA



NT - Central



Funded by:



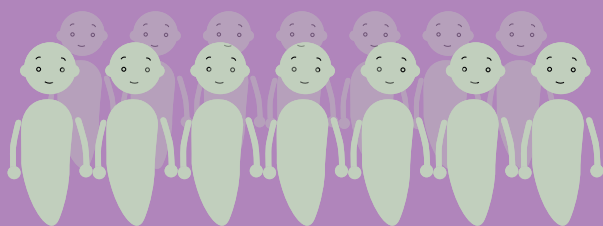
Australian Government
Department of Health

OPAN strives to be a dynamic organisation that builds upon and learns from its collective history to best support older people. OPAN aims to improve access to aged care advocacy for older people across Australia and create a society where older people are heard, informed and respected and where they enjoy and exercise their rights.

OPAN acknowledges the Traditional Custodians of the lands on which OPAN and its members reside and work across Australia and pays respect to Elders past and present.

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3.8 million

In 2017, there were 3.8 million Australians aged 65 and over. This number is expected to more than double in the next 40 years, due to increasing life expectancy. Most Australians are living longer and are in better health than ever.

An Ageing Population Needs More Aged Care Advocacy

What does this mean for older Australians and society as a whole?

Since the number of older people is growing, this means that the number of people experiencing issues with aged care is growing too. Many older Australians will have less support to lean on at a time when there will be more issues relating to care and wellbeing.

Growth in demand for information and advocacy support in just 2 years from 2017.

67%

increase since 2017

Older Persons Advocacy Network is a network comprised of nine service delivery organisations across Australia. OPAN assists older people with their issues with aged care providers by providing:

Information & advocacy

13,749

OPAN provided support to 13,794 people on their individuals needs.

Support

2,375

The problem of elder abuse saw OPAN support 2,375 individuals.

Education

2,110

Provided 1,553 education sessions on aged care in residential care and 557 education session on aged care rights in home and community aged care.

Numbers from the 2018/2019 Financial Year

Number of people in
the aged care system

1,317,773

Aged Care Issues & Complaints

Some issues turn into complaints. Most of these complaints are about residential care, even though three quarters of recipients in the aged care system are actually in home care.

Numbers from the 2017/2018 Annual Report

454 sessions

provided on preventing abuse of older people

OPAN supporting all Older Australians

Clearly, even now, there is a great need for aged care advocacy. With the growing population, this need is just going to continue growing.

OPAN's Purpose

Older Persons Advocacy Network (OPAN) believes all older people deserve the right to excellent, nationally consistent, locally tailored and individually directed advocacy support.

OPAN's nine Foundational Members came together originally under a Memorandum of Understanding in 2016 and formed the Company in 2017 to collectively provide support through the National Aged Care Advocacy Program (NACAP). Each Foundational Member brings a unique wealth of expertise, perspective and knowledge to the network, which OPAN collectively builds upon in providing a national voice for its Members and older people.

OPAN strives to be a dynamic organisation that builds upon and learns from its collective history to best support older people. OPAN aims to improve access to aged care advocacy for older people across Australia.

Key to OPAN's differential is its Members as service delivery organisations delivering NACAP. NACAP and aged care advocates are key supports for older people in interacting with the aged care system - raising their voice, resolving issues and exercising their aged care rights. Providing free, independent and confidential information and individual support is the most vital aspect of our work.

Educating older people and their families about their aged care rights and how to exercise them is the other aspect of NACAP. OPAN's nine members, as service delivery organisations, provided over two thousand education sessions across residential and home care in 2018/19. Informing and educating people on their rights and their right to complain is key to supporting older people and their families to self-advocate and get the best out of their aged care.

What is Aged Care Advocacy?

Advocacy is the process of standing beside someone and supporting them to understand and exercise their rights and have their voice heard on the issues that are important to them.

Advocacy services ensure that the rights of older people are supported, and that they are empowered to make informed decisions about their care.

This rights and capacity based focus is central to the OPAN model of NACAP service delivery.

What is an aged care advocate?

An advocate:

- ★ takes the time to listen and understand your views and wishes
- ★ informs you of your rights and responsibilities
- ★ assists you to explore your options and make informed decisions
- ★ supports you to raise your concerns and work towards a resolution
- ★ provides practical assistance such as help to write a letter or raise your concerns at a meeting
- ★ speaks for you in situations where you don't feel able to speak for yourself
- ★ increases your capacity to self-advocate

OPAN aged care advocacy Services

The Older Persons Advocacy Network (OPAN) offers free aged care advocacy services that are independent and confidential. The services focus on supporting older people and their representatives to raise and address issues relating to accessing and interacting with Commonwealth funded aged care services.

OPAN's members offer advocacy services that are rights based. They seek to ensure that aged care consumers understand and exercise their rights and participate, to the maximum degree possible, in the decisions affecting their care.

Advocacy support can broadly include:

Standing Behind – providing support which empowers the person to self advocate

Standing Beside – providing assistance so the person can raise issues with others

Standing Before – providing representation, acting or speaking on behalf of the person, at their direction

OPAN advocates always place the consumer at the centre of the process and act at the consumer's direction.

OPAN advocates are skilled and experienced professionals who have extensive aged care knowledge.

OPAN can assist older people and their representatives to:

- ★ engage with the aged care system including My Aged Care and the Aged Care Quality and Safety Commission
- ★ transition between aged care services
- ★ make informed decisions about the care they receive
- ★ exercise their right to choice in accessing and receiving aged care services
- ★ have their aged care rights better understood, recognised and upheld
- ★ resolve problems or complaints with aged care providers in relation to the aged care services they receive
- ★ address issues that impact their ability to live in their own homes, with the aim of preventing premature admission to aged care facilities and focusing on wellness and reablement.



Case Studies

Case Study 1

A woman living in an aged care facility wanted to use some of her savings to pay for additional physiotherapy, to improve what she referred to as her “dignified independence” with transfers and other physical activity. However, this wasn’t being supported by the Power

Advocacy was able to establish a pathway for the woman to have the PoA changed.

of Attorney (PoA) who reportedly considered it a waste of money and had suggested “you will never walk again – what is the point?”

Concerns were also raised that the aged care facility was supporting the PoA’s approach. Advocacy was able to establish a pathway for the woman to have the PoA changed and for the aged care facility to change their approach and support additional physiotherapy within the context of a new series of professional assessments and an updated care plan.

Case Study 2

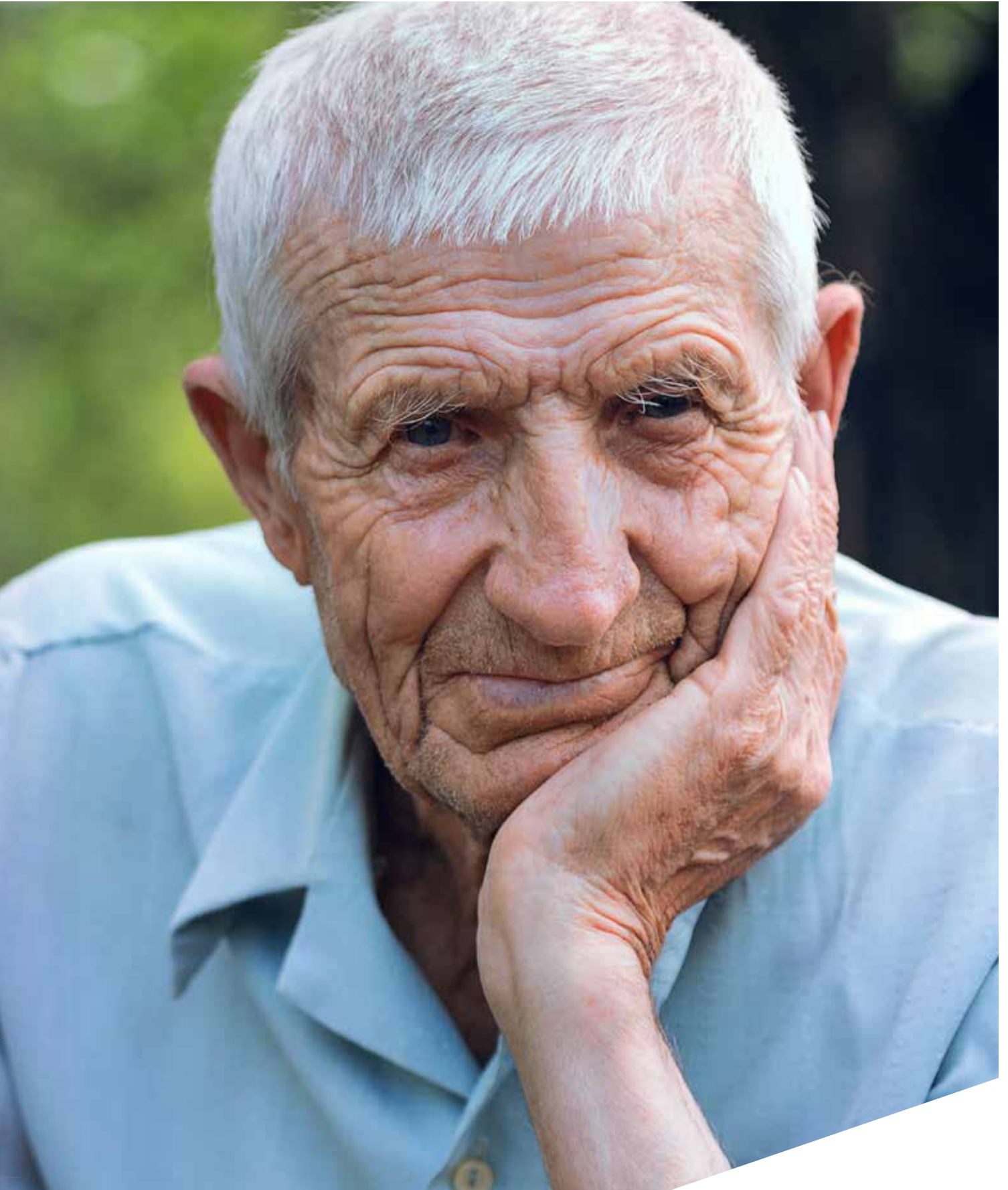
A woman in receipt of a home care package rang with concerns about costs debited from her package relating to equipment for her recently deceased husband. The woman’s husband had also been in receipt of a home care package with the same provider, and the equipment had been ordered in the months before he died. Advocacy was able to establish that the package provider had made a series of errors in invoicing and payment arrangements for the equipment, and while they should have been entitled to have the costs paid through the husband’s package before it was closed off, they hadn’t done so. Instead they had decided that the most appropriate option to pursue the costs was via debiting the wife’s package. After several conversations and other written communication by the Advocate, the provider withdrew the costs and apologised.

Case Study 3

Following a community education session for residents at an aged care facility, a resident approached the Advocate presenting the session with concerns about various aspects of personal care the at the facility. This included a very basic issue relating to the resident’s hearing loss - they

A resident approached the Advocate presenting the session with concerns about various aspects of personal care the at the facility.

could not hear staff knocking before entering their room and often felt uncomfortable with the surprise and invasion of privacy and staff just suddenly ‘being there’. After discussion with the aid of an AUSLAN interpreter, the Advocate and the resident were able to engage facility management in the idea of installing doorbells with lights for all residents with hearing impairment. These were subsequently installed and benefited multiple residents in the facility.



Chairperson's Report



This has been another eventful year, and marks the second year of our three-year contract with the Australian Government Department of Health to provide the National Aged Care Advocacy Program (NACAP). When we embarked on this journey to promote excellence and national consistency of advocacy services for older Australians, we all knew the vital role advocacy plays within the aged care system, but we also had a sense of the many challenges ahead of us. I believe that in 2018/19 we met these challenges head on and this has seen us strengthen advocacy services within states and territories and achieve better recognition of advocacy at the national level.

In August 2018, we welcomed our CEO, Craig Gear. Since then the Board, CEO and Secretariat have worked together to ensure that the NACAP Workplan is implemented and on track, and that our Strategic Plan is relevant and responsive to ensure that older Australians have access to advocacy services when they need them.

The demand for advocacy services has increased this year, and whilst there have been many external influencers which have stretched our resources, our members have met

this demand within existing resources to ensure that older Australians are supported. However, we acknowledge that our reach is limited and we know there are still many older Australians who need advocacy services who are unable to access them. Demand for advocacy services is now consistently outstripping our members' limited resources resulting

“ It is vital for OPAN to ensure that older Australians need for advocacy services is heard by Government “

in our members having to, for the first time, prioritise the urgent cases and having waiting lists. Having to delay a support response for older people is less than ideal and we will continue to work with government to consider ways of reducing these barriers to time sensitive advocacy. It is vital for OPAN to ensure that older Australians' need for advocacy services is heard by Government and that appropriate resources are available to our members to ensure that older Australians' human rights and self-determination when accessing aged care services are upheld.

On behalf of the Board I would like to thank everyone who has contributed to OPAN this year. To our members, thank you for the opportunities for learning and the successes we have shared this year as a Network. The Board gratefully acknowledges the challenges which our members and Secretariat have faced whilst ensuring older Australians have their voices heard and their human rights supported in the pursuit of quality aged care services. To my Board colleagues, the CEO and team, thank you with much gratitude for your resilience and dedication to OPAN throughout this year.

As we move into 2019/2020, we are in an extraordinary position to influence government, and the ageing and aged care sector to improve the experience for older Australians accessing aged care services. I call on OPAN members to continue to work together to achieve our Principles and create “A society where older people are heard, informed and respected and where they enjoy and exercise their rights”.

Thank you.

May Anne Hunt.



CEO's Report



Feeling safe and having the confidence to raise your voice is essential in aged care. Every day, OPAN's service delivery organisations' 60 or so aged care advocates assist older people to do just that.

Key to delivering the National Aged Care Advocacy Program (NACAP) is the aged care advocates' role - providing information, education and individual support. The fact that free, confidential and independent aged care advocacy is not available to more Australians is a frustration. Currently, OPAN service delivery organisations support close to 15,000 older people regarding their issues with aged care each year. However, this equates to just over 1% of all older people receiving aged care in Australia.

OPAN formed in 2017 to collaborate with and build on the work of the nine member organisations who had been delivering aged care advocacy for close to 30 years. In coming together under the banner of OPAN the member organisations committed to working towards a better aged care system where people can raise their voice and exercise their rights.

In a year that saw the commencement of the Royal Commission into Aged Care Quality and Safety the work of our member organisations' aged care advocates is even more important. I've heard numerous stories this year of older people feeling too afraid of retribution or having their aged care

affected. This has made them less willing to speak up to resolve issues they may be having with aged care service providers.

This can't be the case going forward.

It is in working for older people, at their direction, that we can build a system where older people feel safe and confident. Aged care providers should be fostering environments that will allow older people and their families to have their feedback not only accepted, but to be used as a mechanism for delivering high quality and safe aged care. Our aged care advocates are vital in achieving that.

I want to personally thank all the aged care advocates in our member organisations for their dedication, expertise and commitment in making sure that older people have the skills and confidence to speak up, and for working at the direction of the older person and being on their side, giving them the power to speak up.

1 July 2019 saw the commencement of the new Charter of Aged Care Rights. OPAN has been a key contributor to its development. This new Charter of Aged Care Rights firmly establishes that older people do not have to check their rights at the door when they enter

aged care. However, as a number of participants in OPAN's Charter of Aged Care Rights community events asked "Why do we need a charter of aged care rights? Shouldn't my rights just be respected?". Unfortunately, in an era where the Aged Care Royal Commission has highlighted that aged care can often be transactional, it seems it is up to OPAN to champion the Charter. The power differential between aged care provider and recipient cannot be underestimated. The concerns and fears of older people and their family to raise issues testifies to this. The Charter of Aged Care Rights acts as a shield and protection for older people, a key tool for older people to exercise their rights and something OPAN is keen to continue promoting.

2018/2019 has seen OPAN and its members working diligently to implement the NACAP workplan in order to bring greater consistency and greater access in aged care advocacy nationally. Without the commitment and contribution of the raft of experts from our service delivery organisations, the development of the OPAN Nationally Consistent Service Delivery Framework, the OPAN NACAP minimum data set and data

aggregator, the 'Talk to us First' digital provided training, and the Charter of Aged Care Rights community events would not have been possible. I want to thank all the staff and management of our members who contributed to all of these vital initiatives.

Unique to OPAN is the ability to consolidate the voice of the older person, heard through the 2,100 education sessions and close to 15,000 occasions of information and support. Through working with and supporting older people and their families we hear what the challenges are in the current age care system. Through bringing these voices to government and the aged care service sector OPAN uses this evidence in its systemic advocacy work.

This year has seen OPAN gain greater recognition as an organisation that can contribute to reforming the aged care system. OPAN, at the national level, has contributed to the number of government and Aged Care Quality and Safety Commission consultations and reform activities. Through our network, we have also supported older people and their families at

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CEO's Report (continued)

the Aged Care Royal Commission community events. Each community event had their jurisdictional aged care advocacy organisation there to let people know that aged care advocacy is available to support them

Our members provided 454 education sessions on preventing the abuse of older people nationally and, shockingly, provided 2,375 episodes of support to individuals experiencing the various forms of elder abuse.

interacting with the aged care system and exercise their rights. OPAN's Aged Care Royal Commission support line has assisted 15 people to provide their personal experience of poor interaction with the aged care system and traumatic stories to the Royal Commission. Without our support their voices would not have been heard.

OPAN prepared a witness statement and appeared in February at the second day of hearings, providing insight to the Royal Commissioners

and Counsel Assisting into the functions and challenges for older people to navigate, access and have their rights respected within the aged care system.

OPAN's members have also worked to reduce the impact of and prevent the abuse of older people through its individual support and education and its work at the systemic level. This annual report highlights some of the key achievements in the prevention of abuse of older people throughout 2018/19.

The report also highlights the work at the national level in assisting older people and their families to navigate the very complex system that gives entry to aged care. Work through our webinars and virtual information hub as part of the Aged Care System Navigators trial (delivered in collaboration with COTA) has had a great impact on the sector and have been highly subscribed.

Special thanks to Seniors Rights Service for your collaboration and support as a home for the national secretariat. It's through being able to work alongside Seniors Right Service staff that we have been able to develop more realistic and applicable approaches to our national work.

Finally, huge shout out to and thanks to the OPAN staff of the national secretariat team. It has been an exciting but extremely busy year and I thank you all for your dedication, patience and commitment.

'Right 11' within the Charter of Aged Care Rights states that all older people have the right to an aged care advocate to speak on their behalf. OPAN's aim in 2020 is that every older Australian knows that there is someone there to support them to exercise their rights and to raise their voice.

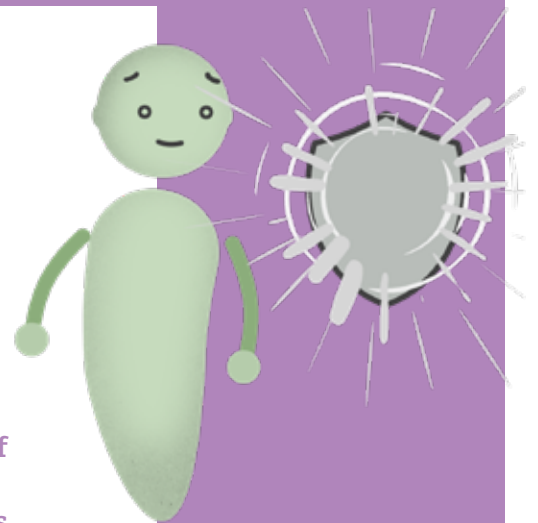
Looking to 2020, we need aged care advocacy to be available to all older people receiving aged care. 'Right 11' within the Charter of Aged Care Rights states that all older people have the right to an aged care advocate to speak on their behalf. OPAN's aim in 2020 is that every older Australian knows that there is someone there to support them to exercise their rights and to raise their voice.

Craig Gear

The Charter of Aged Care Rights – a shield for older people, a way for aged care providers to engage

I have the 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 my rights, care and services
7. have control over and make choices about my care, and personal and social life, including where the 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



The OPAN Team

OPAN staff are its backbone, contributing their time, enthusiasm and expertise to ensure the success of the organisation in facilitating the delivery of the National Aged Care Advocacy Program and contributing to a stronger aged care system through the delivery of national projects of significance.

This year, as a result of additional project funding, the OPAN team has increased in size, with additional casual staff sourced to provide assistance across all facets of the organisation. This includes in the delivery of national projects: Aged Care System Navigator Trial, Elder Abuse Prevention and Advocacy, The Charter of Aged Care Rights awareness raising and education, and additional support for older people during the Royal Commission into Aged Care Quality and Safety. “The expansion of the team has allowed us to increase our reach and ensure that older people are better aware of their rights, as well as how to access aged care advocacy,” Craig Gear, OPAN CEO, said.

Craig Gear became OPAN’s Chief Executive Officer at the end of 2018, and has worked tirelessly to establish OPAN as a prominent organisation within the ageing and aged care sector. Under Craig’s leadership, OPAN has had some of its busiest months, leading systemic advocacy to facilitate improvement of the aged care system for older people, ensuring national recognition of OPAN and state and territory aged care advocacy organisations within the ageing and aged care sector in relation to rights-based information, individual

advocacy, and education, and leading national reform-based projects.

Jennie Burrows OPAN’s Senior Project Officer, has continued to lead the implementation of the National Aged Care Advocacy Program Workplan, seeking national consistency in the delivery of aged care advocacy services to older people. Dr Kate Barnett OAM, has also provided strategic advice and consultation and has made major contributions to OPAN projects.

Since its establishment, OPAN has been greatly supported by a growing number of staff all across Australia.

Claire Levisohn, has continued to provide invaluable support to the OPAN CEO, OPAN Board, and the OPAN operational team through executive administrative leadership and project management.

Stella She-Whichelo has taken on the role of OPAN Financial Controller, managing OPAN budget and finances, and financial management systems and processes.

Tom Linnane and Rachael Morcombe have led the implementation of the OPAN communication and marketing strategy, including activities to facilitate visibility of the work of OPAN and increase public, consumer, and provider awareness of aged care rights, aged care advocacy, and how to access support.

OPAN has been supported by talented partners, Travis Conneeley, create.love, and Mel Cole, M design services, to deliver communications and marketing strategies, including high-calibre video content and media collateral.

Maree Montgomery, OPAN Educator, and Maria Berry, OPAN Consumer Representative, have been fundamental in bringing education to older people. Through the Charter of Aged Care Rights projects, in collaboration with state and territory aged care advocacy organisations, they have increased awareness of the rights of older people and the support available.

"I am extremely proud of the OPAN team – it is their dedication and support that has allowed the organisation to flourish in some of its busiest times," says Craig.



Craig Gear



Jennie Burrows



Claire Levisohn



Tom Linnane



Rachael Morcombe



Maria Berry



Stella She-Whichelo



Maree Montgomery

Goal 1: Delivery on NACAP initiatives

Over the course of 2018/19, OPAN has made significant progress towards national consistency in aged care advocacy. The challenge of providing consistent service delivery, given the development of state and territory approaches over a long period, has been noted in several NACAP reviews. A new Service Delivery Framework, identifying core processes that are consistent across all states and territories, supports the promotion of good practice. A minimum data set, collected by all states and territories, ensures the capacity to analyse and understand the current trends in aged care across Australia. Older people are encouraged to get involved in OPAN and its SDOs through Consultative Groups and other participation processes.

Good practice is assured through a developing workforce support plan and an OPAN Quality System.

Talk to Us First: Online aged care advocacy training

Talk to Us First is a series of video resources that are dedicated to supporting Aged Care Workers and Service Providers. There are questionnaires both before and after the videos that must be completed in order to obtain a Certificate of Completion. These questionnaires have shown an increase in knowledge of the role and access paths for aged care advocacy.

Talk to Us First has been designed to train the aged care workforce to ensure that the new Quality Standards surrounding advocacy are met, with a particular emphasis on understanding the aged care advocacy role and how best to provide support for older people and their families.

Aged care consumers have rights and people working in the aged care sector can make a difference. This training provides education about the advocate's role in supporting residents and consumers to raise and rectify their concerns early, as well as increasing awareness of how to access advocacy services through OPAN.



The training was officially launched by then Minister for Aged Care and Senior Australians Hon Ken Wyatt AM, MP at the end of 2018. The training has been completed over 4,500 times.

For more information visit the ADACAS website: www.adacas.org.au

Talk to Us First is available to complete on the OPAN website: opan.com.au/provider-education/#talk_to_us_first

OPAN Service Delivery Framework and moving into practice guidelines

OPAN has developed a nationally consistent Service Delivery Framework (SDF) for advocacy that includes core processes for individual advocacy, definitions and data descriptors, service commitments, and measurement of outcomes. Its purpose is to support consistency and support the promotion of good practice in relation to aged care advocacy nationally. The challenge of providing consistent service delivery, given the development of state and territory approaches over a long period, has been noted in several NACAP reviews.

The SDF was developed through consultation with the nine organisations in the Network. It supports the delivery of free, independent and confidential advocacy support and information to older people (and their representatives) receiving, or seeking to receive, Australian Government funded aged care services.

The SDF is guided by the principles and priorities of the Aged Care Act, 1997, the United Nations Charter of



Human Rights, the United Nations Principles for Older Persons, the Single Charter of Aged Care Rights, and Australian Consumer Law. It should be read in conjunction with the National Aged Care Advocacy Framework (NACAF), the NACAP Program Guidelines and the NACAP Funding Agreement, including approved work plans.

The SDF also incorporates the capacity for OPAN Practice Guidelines that support SDOs in delivering consistent practice in areas of uncertainty.

“The Service Delivery Framework supports the delivery of free, independent and confidential advocacy support and information to older people (and their representatives) receiving, or seeking to receive, Australian Government funded aged care services.”

Initiatives to address the abuse of older people

The abuse of older people continues to be an issue within Australian society, it is finally being brought more to the forefront in light of the Royal Commission into Aged Care Quality and Safety. During the year, OPAN has been involved in several projects which have aimed to ensure that elder abuse is reduced, and that measures are in place for older people to seek help should they feel unsafe.

In 2018/19, OPAN service delivery organisations supported over 2,375 people in relation to elder abuse, exceeding the total annual targets for elder abuse information and advocacy by 100%. In addition, 454 education sessions were delivered to those at risk of or experiencing elder abuse were provided.

In late 2018, then Minister for Aged Care and Senior Australians, Hon Ken Wyatt AM, MP joined OPAN and Advocare (OPAN's member in WA) to launch the National Elder Abuse Prevention and Advocacy Framework. The Framework was implemented to develop and deliver a national elder abuse prevention and advocacy

program, with consistent service delivery and standards across all Australian jurisdictions, and to inform, develop and deliver a best evidence, best practice national model of elder abuse prevention and advocacy response.

To help support those at risk of abuse, as well as those supporting older people who may notice elder abuse

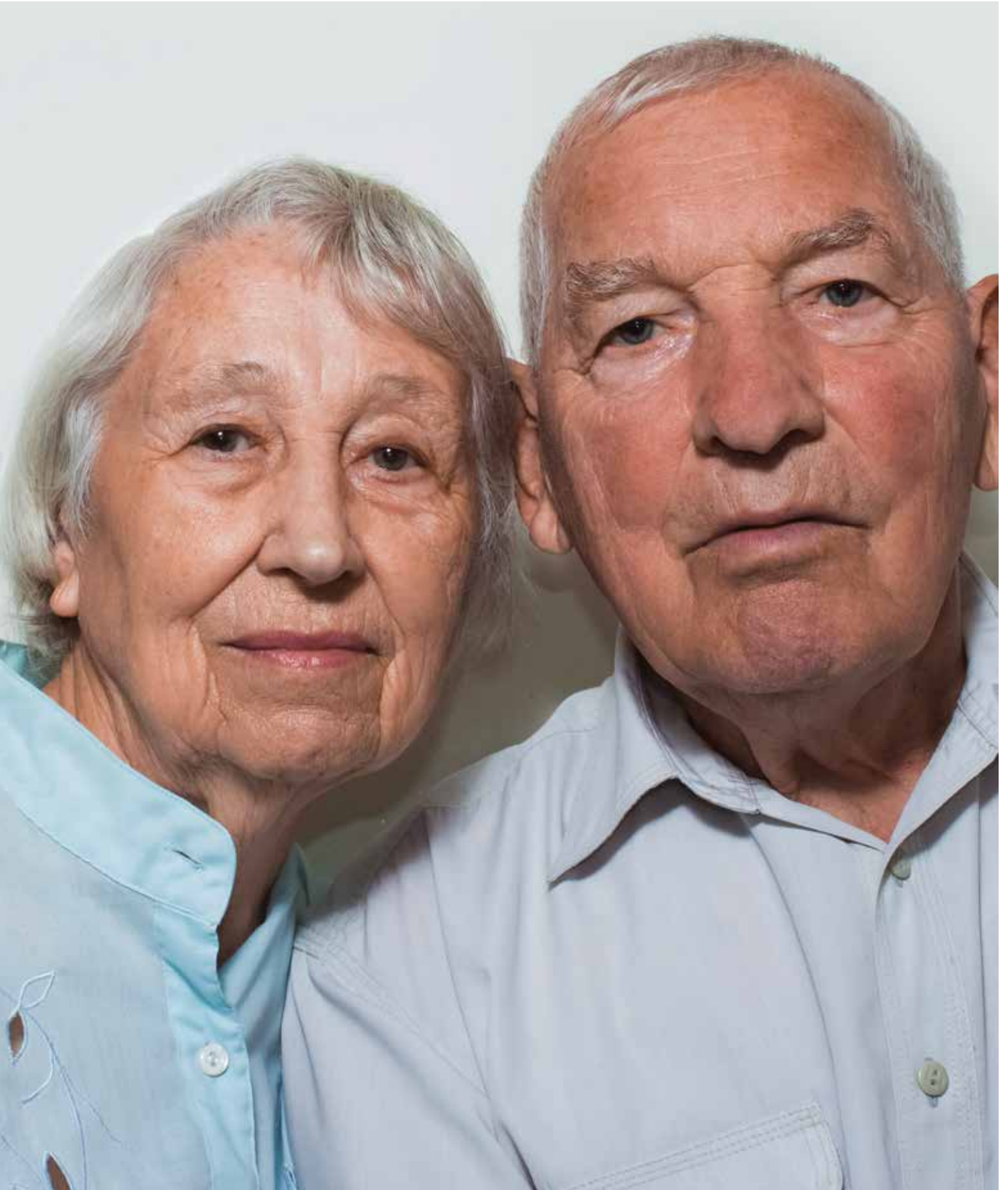
In 2018/19 OPAN service delivery organisations supported over 2,375 people in relation to Elder Abuse.

occurring, OPAN developed a mobile device application, 'Elder Help'. This app has been designed to provide help and information for those who experience or notice abuse occurring, but are unsure of the assistance they can access. The app is able to connect users directly with the Elder Abuse Helpline in their state or territory, and to OPAN's national line which will direct them to their state or territory aged care advocacy organisation.

In conjunction with OPAN, ADACAS (OPAN's member in the ACT) has developed a supported decision making toolkit, including a website and an app. These tools have been created as a result of research on how supported decision making and individual advocacy can be used together to support people at risk of or experiencing elder abuse. Throughout the tools there are questions and information to help users to support the decision maker to ensure that their wishes are upheld and respected.

OPAN has also created an animated video, 'Could it Be?', which is aimed to give community members an understanding of the signs of elder abuse so they can identify it and seek help for the older person. This video is embedded within OPAN's Elder Help app so those supporting older people can also be better educated about what abuse can entail and where to go to seek help.

OPAN looks forward to continuing their efforts in addressing the abuse of older people in coming years.



Goal 2: Demonstrate influence and outcomes from systemic advocacy strategies

Government submissions – OPAN and SDO contributions to reform and consultations

OPAN service delivery organisations engage and interact with aged care consumers and service providers on a regular basis. Through this ongoing engagement OPAN is able to develop a thorough understanding of the issues and concerns faced by both consumers and the broader aged care sector.

OPAN actively draws on this knowledge to provide government and policy makers with relevant and informed advice on the development of aged care policy and practice. OPAN has worked to raise the voice of the older person into government and sector reform. This is particularly pertinent in the era of the Royal Commission into Aged Care Quality and Safety.

Key submissions and participation in the current reform agenda has included:

- ★ OPAN Submission to Senate Community Affairs References Committee Inquiry into the Effectiveness of the Aged Care Quality Assessment and Accreditation Framework
- ★ OPAN input at the Royal Commission into Aged Care Quality and Safety Terms of Reference Roundtable
- ★ Submission on the Royal Commission into Aged Care Quality and Safety Terms of Reference
- ★ OPAN Submission to Senate Inquiry into the Aged Care Quality and Safety Commission Bills
- ★ OPAN Submission to the Home Care Pricing and Transparency
- ★ OPAN submission to the Aged Care Amendment – Inquiry into the Aged Care Amendment (Staff Ratio Disclosure) Bill 2018
- ★ Submission to and appearance at the Parliamentary Joint Committee on Human Rights Inquiry into the Quality of Care Amendment (Minimising the Use of Restraints) Principles 2019.
- ★ OPAN submission to and appearance at Senate Community Affairs Committee Inquiry into Regulation of Aged Care Clinical and Medical Workforce
- ★ Witness statement and appearance at the Royal Commission into Aged Care Quality and Safety
- ★ Submission to and appearance at NSW Legislative Council Inquiry into the Aged Care and Disability Commissioner Bill 2019
- ★ Contribution to Australian Government Department of Health/ Aged Care Quality and Safety Commission consultations on:
 - Development of the Serious Incident Response Scheme
 - Development of Differentiated Performance Rating System for Residential Aged Care Facilities
 - Revisions of the Charter of Aged Care Rights
 - Consumer engagement within the Aged Care Quality and Safety
 - Streamlined Consumer Assessment
 - Minimising restrictive practices including physical and chemical restraint

Royal Commission into Aged Care Quality and Safety

The Royal Commission into Aged Care Quality and Safety was established on 8 October 2018 to investigate the systemic issues within the aged care sector. The Commission sought to examine, amongst other things, the quality of aged care services in Australia and whether these can adequately meet the needs of the older people accessing them, with a specific focus on abuse. To date the Commission has heard harrowing stories of people's struggles within their care services, including ones of neglect and abuse.

OPAN has worked closely with the Commission to assist in addressing the problems ingrained into the aged care sector. CEO Craig Gear and ADAA CEO Geoff Rowe appeared on the witness stand to give the aged care advocacy perspective, and to inform the Commission about the value extra aged care advocacy services could add to the sector. We have also attempted to influence through three submissions to date, with a further three in final draft and two more to be developed. These submissions have been an important collaboration between SDOs and

OPAN, with each highlighting the role of aged care advocacy and the need for greater growth in advocacy services.

To assist those who wished to share their stories but were unable to do so alone, OPAN was approached by the Australian Government to set up a Royal Commission Submission Assistance service. Through this service, an aged care advocate worked with those wanting to make submissions to ensure that their submission was delivered in time to be considered by the Royal Commission. OPAN SDOs have supported older people at each of the Royal Commission's community forums.

OPAN looks forward to the outcomes of the Royal Commission and hopes that it brings about real change for the aged care sector.

Submissions to date:

1. Rights and Advocacy in Aged Care
2. Special Needs in Aged Care and Advocacy
3. Aged Care and Advocacy in Rural and Remote Areas

“Each submission to the Royal Commission has highlighted the role of aged care advocacy and the need for greater growth in advocacy services”

Abuse of Older People – Strategic level

OPAN received a small increase in its NACAP grant to explore local and systemic responses to preventing abuse of older people. The evaluation of abuse prevention and education programs delivered by ARAS, (OPAN's member in South Australia) and Advocare, (OPAN's member in WA) led to the development of the OPAN National Elder Abuse Prevention and Advocacy Framework. Developed with the expertise of Dr Kate Barnett AOM, the framework contained the elder abuse data set and pointed to other partnership and development opportunities.

Other key systemic projects supported through the Elder Abuse prevention project have included:

- ★ Rural and Remote Elder Abuse prevention and support models (led by ADAA)
- ★ Supported Decision Making models to support elder abuse prevention - literature review (led by ADACAS)
- ★ Co-production of the Health, Justice and Ageing symposium
- ★ Collaboration with Australian Banking Association and Bauer media in eliminating financial elder abuse and working to harmonise Powers of Attorney

- ★ Working with Elder Abuse Action Australia – member of the advisory group
- ★ Participation in 6th National Elder Abuse Conference
- ★ Collaborating with the Age Discrimination Commissioner, Dr Kay Patterson AO, on scoping a project on elder abuse continuing professional development models for health professionals

These projects have been in addition to the frontline support for over 2,375 people in relation to elder abuse.

OPAN National Elder Abuse Prevention and Advocacy Framework

Goal 1: Develop and deliver a national elder abuse prevention and advocacy program, with consistent service delivery and standards across Australia

Goal 2: To inform, develop and deliver a best evidence, best national practice model of elder abuse and advocacy response

Maria Berry – Community Advocate

The Charter of Aged Care Rights national community events are in full swing with a strong partnership with advocacy services across Australia.

Bringing true grit to the events, Maria Berry, OPAN's Consumer Advocate, discusses the importance to represent and empower the consumer and family in addressing issues or concerns regarding aged care services or delivery.

Of particular importance, Maria engages the community, workforce, provider and consumer alike in the understanding of the new Charter of Aged Care Rights and upholds an immense passion regarding the future of advocacy and advocacy services for the older person.

Her role is invaluable to these community discussions, and older people and their families across Australia. Maria clearly understands the importance of genuinely providing time and listening to the older person's story. Ascertaining what the issues are, ensuring the client

is fully informed of their options, and assisting in navigating what can be a complex area of aged care services, in a straightforward language.

Maria is actively involved in many national and grassroots projects including the recent Australian Banking Association-Bauer Media Stop Elder Financial Abuse campaign, Celebrate Ageing's Embolden Festival, with Dr Catherine Barrett, and Gathering of Kindness conference recently presented in conjunction with Northeast Health Wangaratta.

Maria is a nationally recognised spokesperson on respect for older people and preventing Elder Abuse, often bravely sharing her personal lived experiences and trauma of elder abuse within the family, and is a true asset to OPAN and the aged care sector.





OPAN at the 6th National Elder Abuse Conference

At the 6th National Elder Abuse Conference, held in Brisbane, co-hosts ADAA (OPAN's Queensland member) and Caxton Legal Centre challenged over 500 delegates to respect, promote and support the rights of older Australians to autonomy, independence and a life free from abuse and neglect.

OPAN was delighted to sponsor the Conference, and we were pleased with the interest shown in our services. The stories told by people who had witnessed and experienced

abuse were moving, and OPAN was proud to be able to participate in conversations that further emphasised the need for change.

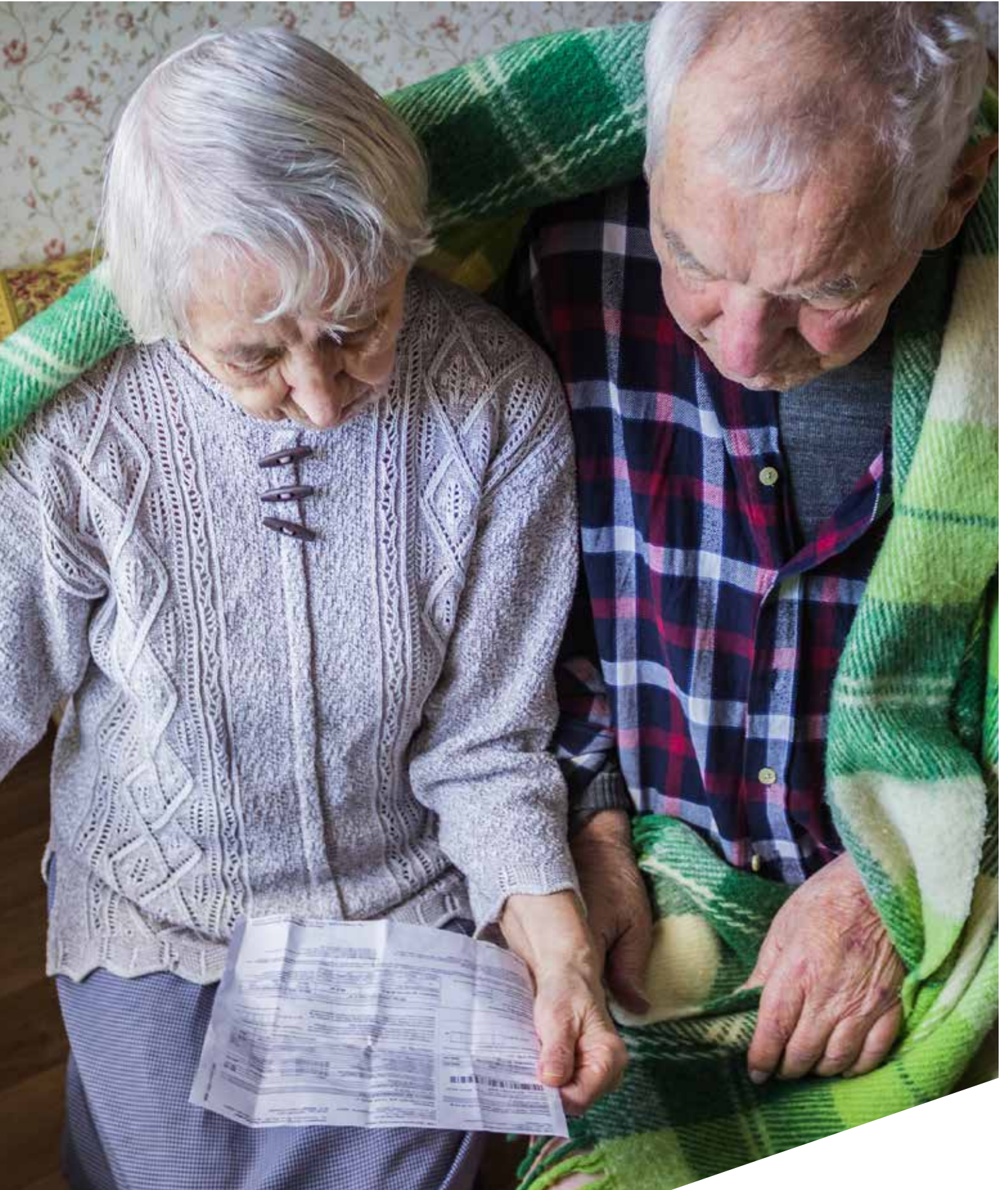
OPAN's ACT Member ADACAS launched the highly valuable Supported Decision Making mobile app to assist older people at risk of abuse to remain in control of their lives and decisions.

OPAN commends ADAA and Caxton Legal Centre for their invaluable contribution to opening discussions

around the abuse of older people. We hope that the conversations from the Conference are taken forward and utilised to effect positive change for how older people are treated.

Resources from the 6th National Elder Abuse Conference can be accessed at www.neac2019.com.au





Goal 3: Promote recognition of OPAN as a key national body for older persons' advocacy

Promote recognition as a national body

As a relatively new national organisation, it has been essential for OPAN to work and be seen as the national body for aged care advocacy. Key relationship building activities and representation at national forums have been undertaken by the national secretariat as well as Member CEOs.

Relationship management has been undertaken in 2018/19 with the following organisations, forums and conferences:

- ★ Aged Care Quality & Safety Commission – Consumer Consultative forum
- ★ National Aged Care Alliance
- ★ Department of Veterans Affairs – Health Provider Partnership Forum
- ★ Partnering exploration meetings with the Alliance For Forgotten Australians
- ★ Co-production of the Health, Justice and Ageing symposium in partnership with Health Justice Australia and the University of Technology Sydney
- ★ Presentation at the LASA Tri-State Conference
- ★ Participation in National LGBTI Health Alliance 4th LGBTI & Ageing Roundtable
- ★ Presentation at Australian Health Week Conference on complaints and rights
- ★ Presentation at Victorian Health Week Conference
- ★ Participation in the ACSA Summit
- ★ Aged Care Rights workshop at the 6th Ageing With Pride Conference
- ★ Building relationships with ACSA, LASA, National Seniors, ACQSC, COTA, Dementia Australia, Health Justice Australia, University of Technology Sydney and others



Assisting the ACQSC in Home Care Consumer Experience Reports

The Aged Care Quality and Safety Commission (ACQSC) commenced on 1st January 2019. The ACQSC has been exploring how to extend the consumer experience report surveys to home care.

Older people being able to have their voice heard and provide feedback on their experience of care is important to OPAN. OPAN also believed that it was essential that the process of extending consumer experience surveys to home care be undertaken by the Commission in a manner that was valid and responsive to older people's needs.

A number of OPAN service delivery organisations assisted in undertaking phone-based surveys to

test the effectiveness of the survey tool. This process also provided a valuable opportunity for OPAN service delivery organisations to reconnect with some of the people they had supported, hear about their experience of advocacy and follow up on the impact advocacy had on their lives. OPAN SDOs contacted over 465 people and completed 199 surveys.



Introduction of the new Charter of Aged Care Rights

On 1 July 2019, the new Charter of Aged Care Rights came into effect, replacing the previous four charters of aged care rights and responsibilities. The new Charter has been simplified into 14 fundamental rights for all recipients of Australian Government funded aged care services regardless of the type of care received. OPAN is proud of the work that went into the formation of the new Charter to ensure it will truly support older people's rights and lay the foundation for improvement of the aged care system.

In March 2019, OPAN was engaged by the Australian Government Department of Health to deliver national education and awareness raising activities around the Charter. This was an important opportunity for national recognition of OPAN and state and territory aged care advocacy organisations within the ageing and aged care sector. It supports to our work in rights-based information, individual advocacy, and education. It also enabled OPAN to further our reach through community events and online channels, including live streamed webinars and the development of explainer

videos in English and three other languages. From April – July 2019, OPAN delivered nine webinars to consumers, carers and families, peak consumer organisations, including a tailored session for diversity

“ The new Charter provides clarity for consumers, giving them a shield and something to hold onto that tells them, ‘this is what I’m entitled to’ ”
– OPAN CEO

groups, aged care service provider management, and the aged care workforce; and eleven predominantly metropolitan face to face events in collaboration with state and territory aged care advocacy organisations to consumers, carers and families. The events were focussed around the meaning of the new Charter, its benefits, challenges to implementation and opportunities for increased awareness of the Charter. Over 2,500 people registered for the webinars and events and the webinars have since had 7,048 views collectively. Nearly 80% of registrations were service

providers, which demonstrates engagement and willingness to improve the consumer experience.

The success of the national education and awareness raising activities led to a second phase of Department of Health funded activity with more of dual focus on educating consumers and providers in regional locations and implementation of the Charter in home care and the Commonwealth Home Support Programme. This activity is currently in progress with twelve events and four webinars to be delivered from October – December 2019. Delivering rights-based education to service providers is more than a requirement under the National Aged Care Advocacy Program (NACAP) funding agreement, it is crucial if we are to change the paradigm and improve care and treatment of older people. The introduction of the new Charter presents an important opportunity for our sector to change the conversation and facilitate more meaningful provider engagement with consumers.

With a staged implementation of the Charter through to June 2020, there is still much to do. This

educational campaign provided additional visibility and coverage, however, the important and more transformational work will occur within the core business of state and territory aged care advocacy organisations. New materials from this project (phase 1 and phase 2)

Some feedback from an event attendee:

I wanted to pass on my thanks to you and the panel for today's session regarding the Charter of Aged Care Rights. I am new to Aged Care, however I have worked in the Health Sector for approx. 15 years. It is important to bring to the forefront the importance of having the Charter and knowing what each of the Standards are and mean to those not only from a care providers perspective, but also

can be incorporated into business as usual consumer engagement processes to continue to encourage understanding of, and knowledge about, the rights of recipients and potential recipients of aged care services.

from the most important person, the consumer. I also think having the video showing a consumer read her Rights certainly made an impact on me.

Today's session was not only thought provoking but it has given me a sense of understanding and motivation in my new role within the Aged Care industry; we are all advocates.

Key Statistics from Charter 1 Project:

- ★ 10 interactive webinars and 12 community events across Australia
- ★ Community events – 532 total registrations
- ★ Consumer webinars – 104 total registrations
- ★ Workforce webinars – 2,427 total registrations
- ★ Webinars – 7,048 total views to date





Aged Care System Navigator Trials

The aged care system can be complicated and difficult to navigate. To address this, Council on the Ageing (COTA) Australia have partnered with over 30 organisations to pilot and evaluate 62 different activities across the country which aim to increase access to the aged care system. These trials will be reporting back on their success, with the final recommendations being made to the Department of Health on the most effective ways to share information with vulnerable older people. The Aged Care Navigator pilot is funded until June 30, 2020.

OPAN SDOs have long reported the entry path to the system was confusing and My Aged Care was hard to navigate without expert support. However, the previous iteration of the NACAP Framework focused SDOs resources on those who had already commenced the aged care journey. OPAN and its SDOs felt this constrained the work we do with older people and their families and supported the broadening of scope to include people 'seeking aged care services' as outlined in the current NACAP

Framework. The Aged Care System Navigator Trial has assisted our role in this important area of awareness raising and support.

In collaboration with COTA Australia, OPAN assisted in establishing the consortium to

Key statistics from the Virtual Information Hub

Webinar series:
3,392 views to date

Online chat bot:
over 450 total uses

Navigating the Aged Care System Facebook Group:
62 members

develop the successful tender response for the Aged Care Systems Navigators (ACSN) Trial. Six OPAN SDOs as well as the OPAN national secretariat are supporting this trial across 14 different trial sites.

OPAN implemented the ACSN virtual information hub which has included the development and

launch of the OPAN navigator chat function, OPAN Navigator Facebook group and a series of webinars which have received significant interest. The webinars step through the aged care journey and have had participation from consumer advocates, aged care services and government. The webinar series contains easy-to-follow and invaluable information about navigating the aged care system and aims to educate and inform people contemplating aged care about the value of being prepared and what to do when accessing services.

OPAN has also developed a Community of Practice for ACSN Specialist Support Workers. These meetings foster relationships between trial sites and allow workers to share stories and advice on how to help improve access to the aged care system for older people contemplating care.

The Online Virtual Hub can be accessed at:
www.opan.com.au/navigate

The Facebook group can be joined at: www.facebook.com.au/groups/opannavigate



Old People's Home for 4 Year Olds

The OPAN CEO was a member of a pre-launch briefing panel discussion at ABC studios in Sydney. Craig Gear represented OPAN as one of four chosen leaders in the aged care and early childhood learning sectors along with ABC content makers.

Old People's Home for 4 Year Olds follows a unique social experiment exploring the incredible physical and mental health benefits of an intergenerational program, when a group of pre-schoolers join a group of retirement home residents over eight weeks.

The series was broadcast from 27 August on ABC TV and continues the national conversation about how we care for our older Australians. It highlighted the benefits of intergenerational learning and the value that each group could have for the other. OPAN was delighted to see the amount of respect involved

between the older and younger participants, and hopes that this can be an example for other aged care services.

The panel was facilitated by ABC reporter Anne Connolly and also consisted of:

- ★ Fiona May, CEO of Playgroup Australia
- ★ Dr Kay Patterson AO, Age Discrimination Commissioner
- ★ Professor Susan Kurrle, Curran Chair in Health Care of Older People in the Faculty of Medicine at the University of Sydney
- ★ Debbie Cuell, executive producer

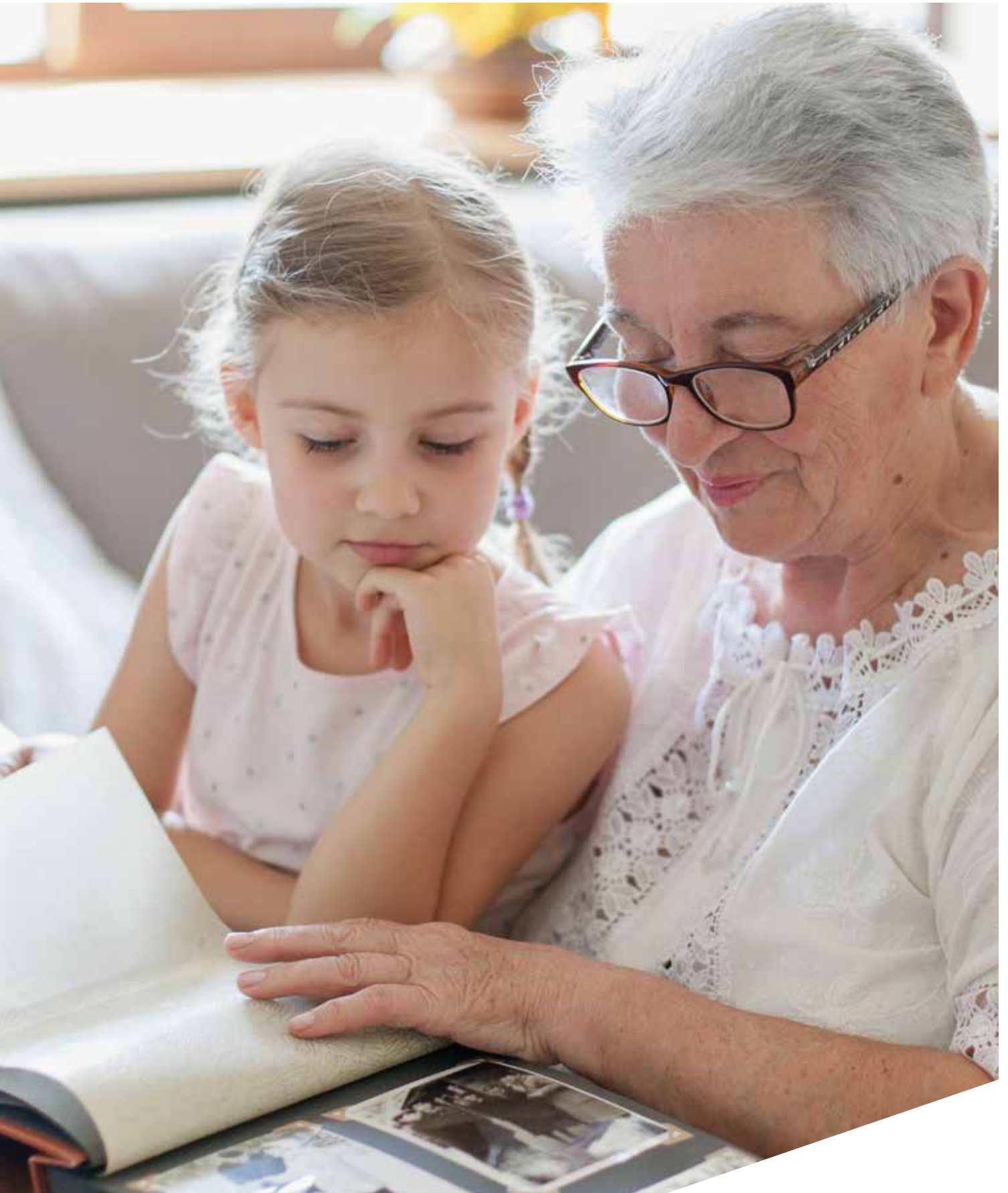
Parliamentary Screening of Old People's Home for Four Year Olds

OPAN co-hosted this Parliamentary screening alongside Playgroup Australia and the ABC at Parliament House. The Hon Senator Richard Colbeck, Minister for Aged Care and Senior Australians attended the screening facilitated by ABC News 24 host Joe O'Brien. The screening was sponsored by the Parliamentary

Friends of Aged Care and Ageing and the Parliamentary Friends of Early Childhood.

The attendees also heard from Shirley McLaren, a participant in the show and the study, and paid homage to Grace who was part of the study and passed away following filming.







Goal 4: Provide a collaborative organisation with a flourishing internal network

To secure our position as a peak body administering the National Aged Care Advocacy Program, OPAN has delivered a series of initiatives to ensure that our internal operations run smoothly. During the year, we have worked towards facilitating and supporting networks, collaboration and two-way flow of information. This has led to aged care advocacy revenue growth, extra support for national consistency through facilitating capacity building, and investment in the quantity and quality of collaborative initiatives with SDOs.

The table below outlines the range of measures we sought to achieve these goals.

2019 Strategy	Deliverable
Develop staff by providing advocacy workforce with a range of communities of practice	<ul style="list-style-type: none"> ★ Community of Practice (CoP) for Navigators specialist support workers endorsed; ACSN specialist support workers attended seven CoP sessions ★ Framework for CoP for elder abuse frontline staff endorsed; Two CoP sessions held
Collaborate to model collegial relationships with SDO CEOs	<ul style="list-style-type: none"> ★ Six SDO bimonthly meetings supported; Positive collaboration through working group forums across three OPAN workplan initiatives
Demonstrate best practice in executive support for OPAN Board	<ul style="list-style-type: none"> ★ Positive evaluation of meetings demonstrated through survey results; Board paperwork produced within agreed timeframes 80% of the time
Demonstrate leadership by developing an Advocacy Demand and Planning Model	<ul style="list-style-type: none"> ★ Parameters for Aged Care advocacy demand and planning model scoped; Demand and planning model in development
Implement OPAN growth strategy	<ul style="list-style-type: none"> ★ Strategic opportunities assessment parameters policy endorsed by OPAN Board ★ Elder Abuse prevention and SDO wage supplementation contribution funds secured
Update OPAN Strategic Plan	<ul style="list-style-type: none"> ★ Updated 3 year OPAN Strategic Plan endorsed by Board
Provide opportunities for joint leadership	<ul style="list-style-type: none"> ★ Leadership of three NACAP Work Plan projects shared jointly with an SDO: <ul style="list-style-type: none"> - Professional Development project – Advocare WA - Rural & Remote Elder Abuse models – ADAA - Supported Decision Making in Elder Abuse support - ADACAS

We will continue in the coming years to improve our policies and organisation tools to ensure that we remain a flourishing and efficient network.

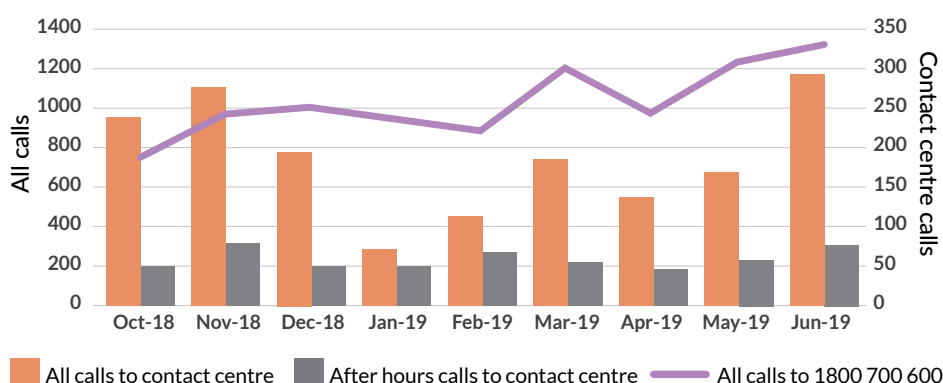
Goal 5: Increase the reach and engagement with aged care advocacy

During the year, OPAN has worked hard to ensure that older people are aware of the supports that we offer, and can access help should they need it. Moreover, we also extend this reach to aged care service providers, who can be the fundamental first step in addressing a consumer's complaint, and remedying the situation before it goes further.

To achieve these goals, OPAN implemented the following strategies:

- ★ Built infrastructure through improved web presence and functionality
- ★ Increased advocacy through 'Talk to Us' Consumer Campaign
- ★ Increased advocacy through Aged Care System Navigator Project
- ★ Developed and implemented the 'Talk to Us First' provider training
- ★ Raised national recognition of advocacy through Sector Campaign
- ★ Provided sector workforce development through Charter of Aged Care Rights events and webinars
- ★ Developed the OPAN 'Elder Help' downloadable app for mobile devices
- ★ Liaised with the Australian Department of Health to develop posters for aged care advocacy and Talk to Us First Training, which were printed and distributed to approximately 7,000 aged care facilities, home and community aged care providers across Australia
- ★ Created and maintained social media presence on Facebook, Twitter, LinkedIn, Vimeo and YouTube
- ★ Established extended hours for our 1800 number for easy access to aged care advocacy
- ★ OPAN SDOs provided 1,553 education session on aged care rights and advocacy to people in residential aged care and 557 education sessions to people receiving home care packages or the Commonwealth Home Support Program

Increase in calls to 1800 700 600

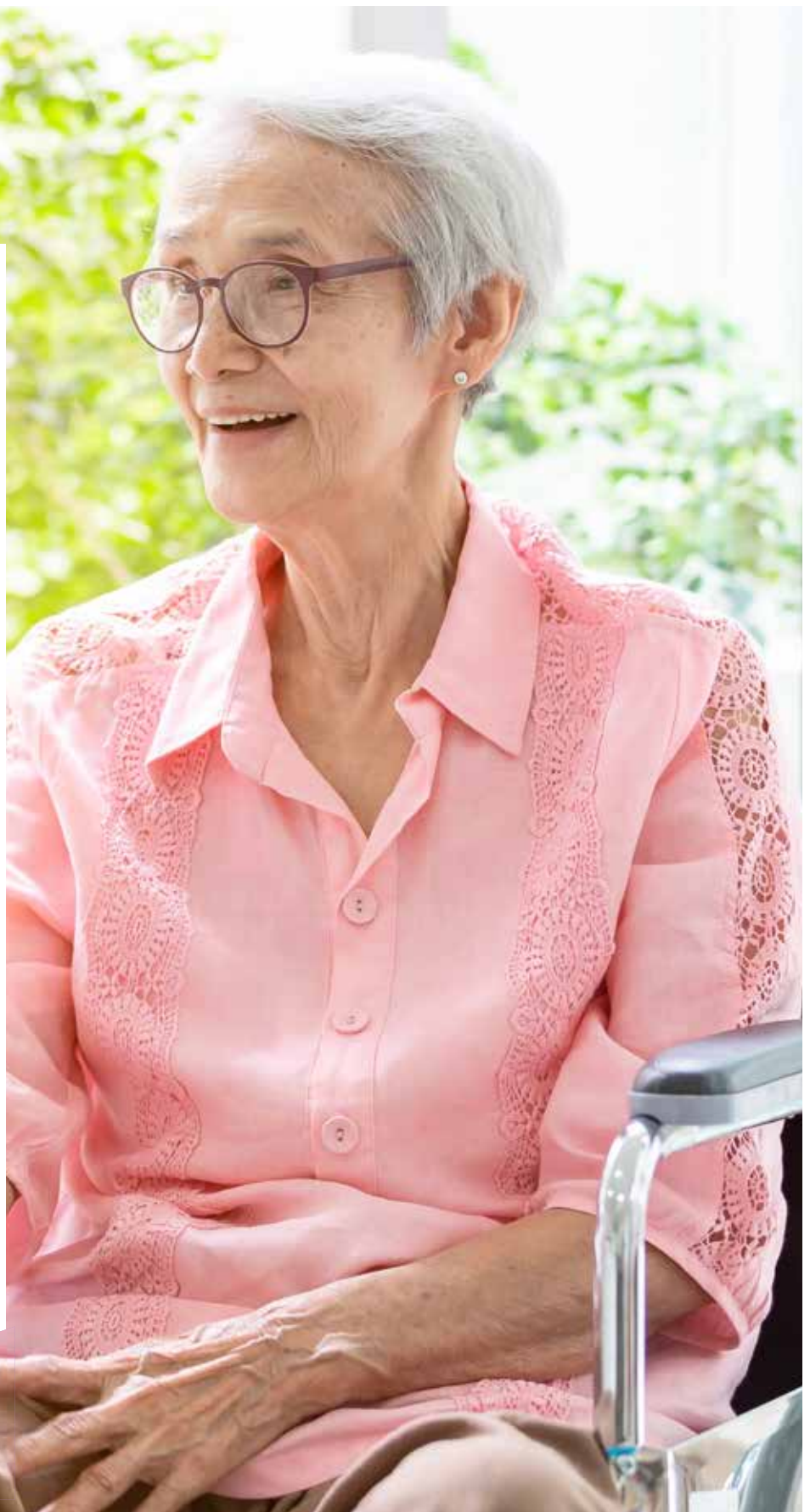


Vulnerable and Special needs groups continue to be a priority and key focus of OPAN information and advocacy service delivery and education sessions. Vulnerable and Special needs groups information/advocacy recipients were double the agreed target, and four times the agreed target for education sessions.

OPAN Social Media Statistics

OPAN social media channels were created at the end of 2018 and have experienced significant growth during this financial year.

- ★ Facebook – 419 likes
- ★ Twitter – 207 followers
- ★ Vimeo – 56 followers
- ★ YouTube – 28 subscribers
- ★ LinkedIn – 153 followers



Some key media appearances

Media Outlet	Headline/Program/Conference	Potential Reach of Media Outlet
HelloCare	Should Those Living in Aged Care Facilities Be Called 'Consumers'? – CEO quoted, OPAN mentioned www.hellocaremail.com.au/should-living-aged-care-facilities-called-consumers/	80,000 newsletter subscribers + 50,000+ online
HelloCare	Operators Given Five Days to Implement New Open Disclosure Framework – OPAN mentioned, CEO quoted www.hellocaremail.com.au/operators-given-five-days-open-disclosure/	80,000 newsletter subscribers + 50,000+ online
The Border Mail	Elder Abuse Awareness Day held in Wangaratta with Maria Berry, Kathleen Brasher, Ken Clarke and more – MB, MM and OPAN mentioned	278,479 monthly readers
ABC News	Aged Care homes increasingly concerned about hidden cameras – video story about cameras in aged care home – CEO interviewed www.abc.net.au/radio/programs/am/aged-care-homes-increasingly-concerned-about-hidden-cameras/11264082	4,000,000+ monthly readers
Australian Ageing Agenda	New resource helps staff identify elder abuse – OPAN mentioned, CEO quoted www.australianageingagenda.com.au/2019/06/20/new-resource-helps-staff-identify-elder-abuse/	77,000+ readers
The Sydney Morning Herald	Chilling': Aged care horror stories spark calls for quick action – response to 4 Corners – CEO quoted www.smh.com.au/business/consumer-affairs/chilling-aged-care-horror-stories-spark-calls-for-quick-action-20180918-p504fa.html	7,600,000+ monthly readers
Moree Champion	Wellbeing gathering for older people in Narrabri – write-up about event www.moreechampion.com.au/story/6215076/wellbeing-gathering-for-older-people-in-narrabri	2,800 weekly readers

Media Outlet	Headline/Program/Conference	Potential Reach of Media Outlet
SBS News	Evidence to the aged care royal commission – OPAN and CEO mentioned www.sbs.com.au/news/evidence-to-the-aged-care-royal-commission	7,000,000+ monthly readers
SBS News	Wait times 'too long', aged care royal commission hears – CEO mentioned www.sbs.com.au/news/waiting-times-too-long-aged-care-royal-commission-hears	7,000,000+ monthly readers
SBS News	Aged care inquiry told database could prevent abusers from finding work interstate – OPAN mentioned www.sbs.com.au/news/aged-care-inquiry-told-database-could-prevent-abusers-from-finding-work-interstate	7,000,000+ monthly readers
Mamma Mia	Aged care inquiry told of database need – OPAN mentioned www.mamamia.com.au/hakeem-al-araibi-melbourne/	635,000+ monthly visitors
ABC News Radio	Aged care complaints system in spotlight as Royal Commission hearings begin www.abc.net.au/radio/programs/am/aged-care-royal-comm-hearings-begin-complaints-system-in-focus/10798256	750,000+ weekly listeners
ABC News	Sydney aged care worker avoids jail for assault on dementia patient – OPAN mentioned www.abc.net.au/news/2018-09-20/sydney-nursing-home-dana-grey-assault-sentencing/10285024	4,000,000+ monthly readers
The Weekly Source	National Aged Care Alliance (NACA) pushes for urgent aged care sector reform in new election campaign – OPAN mentioned www.theweeklysource.com.au/national-aged-care-alliance-naca-pushes-for-urgent-aged-care-sector-reform-in-new-election-campaign	15,000+ per month

Older Persons Advocacy Network LTD Financial Report for the Year Ended 30 June 2019



Older Persons Advocacy Network Limited Directors' Report 30 June 2019

The directors present their report, together with the financial statements, on the company for the year ended 30 June 2019.

Directors

The following persons were directors of the company during the whole of the financial year and up to the date of this report, unless otherwise stated:

Craig Gear (Director & Chairperson till 21/8/18)

Mary Anne Hunt (Chairperson from 21/8/2019)

Judy Davis

Leanne Groombridge

Richard Olley (till 4/2/19)

Diedre Timms

Anne Burgess

Sonia DiMezza (till 24 Sep 2019)

Michael Bleasdale (23/10/2018 – present)

Margariter Duckett (18/9/19 – present)

Leanne (Liz) Kearins (27/3/19 – present)

Alternate directors who were accepted by the Board to represent their organisation

Carolanne Barkla (for Anne Burgess)

Geoff Rowe (for Richard Olley & Liz Kearins)

James Paterson (for Leanne Groombridge)

Sonia Di Mezza (for Michael Bleasdale)

Objectives

The Older Persons Advocacy Network Limited (OPAN) was established are 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 rights."

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

- ★ Facilitation of the delivery of services by the OPAN network members
- ★ Collection and communication of the voice of older people through the OPAN network

The activities of the company must be conducted in the furtherance of its Charitable Purpose and may include:

- (a) facilitating the provision of advice, assistance, referral and education to older people who are vulnerable, socially or economically disadvantaged, exploited or abused;
- (b) 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;
- (c) 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
- (d) any other activities ancillary to or necessary for the fulfilment of the Charitable Purpose.

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 also thanks the Minister for Senior Australians and Aged Care, the HON Key Wyatt AM MP for his continuing support.

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.

OPAN Values include:

- ★ Respect
- ★ Integrity
- ★ Justice & equity
- ★ Accountability & transparency
- ★ Working & learning together

Key strategic directions and key outcomes include:

1. Delivery of OPAN Work Plan within quality framework.
2. Demonstrated influence and outcomes from systemic advocacy strategies
3. Recognition of OPAN as a key national body for older persons advocacy
4. Strong, collaborative effective organisation with a flourishing network
5. Increase the reach and engagement with aged care advocacy by older people and their families

Principal activities

During the financial year the principal continuing activities of the company were delivering, through members 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 NACAP Workplan and the program of work surrounding the Elder Abuse prevention and advocacy program.

Performance measures

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

Information on Directors

Craig Gear

Non-Executive Director, Chairman
BN, MN, RN

Craig has extensive experience in health service management and health consulting. He is currently the principal director of a health consulting firm focusing on primary care NGOs, ageing, mental health, eHealth and Aboriginal health. Flowing from his background in nursing he is passionate about connecting and improving the health system for all Australians. He has positions on a number of NGO Boards.

Special responsibilities: Chairperson (till 21st August 2018)

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 brings to the Board extensive experience from her career as a senior public sector bureaucrat in SA which culminated in her two year term as Acting Commissioner for Equal Opportunity from June 2010 to July 2012. She has a strong background in equal opportunity, planning, strategy and problem solving from her years at senior levels within the areas of health, mental health and the equal opportunity. Anne also has experience in

the not for profit sector, including her current positions as Deputy President of COTA SA and Chair of their Policy Council and a member of the National Aged Care Alliance. Anne holds a number of other positions including member of the Chiropractic Board of Australia and Member Legal Practitioners Conduct Tribunal.

Judy Davis

Non-Executive Director
BSc (PubHlth), MAICD

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. She is a highly experienced manager with more than 20 years' experience in public health and community services. 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 Chair of the Northern Territory Mental Health Coalition, a professional member of the Public Health Association of Australia and the Northern Territory Council of Social Services.

Sonia Di Mezza (till 24 September 2019)

Non-Executive Director

Former Acting CEO of ADACAS in ACT. Sonia is a human rights lawyer, solicitor, trainer, motivational speaker, advocate, manager and leader. At the heart of her career lies her passion and dedication to the assertion, promotion and defence of the human rights of vulnerable people, on a global scale.

Leanne Groombridge

Non-Executive Director

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

Leanne Groombridge 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.

Diedre Timms (Commenced 26 September 2017)

Non-Executive Director

BEd, GAICD

Diedre Timms is the CEO of Advocare Inc in Western Australia. Diedre has significant executive and board level experience in community care and not for profit organisations in both rural and metropolitan environments. She has managed programs and organisations in the areas of disability, women's health, aboriginal health, aged care, international emergency response and community care. Diedre is a passionate advocate for social justice.

Margaret Duckett

(Commenced 18 September 2018)

Non-Executive Director

Australian Institute of Company Directors' diploma program.

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.

Michael Bleasdale (Commenced 23 October 2018)

Non-Executive Director

Master of Letters, Sociology – University of New England, Ba (HONS (Greek) University of Birmingham

CEO - ACT Disability, Aged Care Advocacy Services (ADACAS). CEO - Home Modifications Australia.

Treasurer - ACOSS

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

Leanne (Liz) Kearins (Commenced 27 March 2019)

Non-Executive Director

Diploma Business Studies - Massey University, Certificate in Journalism - Auckland University of Technology

Liz Kearins is the General Manager of Strategy, People and Safety at Seqwater and Deputy Chair of Aged and Disability Advocacy Australia, based in Queensland.

Liz has an extensive leadership background across the water, healthcare, environment, tourism and media sectors. She was formerly an executive at Queensland's Health Quality and Complaints Commission, where she led organisational culture and strategy, achieved a step-change in stakeholder and community engagement, redesigned the complaint conciliation function, improved complaint triage and early resolution timeframes, and introduced public reporting on the commission's work in resolving healthcare complaints and investigations.

Company Secretary

Lewis Kaplan

Inaugural OPAN CEO was appointed Company Secretary 4 October 2017 until 20 Aug 2018 upon resignation.

Richard Olley

Was appointed Company Secretary 21 August 2018 to 13 November 2018.

Craig Gear

Was appointed acting CEO and Company Secretary on 13 Nov 2018.

Meetings of Members

The number of meetings of the company's members and the dates of each meeting held during the period ended 30 June 2019 were:

Date	Details
5 July 2018	Ordinary meeting
13 November 2018	Annual general meeting
19 March 2019	Written report to Members
5 June 2019	Ordinary meeting

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 2018, and the number of meetings attended by each director were:

Date	Details	Full Board Attended	Held
16 July 2018	Extraordinary Meeting		
21 August 2018	Ordinary meeting		
25 September 2018	Ordinary meeting		
23 October 2018	Ordinary meeting		
13 November 2018	Ordinary meeting		
30 January 2019	Ordinary meeting		
27 March 2019	Ordinary meeting		
29 May 2019	Ordinary meeting		
Craig Gear	2	2	
Mary Anne Hunt	8	8	
Judy Davis	7	8	
Leanne Groombridge	8	8	
Richard Olley	5	5	
Diedre Timms	7	8	
Anne Burgess	8	8	
Michael Bleasdale	5	5	
Margaret Duckett	6	6	
Liz Kearins	0	2	
Geoff Rowe (Alternate)	3	3	
Sonia DiMezza	2	2	

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 period ended 30 June 2019 were:

Date	Details
18 April 2019	Ordinary meeting
22 May 2019	Ordinary meeting

Contributions on Winding up

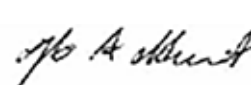
In the event of the company being wound up, ordinary members are required to contribute a maximum of \$100 each. The total amount that members of the company are liable to contribute if the company is wound up is \$900, based on 9 current ordinary members.

Auditor's Independence Declaration

A copy of the auditor's independence declaration as required under section 307C of the Corporations Act 2001 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

17 October 2019
Melbourne



Michael Bleasdale
Director/Chair FAR
Committee

17 October 2019
Sydney



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AUDITOR'S INDEPENDENCE DECLARATION

As lead auditor for the audit of the financial report of Older Persons Advocacy Network Limited for the period ended 30 June 2019, 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 Australia Partners

Canberra, Australian Capital Territory
Dated: 1 November 2019

RODNEY MILLER
Partner

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GENERAL INFORMATION

The financial statements cover Older Persons Advocacy Network Limited as an individual entity. The financial statements are presented in Australian dollars, which is Older Persons Advocacy Network Limited's functional and presentation currency.

Older Persons Advocacy Network Limited is a not-for-profit unlisted public company limited by guarantee.

The financial statements were authorised for issue, in accordance with a resolution of directors, on 08 October 2019. The directors have the power to amend and reissue the financial statements.

**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE PERIOD ENDED 30 JUNE 2019**

	2019	2018
	\$	\$
Revenue		
Grant funding	10,624,656	9,043,543
Contributions from service delivery organisations	19,111	67,396
Interest income	4,482	1,022
Donations	1,100	-
Charter project income	178,591	-
ACS navigator trial	43,768	-
Other revenue	3,993	-
	<u>10,875,701</u>	<u>9,111,961</u>
Expenditure		
Funding to service delivery organisations	(9,893,058)	(7,838,484)
Staff costs	(412,330)	(102,046)
Operating expenses	(71,649)	(46,414)
Governance expenses	(32,593)	(24,256)
Elder abuse projects	(90,400)	(975,675)
Other project expenses	(343,732)	(88,734)
	<u>(10,843,762)</u>	<u>(9,075,609)</u>
Surplus for the year	<u>31,939</u>	<u>36,352</u>

**STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2019**

ASSETS	Note	2019 \$	2018 \$
Current assets			
Cash and cash equivalents	2	912,297	106,190
Trade and other receivables	3	108,450	60,196
Other current assets	4	-	4,784
Total current assets		<u>1,020,747</u>	<u>171,170</u>
Non-current assets			
Other financial assets	5	20,000	20,000
Total non-current assets		<u>20,000</u>	<u>20,000</u>
Total assets		<u>1,040,747</u>	<u>191,170</u>
LIABILITIES			
Current liabilities			
Trade and other payables	6	106,860	9,347
Unearned income	7	839,724	136,457
Employee provisions	8	23,213	7,508
Total current liabilities		<u>969,797</u>	<u>153,312</u>
Non-current liabilities			
Employee provisions	8	2,658	1,506
Total non-current liabilities		<u>2,658</u>	<u>1,506</u>
Total liabilities		<u>972,455</u>	<u>154,818</u>
NET ASSETS		<u>68,292</u>	<u>36,352</u>
EQUITY			
Retained earnings		68,292	36,352
Total Equity		<u>68,292</u>	<u>36,352</u>

**STATEMENT OF CHANGES IN EQUITY
FOR THE PERIOD ENDED 30 JUNE 2019**

	Retained surplus \$	Total equity \$
Balance at 1 April 2017	-	-
Surplus for the year	36,353	36,353
Balance at 30 June 2018	<u>36,353</u>	<u>36,353</u>
Surplus for the year	31,939	31,939
Balance at 30 June 2019	<u>68,292</u>	<u>68,292</u>

The above statement of changes in equity should be read in conjunction with the accompanying notes

**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2019**

	Note	2019 \$	2018 \$
Cash flows from operating activities			
Grant received		12,382,589	10,024,158
Other receipts from operations		230,655	74,136
Interest received		4,482	1,022
Payments to suppliers and employees		(11,811,619)	(9,973,126)
Net cash from operating activities	9	<u>806,107</u>	<u>126,190</u>
Cash flows from financing activities			
Purchase of term deposits		-	(20,000)
Net cash used in investing activities		<u>-</u>	<u>(20,000)</u>
Net increase in cash held		806,107	106,190
Cash on hand at the beginning of the financial period		106,190	-
Cash on hand at the end of the financial period		<u>912,297</u>	<u>106,190</u>

The above statement of cash flows should be read in conjunction with the accompanying notes

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2019

Note 1. Significant accounting policies

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. The entity was incorporated on the 29th of March 2017. The comparatives of the financial report cover the period 29 March 2017 to 30 June 2018.

New or amended Accounting Standards and Interpretations adopted

The entity 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.

The following Accounting Standards and Interpretations are most relevant to the company:

AASB 9 Financial Instruments

The company has adopted AASB 9 from 1 July 2018. The standard introduced new classification and measurement models for financial assets. A financial asset shall be measured at amortised cost if it is held within a business model whose objective is to hold assets in order to collect contractual cash flows which arise on specified dates and that are solely principal and interest. A debt investment shall be measured at fair value through other comprehensive income if it is held within a business model whose objective is to both hold assets in order to collect contractual cash flows which arise on specified dates that are solely principal and interest as well as selling the asset on the basis of its fair value. All other financial assets are classified and measured at fair value through profit or loss unless the entity makes an irrevocable election on initial recognition to present gains and losses on equity instruments (that are not held-for-trading or contingent consideration recognised in a business combination) in other comprehensive income ('OCI'). Despite these requirements, a financial asset may be irrevocably designated as measured at fair value through profit or loss to reduce the effect of, or eliminate, an accounting mismatch. For financial liabilities designated at fair value through profit or loss, the standard requires the portion of the change in fair value that relates to the entity's own credit risk to be presented in OCI (unless it would create an accounting mismatch). New simpler hedge accounting requirements are intended to more closely align the accounting treatment with the risk management activities of the entity. New impairment requirements use an 'expected credit loss' ('ECL') model to recognise an allowance. Impairment is measured using a 12-month ECL method unless the credit risk on a financial instrument has increased significantly since initial recognition in which case the lifetime ECL method is adopted. For receivables, a simplified approach to measuring expected credit losses using a lifetime expected loss allowance is available.

Impact of adoption

AASB 9 was adopted using the modified retrospective approach and as such comparatives have not been restated. There was no impact on opening retained profits as at 1 July 2018 or current financial year.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2019

Note 1. Significant accounting policies (continued)

Basis of preparation

These general purpose financial statements have been prepared in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and Interpretations issued by the Australian Accounting Standards Board ('AASB'), the Australian Charities and Not-for-profits Commission Act 2012 and the Corporations Act 2001, 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. Management has determined there are no areas where assumptions and estimates are significant to the financial statements.

Revenue recognition

Revenue is recognised when it is probable that the economic benefit will flow to the company and the revenue can be reliably measured. Revenue is measured at the fair value of the consideration received or receivable.

Grants

Grants are recognised at their fair value where there is a reasonable assurance that the grant will be received and all attached conditions will be complied with.

Interest

Interest revenue is recognised as interest accrues using the effective interest method. This is a method of calculating the amortised cost of a financial asset and allocating the interest income over the relevant period using the effective interest rate, which is the rate that exactly discounts estimated future cash receipts through the expected life of the financial asset to the net carrying amount of the financial asset.

Other revenue

Other revenue is recognised when it is received or when the right to receive payment is established.

Income tax

As the company 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.

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.

Deferred tax assets and liabilities are always classified as non-current.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2019

Note 1. Significant accounting policies (continued)

Impairment of non-financial assets

Non-financial assets are reviewed for impairment whenever events or changes in circumstances indicate that the carrying amount may not be recoverable. An impairment loss is recognised for the amount by which the asset's carrying amount exceeds its recoverable amount.

Recoverable amount is the higher of an asset's fair value less costs of disposal and value-in-use. The value-in-use is the present value of the estimated future cash flows relating to the asset using a pre-tax discount rate specific to the asset or cash-generating unit to which the asset belongs. Assets that do not have independent cash flows are grouped together to form a cash-generating unit.

Fair value measurement

When an asset or liability, financial or non-financial, is measured at fair value for recognition or disclosure purposes, the fair value is based on the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date; and assumes that the transaction will take place either: in the principal market; or in the absence of a principal market, in the most advantageous market.

Fair value is measured using the assumptions that market participants would use when pricing the asset or liability, assuming they act in their economic best interests. For non-financial assets, the fair value measurement is based on its highest and best use. Valuation techniques that are appropriate in the circumstances and for which sufficient data are available to measure fair value, are used, maximising the use of relevant observable inputs and minimising the use of unobservable inputs.

Goods and Services Tax ('GST') and other similar taxes

Revenues, expenses and assets are recognised net of the amount of associated GST, unless the GST incurred is not recoverable from the tax authority. In this case it is recognised as part of the cost of the acquisition of the asset or as part of the expense.

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 tax authority is included in other receivables or other 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 tax authority, are presented as operating cash flows.

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

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2019**

	2019	2018
	\$	\$
Note 2. Cash and cash equivalents		
Cash at bank	912,297	106,190
	<u>912,297</u>	<u>106,190</u>

Accounting policy

Cash and cash equivalents includes cash on hand, deposits held at call with financial institutions, other short-term, highly liquid investments with original maturities of three months or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value.

Note 3. Trade and other receivables

Trade debtors	108,450	114
GST receivable	-	60,082
	<u>108,450</u>	<u>60,196</u>

a) Impaired trade receivables

The ageing of the receivables is as follows:

Less than one month past due	108,450	60,196
More than one month past due	-	-
	<u>108,450</u>	<u>60,196</u>

Accounting policy

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

Note 4. Other current assets

Prepayments	-	4,784
	<u>-</u>	<u>4,784</u>

Note 5. Other financial assets

Non-current

Held-to-maturity term deposits	20,000	20,000
	<u>20,000</u>	<u>20,000</u>

Note 6. Trade and other payables

PAYG liability	19,370	6,450
Trade creditors and accruals	2,419	61,092
Superannuation payable	4,035	1,887
GST payable	81,036	-
	<u>106,860</u>	<u>69,429</u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2019**

Accounting policy

These amounts represent liabilities for goods and services provided to the company 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.

	2019	2018
	\$	\$
Note 7. Unearned income		
Grants in advance	746,416	136,457
Unspent service income	93,308	-
	<u>839,724</u>	<u>136,457</u>
 Note 8. Employee provisions		
<i>Current</i>		
Provision for annual leave	23,213	7,508
<i>Non-current</i>		
Provision for long service leave	2,658	1,506
	<u>25,871</u>	<u>9,014</u>

Accounting policy

Short-term employee benefits

Liabilities for wages and salaries, including non-monetary benefits, annual leave and long service leave expected to be settled wholly within 12 months of the reporting date 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 measured at 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 national government bonds with terms to maturity and currency that match, as closely as possible, the estimated future cash outflows.

Defined contribution superannuation expense

Contributions to defined contribution superannuation plans are expensed in the period in which they are incurred.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2019**

	2019	2018
	\$	\$
Note 9. Reconciliation of cash flows from operating activities		
Surplus for the period	31,939	36,352
Change in operating assets and liabilities:		
Decrease/(increase) in receivables	(48,254)	(60,196)
Decrease/(increase) in prepayments	4,784	(4,784)
Increase/(decrease) in other payables	800,781	145,804
Increase/(decrease) in provisions	16,857	9,014
Net cash flow from operating activities	<u>806,107</u>	<u>126,190</u>

Note 10. Key management personnel disclosures

Compensation

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

Aggregate compensation	<u>295,000</u>	<u>107,361</u>
------------------------	----------------	----------------

Note 11. Contingent liabilities

The company had no contingent liabilities as at 30 June 2019.

Note 12. Commitments

The company had no commitments for expenditure as at 30 June 2019.

Note 13. Related party transactions

Key management personnel

Disclosures relating to key management personnel are set out in note 10.

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 2019**

Note 14. Economic dependence

The company is dependent upon continuing funding from the Department of Health to carry out its normal activities.

It is noted that the company has received approval from the Department of Health for grant funding for an additional one year beyond 30 June 2019, with an agreement executed 1 August 2017.

Note 15. Events after the reporting date

No matter or circumstance has arisen since 30 June 2019 that has significantly affected, or may significantly affect the company's operations, the results of those operations, or the company's state of affairs in future financial years.

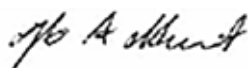
**DIRECTORS' DECLARATION
FOR THE YEAR ENDED 30 JUNE 2019**

In the directors' opinion:

- the attached financial statements and notes comply with the Corporations Act 2001, the Australian Accounting Standards - Reduced Disclosure Requirements, the Australian Charities and Not-for-profits Commission Act 2012 and associated regulations, the Corporations Regulations 2001 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 2019 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.

Signed in accordance with a resolution of directors made pursuant to section 295(5)(a) of the Corporations Act 2001.

On behalf of the directors



Director: Mary Anne Hunt

Date: 17 October 2019

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**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF OLDER PERSONS ADVOCACY NETWORK LIMITED**

Opinion

We have audited the financial report of Older Persons Advocacy Network Limited ("the entity"), which comprises the statement of financial position as at 30 June 2019, the statement of comprehensive income, the statement of changes in equity and the statement of cash flows for the period 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 Limited 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 entity's financial position as at 30 June 2019 and of its financial performance and cash flows for the period ended on that date; and
- (b) complying with Australian Accounting Standards – Reduced Disclosure Requirements 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 – Reduced Disclosure Requirements. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Older Persons Advocacy Network Limited 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 Limited's annual report for the period ended 30 June 2019, 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.

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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.

Responsibilities of Management and Those Charged with Governance for the Financial Report

The management 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 – Reduced Disclosure Requirements and the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and for such internal control as the management 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 is responsible for assessing Older Persons Advocacy Network Limited '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 Limited 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 Australia Partners

A handwritten signature in black ink, appearing to read "Rodney Miller", with a long horizontal line extending to the right.

RODNEY MILLER
Partner

Canberra, Australian Capital Territory
Dated: 1 November 2019



Notes







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