

ANNUAL REPORT

2021–2022



About Advocare

Advocare is a leader in addressing the rights of older people and elder abuse. We fight proactively for the rights of older people.

For more than 25 years, we have proudly helped older Western Australians access the right supports, information and protections available to them.

We are a not-for-profit organisation, completely independent from aged care providers.

Our support and services are free, confidential and unbiased.

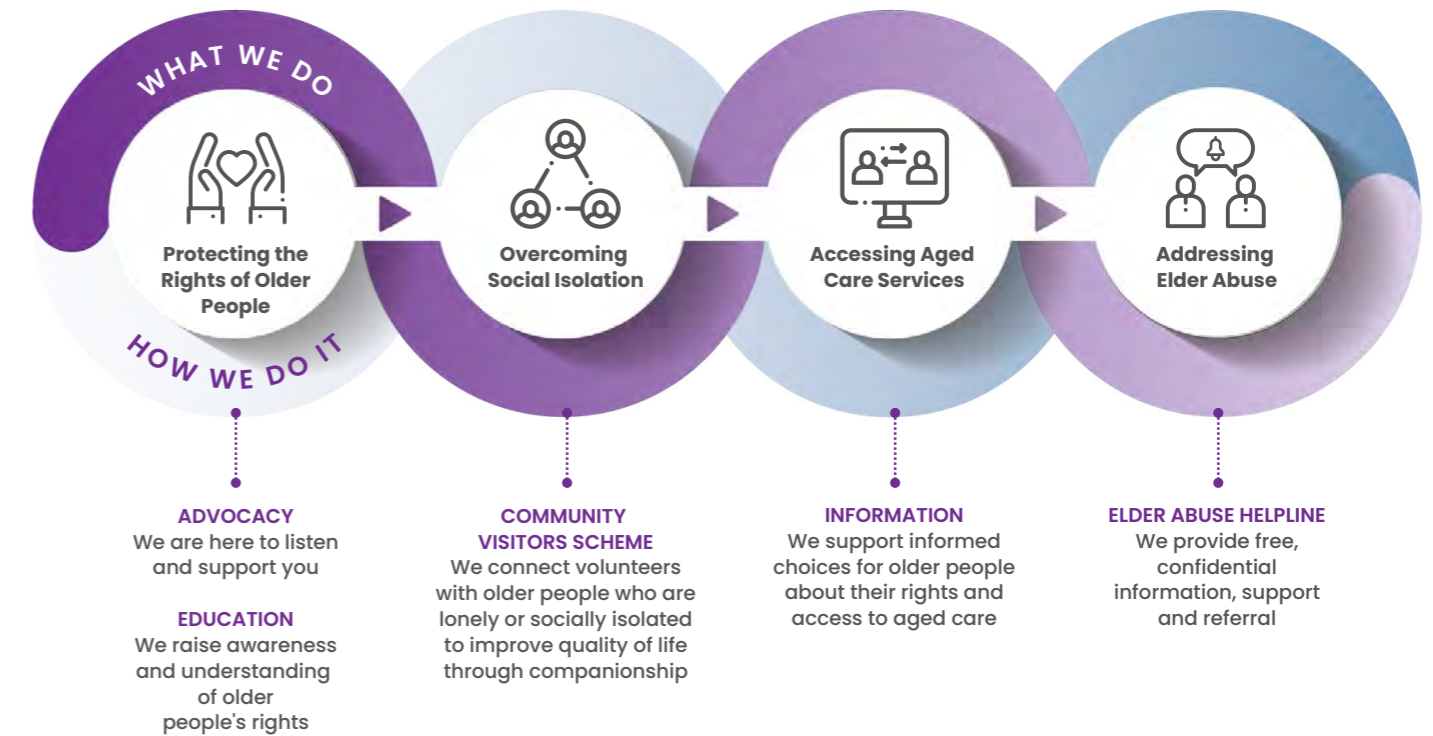
Our aim is to empower older people by giving them information and choice so they can make informed decisions to live the life they want on their terms.

Acknowledgement

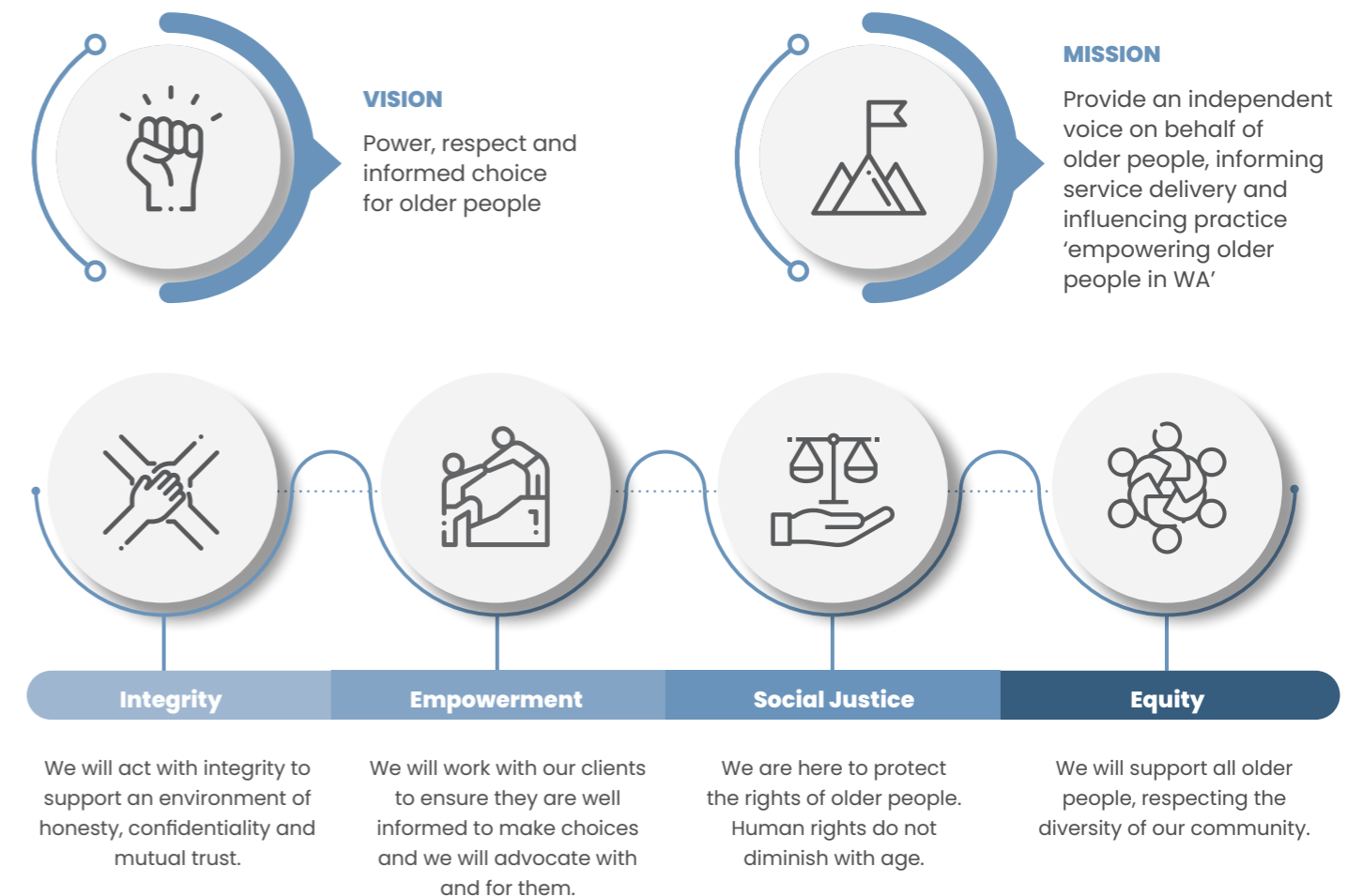
We at Advocare, who walk alongside older persons throughout Western Australia, would like to acknowledge and respect the Whadjuk peoples of the Noongar nation where our office stands. We also acknowledge and respect all older persons from other parts of this vast state who live and work in the regions.

We acknowledge the traditional custodians of this country and we respect their connection to land, sea and community and pay our respects to their culture, and their Elders past, present and emerging.

Our Services



Our Vision and Values





“We thank all staff and our valuable volunteers for their dedication and commitment to supporting the rights of older people.”

Chairperson's report

The year 2021-22 saw increased opportunities for Advocare to enhance advocacy for older Western Australians as the Federal Government implemented Recommendation 106 from the 2018 Royal Commission into Aged Care Quality and Safety.

Advocare has benefitted from increased funding over three years enabling us to expand our confidential, independent services to support and provide information to older people in regional WA. We are now offering place-based services in the South West, Great Southern and Mid West regions with the Kimberley region in progress.

In this exciting environment, the Board welcomed new board member Garrick Stanley in 2021. Garrick brings with him extensive experience in governance as well as personal experience of caring for older family members in both home and residential services over many years. This year we farewelled and thank Myrrhine Cutten, who stepped down after contributing as a board member and Deputy Chair from 2015 to 2021.

Once again, I thank all continuing Board members Brian O’Keefe, Lina Barbato, Arnold Wong, Karen Whittle-Herbert and Christine Moro for their valuable contributions to Advocare’s governance.

The Board has strengthened its oversight and governance systems through a full review and improvement of Advocare’s risk framework. We also developed a ‘Manifesto’ to increase engagement and awareness of key issues for older Western Australians for political candidates in the lead up to the May 2021 Federal Election.

Advocare welcomed new CEO Louise Forster in July 2021. Louise has driven a host of improvements in the past year including the establishment of a new leadership team and implementation of Advocare Strategy 2024’s first year. As well as directing our growth from Perth-based services to a statewide model, Louise has also overseen our development and investment in contemporary systems and processes. We thank all staff and our valuable volunteers for their dedication and commitment to supporting the rights of older people in Western Australia.

Dr Helen Grzyb

 [Click to meet our directors](#)



“Our staff and volunteers are the heart and soul of Advocare. We are incredibly grateful to have a team of strong, dedicated and passionate individuals.”

CEO's report

It has been a year of strong growth and change for Advocare, as we continue to implement our Advocare Strategy 2024. We welcomed our new leadership team, and restructured our advocacy team to grow leadership capacity to support our strategic and contractual objectives.

To expand accessibility to our services in regional WA, we welcomed new staff members based in Albany, Bunbury, Jurien Bay and Geraldton, with further expansion underway. As CEO, I visited several regional areas over the last 12 months to meet and forge stronger relationships with local community members and leaders. Older people in regional WA are facing significant challenges in receiving the services and supports they need. By having Advocare representatives across the state, we can increase awareness of systemic issues faced by older people in the regions.

In March this year, Advocare, in conjunction with our fellow Older Persons Advocacy Network (OPAN) members, rolled out a new client relationship management (CRM) system – Salesforce. Once fully implemented, Salesforce will increase our capacity to grow our

services, and capture and extract useful data for planning and reporting purposes.

Advocare has worked with the eight other state and territory organisations delivering rights-based support services across Australia. Each organisation has grown and expanded service delivery into areas further afield and we have worked collaboratively to achieve success with this growth, as well as learn from each other in the process.

We have seen our services and supports grow with increased funding for National Aged Care Advocacy Program (NACAP) services. In April, we launched the new Home Care Check-in pilot and Advocacy Community Network Development (ACND) projects. These new projects will further raise awareness and accessibility of services for older people in WA.

The presence of COVID-19 continued to impact the community, with restrictions causing some disruption to services including education sessions and the Community Visitors Scheme. Despite these challenges, thankfully our committed staff and volunteers, now well-versed in COVID restrictions, managed to deliver consistent and safe services to clients during this time.

Our staff and volunteers are the heart and soul of Advocare. We are incredibly grateful to have a team of strong, dedicated and passionate individuals. We look forward to continuing our growth and reach into the community to amplify the voice of older Western Australians.

Louise Forster

 [Click to meet our leadership team](#)

Advocare Strategy 2024



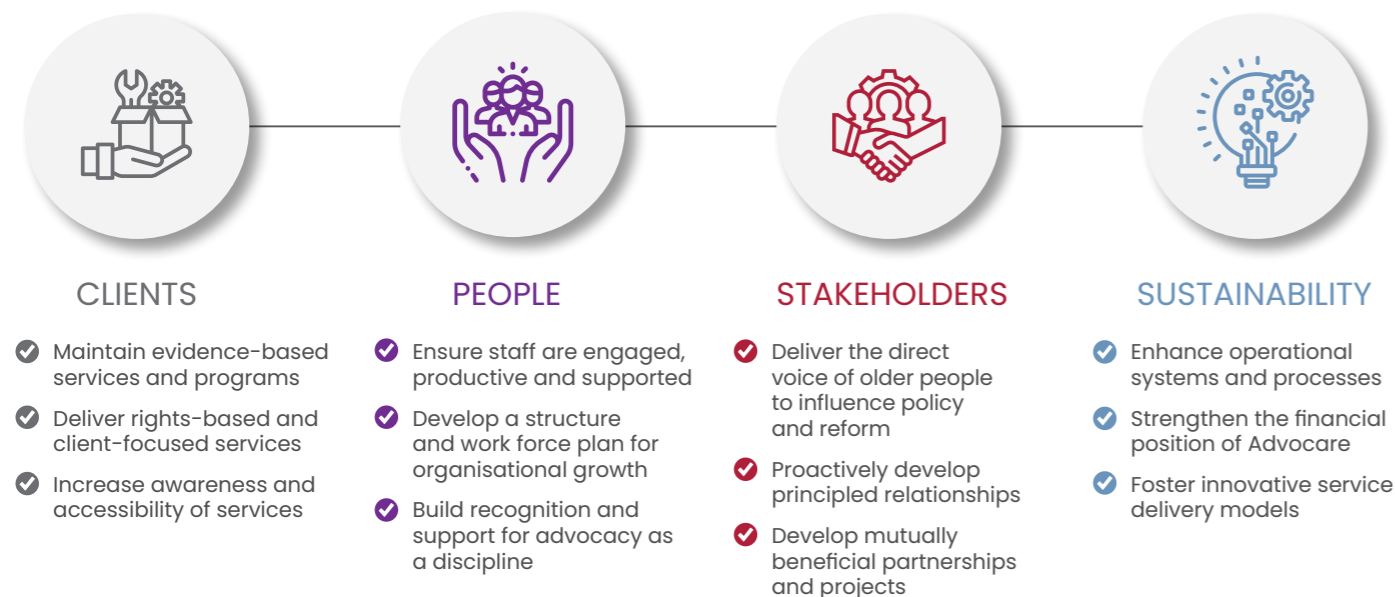
Once again, working collaboratively with the Older Persons Advocacy Network (OPAN) group, which includes a stronger voice for older Australians at a national level, provided more opportunities to ensure the consistency of advocacy for state and territory members.

In November 2021, Advocare celebrated its 25-year anniversary of advocating for older people in WA.

Originally part of Anglicare, the decision was made in 1996 to set up Advocare as a standalone service to support a clear need for independent advocacy in the community.

We thank the committed and like-minded individuals such as then CEO of Anglicare, Ian Carter OAM, for bringing our organisation to fruition 25 years ago. (Pictured: Ian Carter and CEO, Louise Forster).

Objectives and strategies



Advocare Strategy 2024 Clients

01

Maintain evidence-based services and programs

02

Deliver rights-based and client-focused services

03

Increase awareness and accessibility of services

Ready to Listen. Be Ready to Act Webinar Series

To coincide with World Elder Abuse Awareness Day in June, Advocare launched the 'Ready to Listen. Be Ready to Act' free webinar series. The series, led by Team Leaders, Shawnee Van Poeteren and Taryn Dallas Haynes was based on the work of Dr Catherine Barrett's original 'Ready to Listen' Program developed for OPAN and the Federal Department of Health. The focus of Advocare's series was to assist community members and service provider staff in identifying and responding to signs of elder abuse.

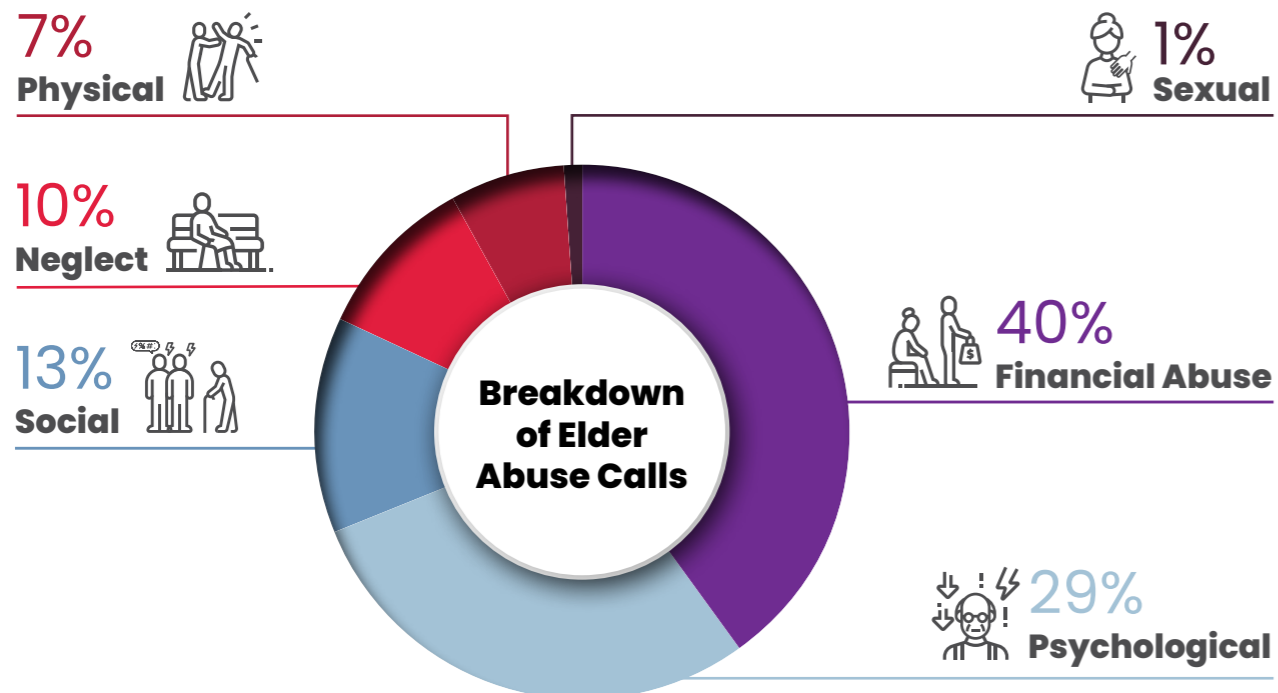
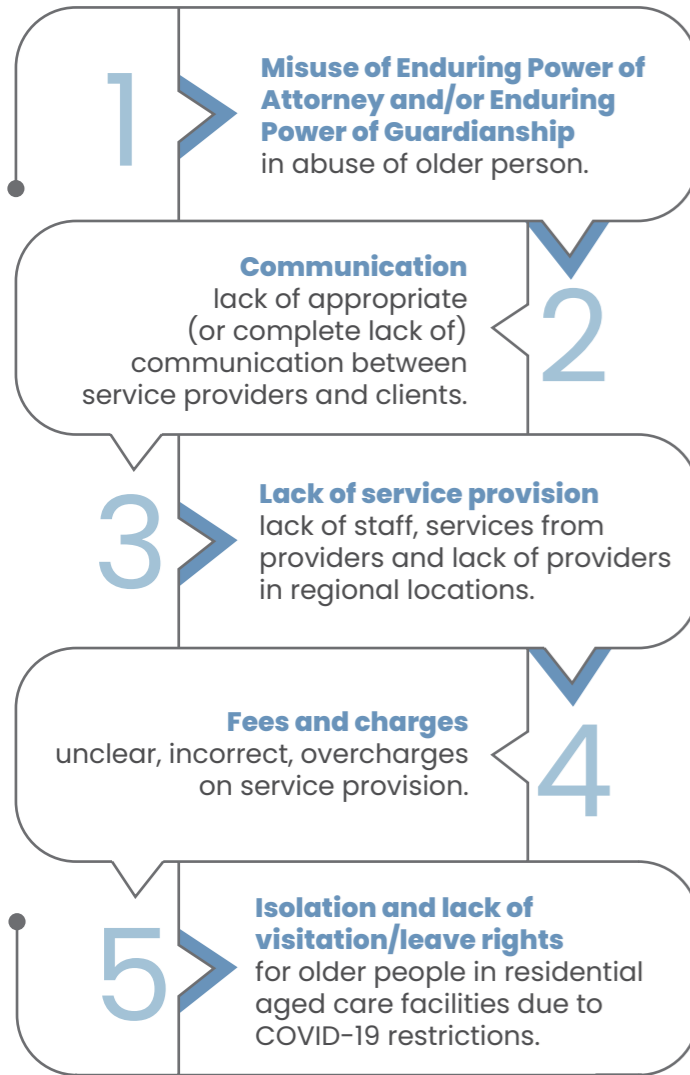
The final Q&A webinar in the series also included guest expert panellists Dr Catherine Barrett (Celebrating Ageing), Dr Barbara Blundell (Curtin University), Varny Poinern (Legal Aid), Kylie Laughton (Sexual Assault Resource Centre), and Margo O'Byrne (Tuart Place).

Alarming, it is estimated 50 sexual assaults take place in residential aged care in Australia every week. Advocare was proud to raise awareness of this issue and share tools for supporting older victims of sexual abuse.



Top systemic issues

Number of calls 2021-22



Charlie's Story

Charlie lives in a residential aged care facility.

During COVID-19 the facility established a mandate prohibiting residents from leaving the premises. At this time, Charlie's best friend passed away, and he was unable to attend the funeral.

The mandate also restricted visiting hours, so Charlie's daughter who works full-time was unable to visit him.

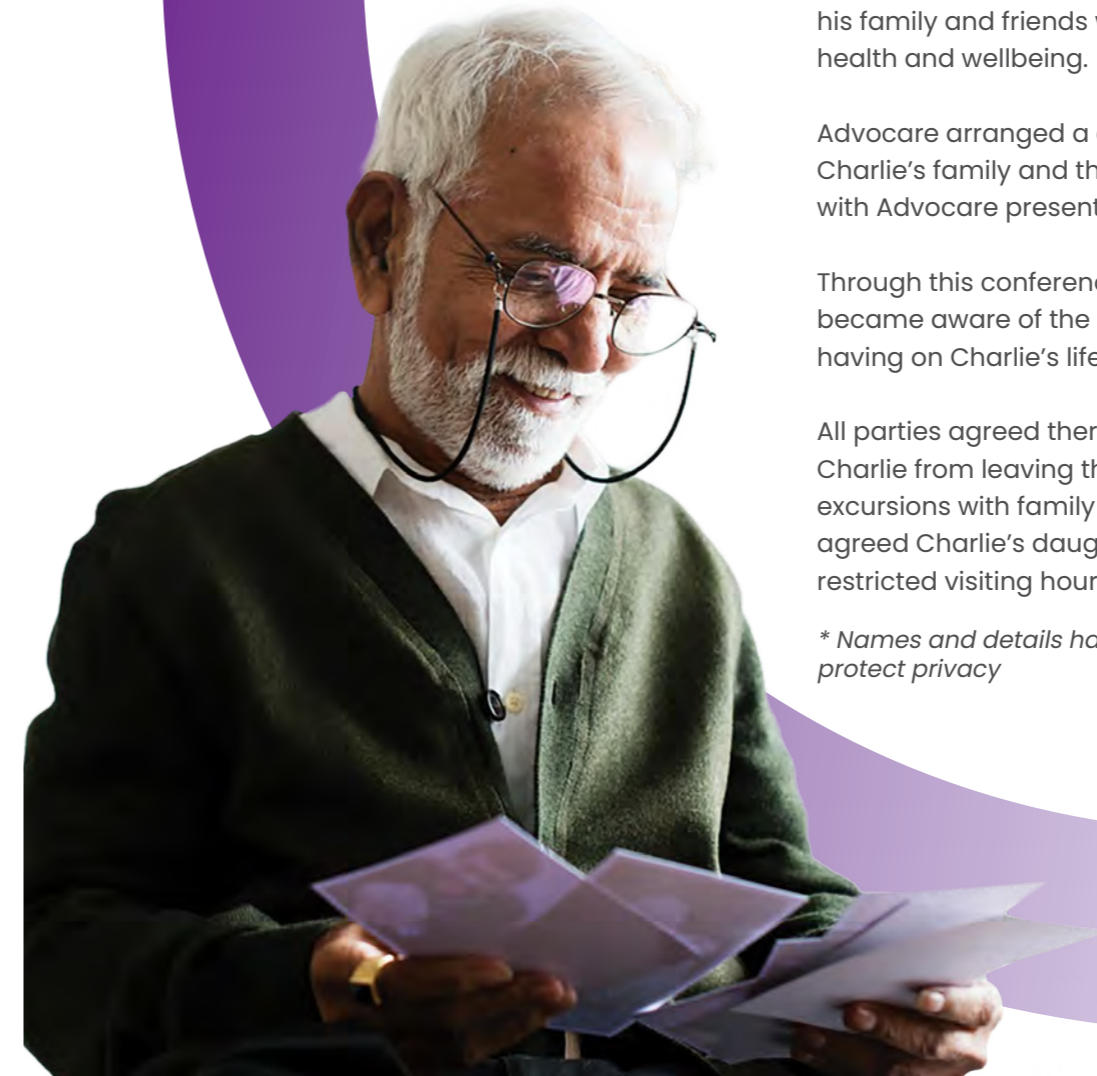
These issues caused Charlie and his family great distress. They contacted Advocare and raised concerns about the impact isolating Charlie from his family and friends was having on his mental health and wellbeing.

Advocare arranged a conference call between Charlie's family and the Director of the facility with Advocare present to provide support.

Through this conference call, the Director became aware of the impact the mandate was having on Charlie's life.

All parties agreed there was no reason to prohibit Charlie from leaving the facility for outings or excursions with family or friends. It was also agreed Charlie's daughter could visit outside of restricted visiting hours.

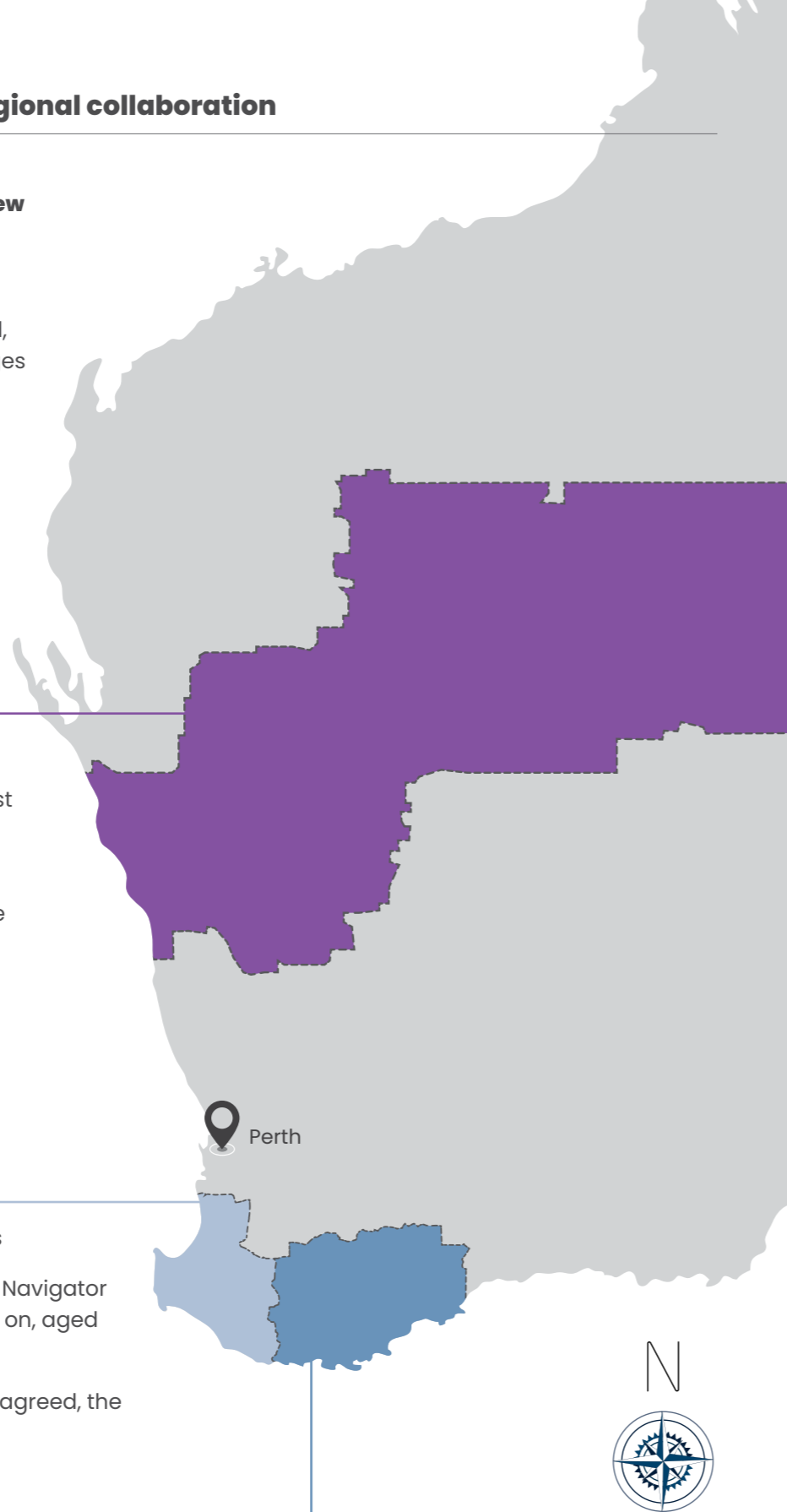
** Names and details have been changed to protect privacy*



Regional collaboration

Aged Care System Navigator Trial Overview (July 2021 to September 2022)

In July, Advocare expanded the Navigator Trial welcoming new staff to deliver tailored, localised support for those having challenges accessing aged care services.



Mid West

- 71 information sessions, 412 attendees
- 475 individuals assisted by the Mid West Navigator with access to, or in-depth information on, aged care services
- 100% surveyed agreed support from the Navigator was of assistance.

South West

- 46 information sessions, 596 attendees
- 493 people assisted by the South West Navigator with access to, or in-depth information on, aged care services
- 17% surveyed strongly agreed and 83% agreed, the Navigator was of assistance.

Great Southern

- 63 information sessions, 840 attendees
- 337 people assisted by the Great Southern Navigator with access to, or in-depth information on, aged care services
- 17% surveyed strongly agreed and 83% agreed, the Navigator was of assistance.

George's Story

George and his wife attended a Navigating Aged Care information session held at the local library.

George is 79 years old and lives with his wife who is 81 and suffers from significant short-term memory loss. He suffers from a rare muscle-wasting disease which he has had for almost 40 years. It has progressed to the stage where he is unable to independently mobilise and is losing the use of his hands. George uses either a wheelchair or electric scooter to get around.

George requested assistance to be assessed by the Aged Care Assessment Team (ACAT) for a Home Care Package. He has suffered from many falls and acknowledges his illness is causing his health to decline. George struggles with his hands with the telephone. He also requested assistance with getting his wife assessed as when/if he goes to hospital his services are not available to her. His wife requires his help with cooking, medication prompting and assistance with transport due to her short-term memory loss. His wife was very grateful this could be arranged and consented to the Navigator's assistance.

Our Navigator visited George in his own home, where he has been receiving Commonwealth Home Support services for monthly lawn mowing and has also had rails fitted to the family home. Our Navigator explained the process for contacting My Aged Care and requesting a support plan review and, with George's consent, called My Aged Care. An urgent assessment referral was put in place by them for him, and his wife was also registered and referred for an assessment.

George was very appreciative of the assistance and said it had put his mind at rest, as he was concerned for his future and that of his wife.





Home Care Check-in pilot

Advocare is project-managing the delivery of the new Home Care Check-in pilot from 2022 to 2025 across areas in Western Australia, South Australia and New South Wales.

The pilot is aimed at people who are vulnerable and at risk of harm or neglect. The Home Care Check-in team act as a second set of eyes on people who may be otherwise overlooked, to provide proactive advocacy and safety checks.

As part of the ongoing check-ins, Community Support Advocates aim to build a scaffold of supports and connections around the older person to reduce their risk of harm or neglect.

Visitors Scheme's weekend expansion

We know Christmas and New Year can be the loneliest time of year for many of our Community Visitors Scheme (CVS) clients. As part of our commitment to deliver client-focused services, we piloted an extension of CVS visitations through the Christmas/New Year period. The pilot was a great success with over 70 visits recorded. This included visits on Christmas Day, Boxing Day and New Year's Day. We thank our volunteers for their wonderful commitment to their clients. The success of this pilot has now extended to weekend visits.

The team will continue to look at other ways of bringing clients and volunteers together to reduce social isolation in our community.

Mia's Story

Mia called the WA Elder Abuse Helpline to say she needed help.

An Advocate assisted with My Aged Care referral for supports and identified Mia was:

- living alone
- recently bereaved of a partner/carer
- living with depression and anxiety
- socially isolated and with nil services in place as yet, pending assessment.

The Advocate referred her to the Home Care Check-in team.

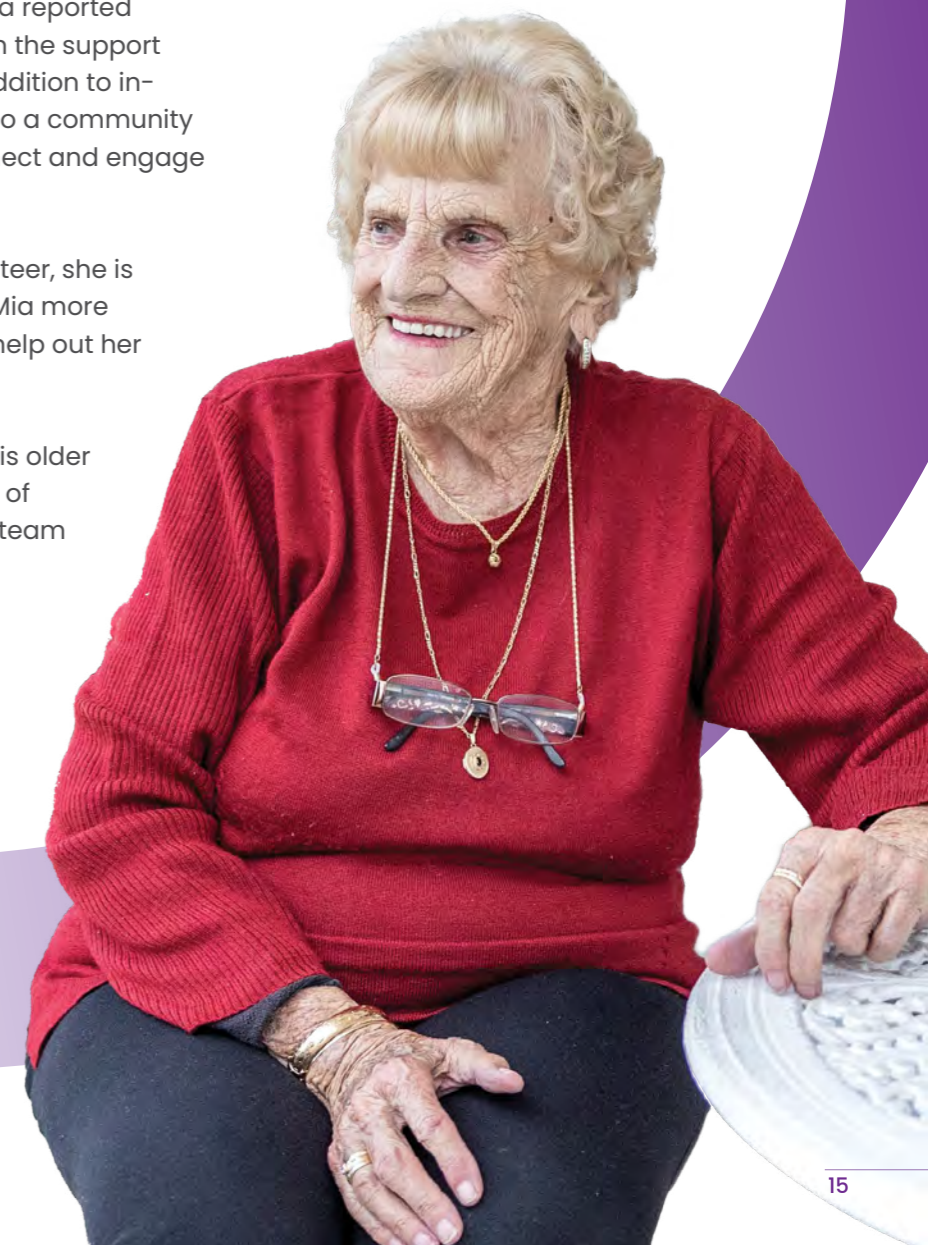
The client spent a lot of time sleeping, felt stuck and disconnected and had lost confidence with driving and the skills to reach out for assistance. Mia only had one friend who was busy caring for their own family.

She said she felt alone, lost, invisible and felt stuck. Over time, the client spoke more about having a successful career in the past and shared some fun travel stories and experiences.

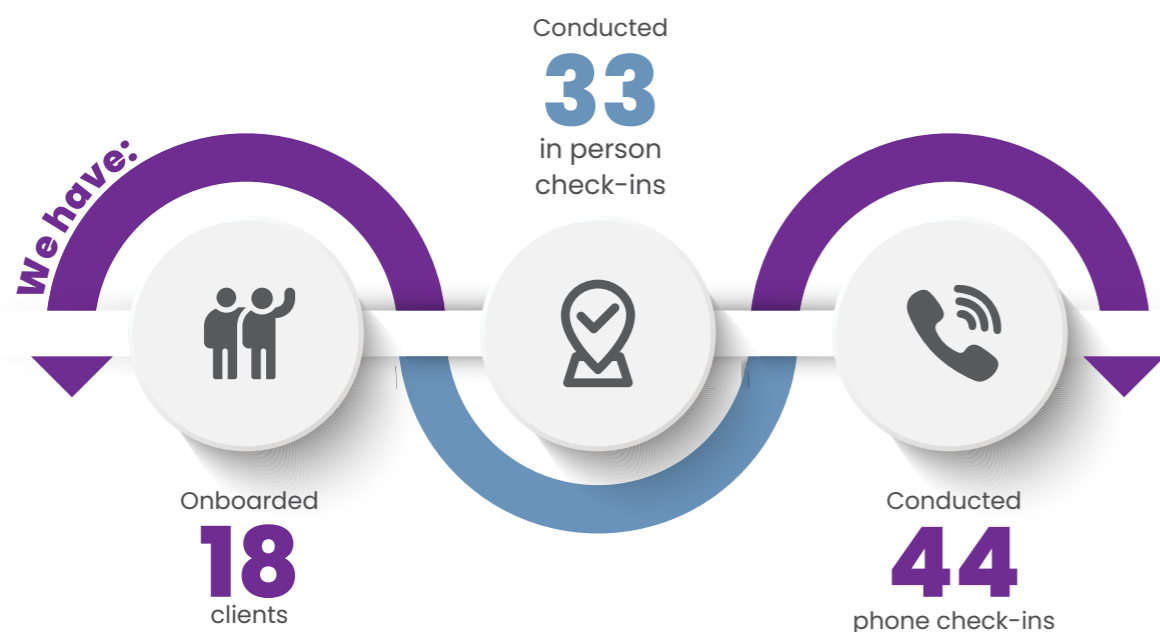
With increased connection and check-ins Mia reported she felt more motivated and productive. With the support of a Community Support Advocate and, in addition to in-home support, she was assisted to connect to a community volunteer and explored other ways to reconnect and engage with the community.

Now the client works on projects with a volunteer, she is sleeping and eating better which has given Mia more energy to engage with the community, and help out her friend more often.

The Home Care Check-in team supported this older person over a few months to build a scaffold of connections around them, so eventually the team could step away knowing the client was no longer isolated and had reduced their risk of vulnerability in the community.



The Home Care Check-in pilot so far...



01

Ensure staff and volunteers are engaged, productive and supported

02

Develop a structure and workforce plan for organisational growth

03

Build recognition and support for advocacy as a discipline



Office refresh

In March, our Victoria Park office received a much-needed refresh. A consultative approach was taken to ensure staff could provide feedback on what works would improve their day-to-day working environment. Based on this feedback, we were able to improve lighting and the office layout, update paint, furniture and décor, and add vital soundproofing.

Staff training

Advocare has significantly increased investment in staff training in 2020-21, with plans to further extend in 2021-22. In April, the Older Persons Advocacy Network (OPAN) launched its Advocacy Orientation Program. This new program supports new advocates to develop the skills and knowledge needed to provide best practice, aged care advocacy.

In January, Beyond Bank partnered with Advocare to deliver a new Annual Volunteer Program designed to provide volunteers with training and engagement opportunities. This was a welcome investment to acknowledge the great work our volunteers contribute to the community.

Board and leadership teams change

Myrrhine Cutten, Board Member and Deputy Chair stepped down upon completion of her term.

Garrick Stanley joined as Board Member in October 2021.

Leadership team

Louise Forster joined as CEO in July 2021.

Erin Timu joined as Development Manager in November 2021.

Kristi Treadgold joined as Program Manager in March 2022.

[Click to meet our leadership team](#)

Community Visitors Scheme Volunteers

This Commonwealth-funded program continues to help break down social isolation and loneliness by connecting our volunteers with older people whose quality of life would be improved by positive engagement and companionship.

The last 12 months were again impacted by the presence of COVID-19 in the community. At this testing time, the true dedication of volunteers shone through as together, the program managed to find new and innovative ways to keep clients and volunteers interacting when face-to-face visits were restricted.



4,838
Visits



114
Volunteers



167
Clients

Advocare Strategy 2024

Stakeholders

01

Deliver the direct voice of older people to influence policy and reform

02

Proactively develop principled relationships

03

Develop mutually beneficial partnerships and projects

Ian's story

Ian was born in Edinburgh, Scotland, before migrating to Australia in 1956.

Last year, he realised, given his age, he should have someone to drop by to check in on him every now and then. He contacted Advocare and after speaking to an Advocate, it became clear Ian was socially isolated and in need of some company.

Not long after the initial conversation, Ian saw an advertisement for Advocare's Community Visitors Scheme. Ian had been a volunteer in the past, and it was a role he really enjoyed. So, at 82 years of age, Ian decided to become a Community Visitors Volunteer himself.

Ian now visits Len, a gentleman of similar age and origin who lives in an aged care facility. 'Len is a great storyteller, very astute and communicative' says Ian. Len has mobility issues so the chat's with Ian makes such a difference.

Now 83, Ian has certainly shown there is no age limit to being a volunteer.

New partnerships



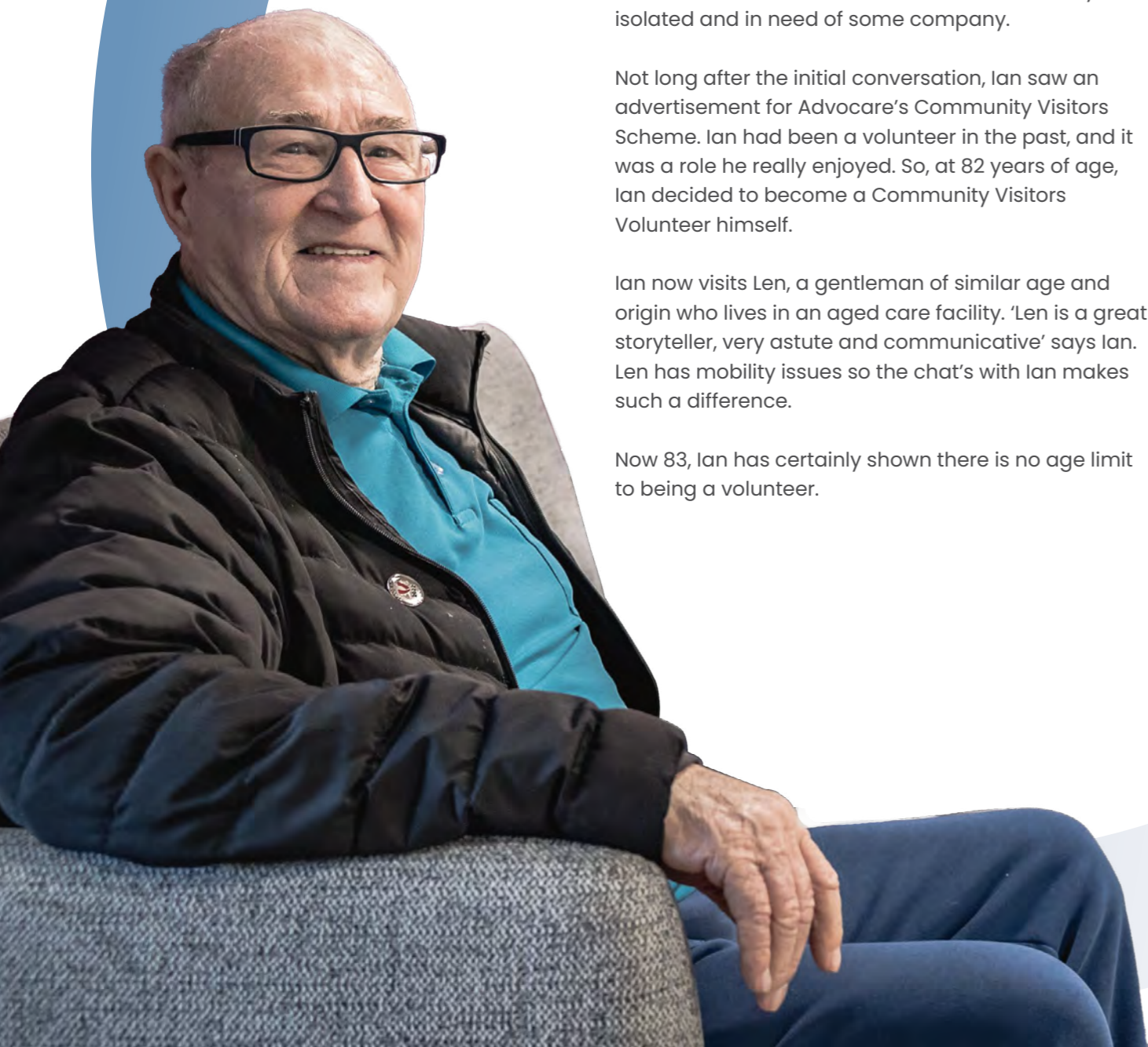
Advocare supported Volunteering WA's project to provide extra support to aged care facilities stretched during COVID-19. Our Volunteer Coordinator, Michelle Lekhoathy was Project Coordinator for this six-month project.



We thank Beyond Bank for becoming an official partner of our CVS Volunteers Annual Program. With their support, we have increased development and engagement opportunities for our volunteers.



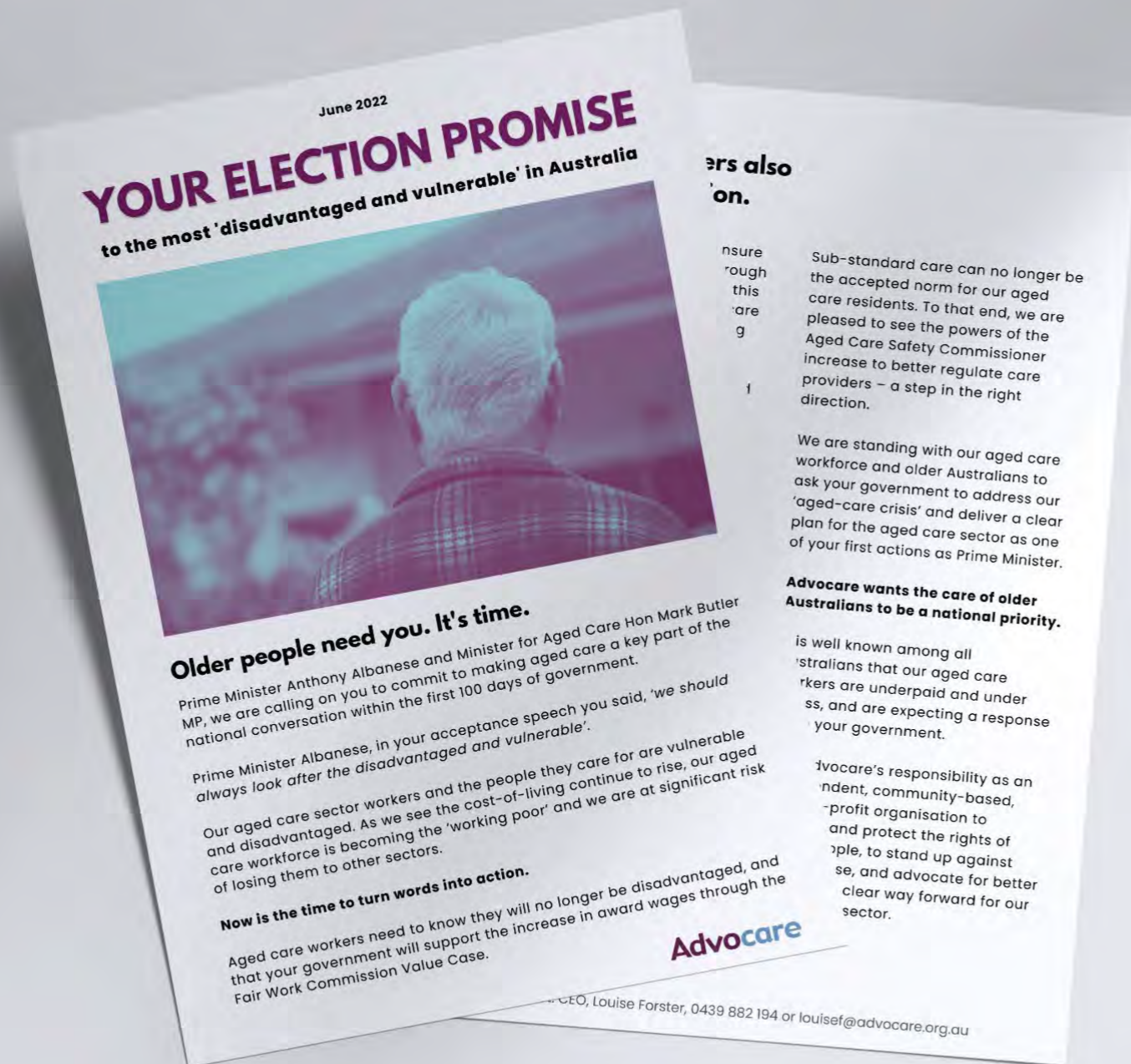
We were welcomed as an Associate Partner of Act Belong Commit, WA's longest running mental health promotion campaign.



Left to right: Kristi Treadgold, Louise Forster, Erin Timu, David Prestney

Engagement with government

Advocare is focused on delivering the voice of older people to influence policy and reform. In line with the 2022 Federal Election, Advocare released a Manifesto calling on political leaders to protect and improve the lives of older Australians by addressing the workforce issues and wage crisis in the aged care sector. This was followed by a statement to the Albanese Government urging them to ensure care of older Australians would be a national priority. We have met with several political leaders, at both a state and federal level to shine a light on the issues affecting our older citizens.



Advocare Strategy 2024 Sustainability

01

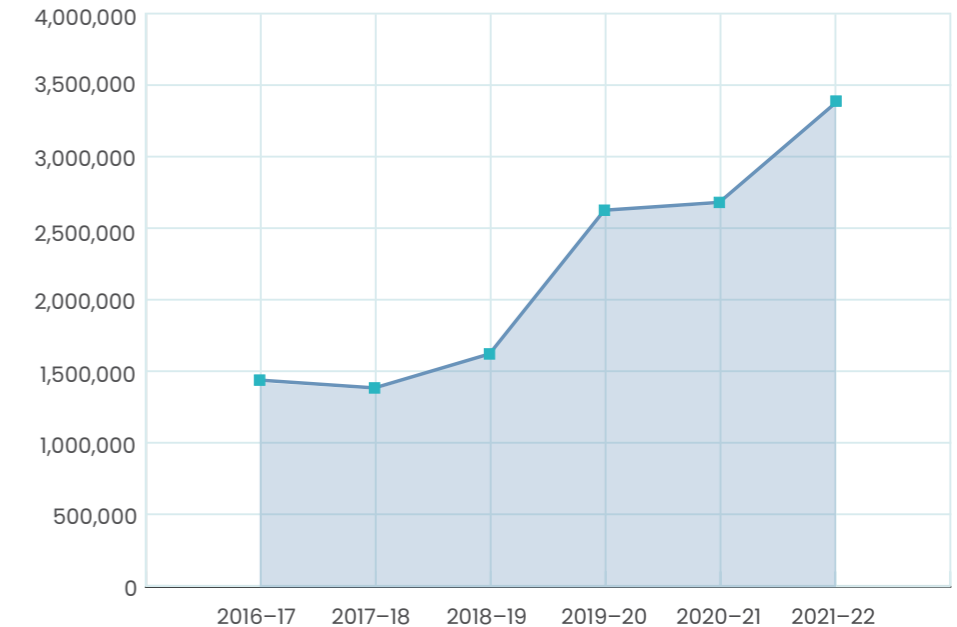
Enhance operational systems and processes

02

Strengthen the financial position of Advocare

Annual funding & revenue

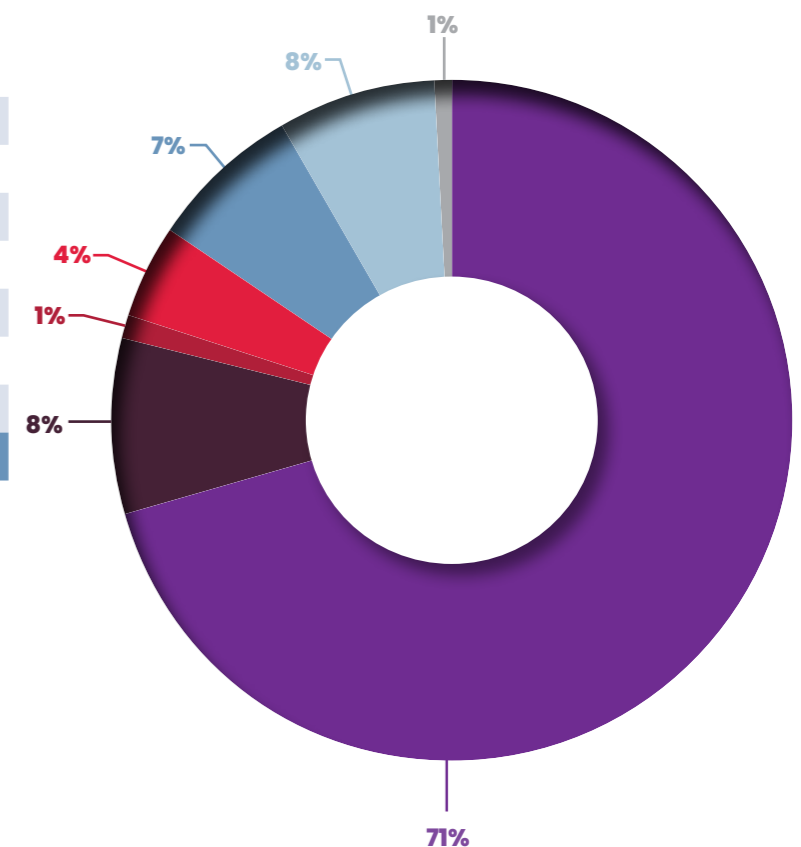
2016-17	1,437,816
2017-18	1,383,189
2018-19	1,620,945
2019-20	2,625,516
2020-21	2,680,108
2021-22	3,368,021



Income

NACAP (General Funding)	2,379,850
NACAP (Expansion Funding)	279,717
Department of Health (HACC)	34,993
Helpline DLGC Grant	151,950
Community Visitors Scheme (CVS)	241,234
Navigation Trial	257,003
Other Income	23,274
Total Income	\$3,368,021

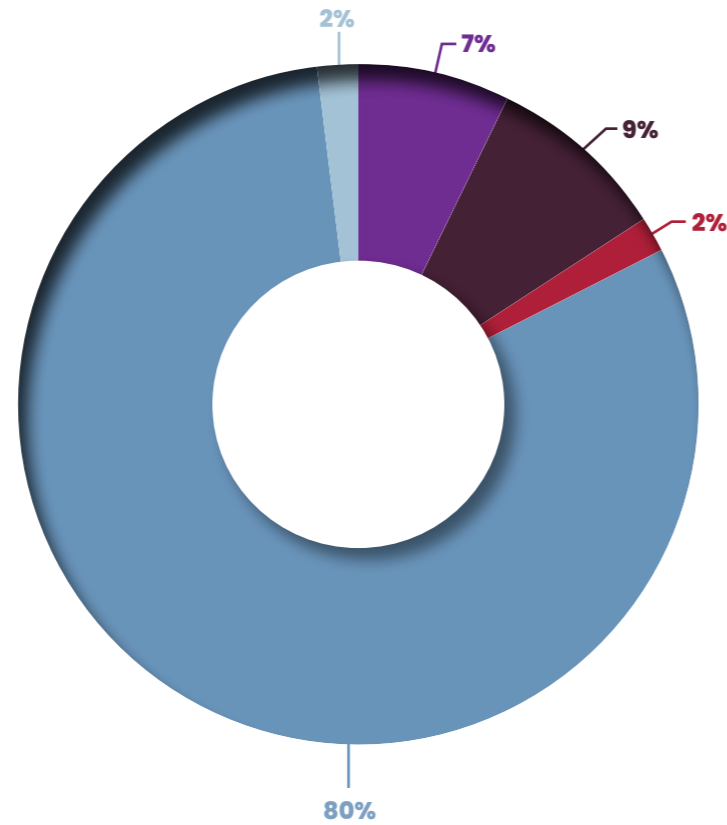
- NACAP (General Funding)
- NACAP (Expansion Funding)
- Department of Health (HACC)
- Helpline DLGC Grant
- Community Visitors Scheme (CVS)
- Navigation Trial
- Other Income



Expenditure

Administration Expenses	227,129
Operational Expenses	265,004
Transport & Travel Costs	54,007
Salaries & Staff Expenses	2,477,385
Other	52,030
Total Expenditure	\$3,075,555

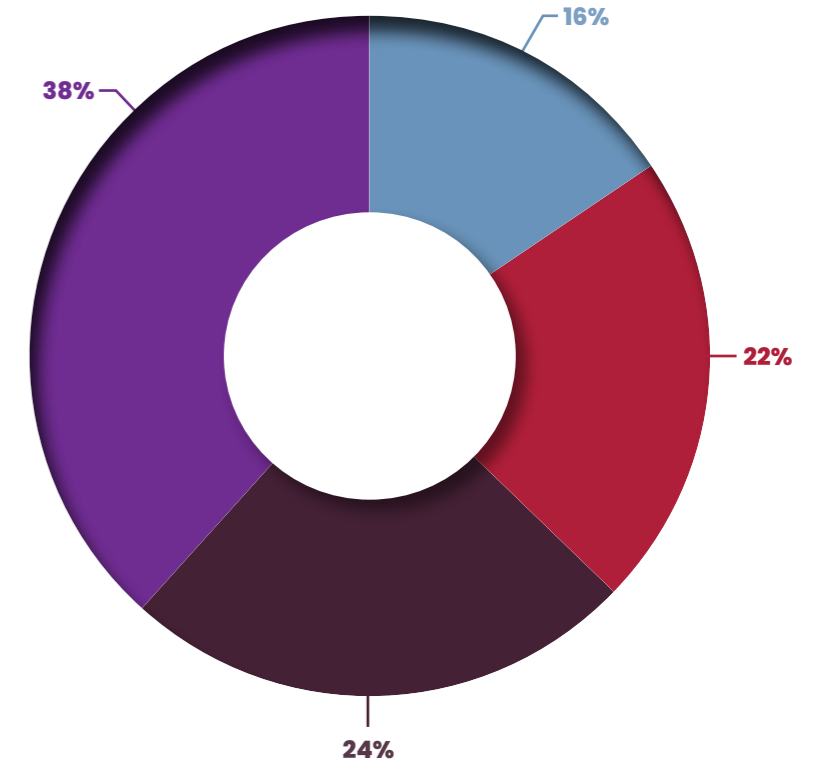
- Administration Expenses
- Operational Expenses
- Transport and Travel Costs
- Salaries and Staff Expenses
- Other



Liabilities

Employee Entitlements	1,20,420
Trade & Other Payables	167,059
Office Lease	189,471
Unexpended Grants carried forward	294,689
Total Liabilities	\$771,639

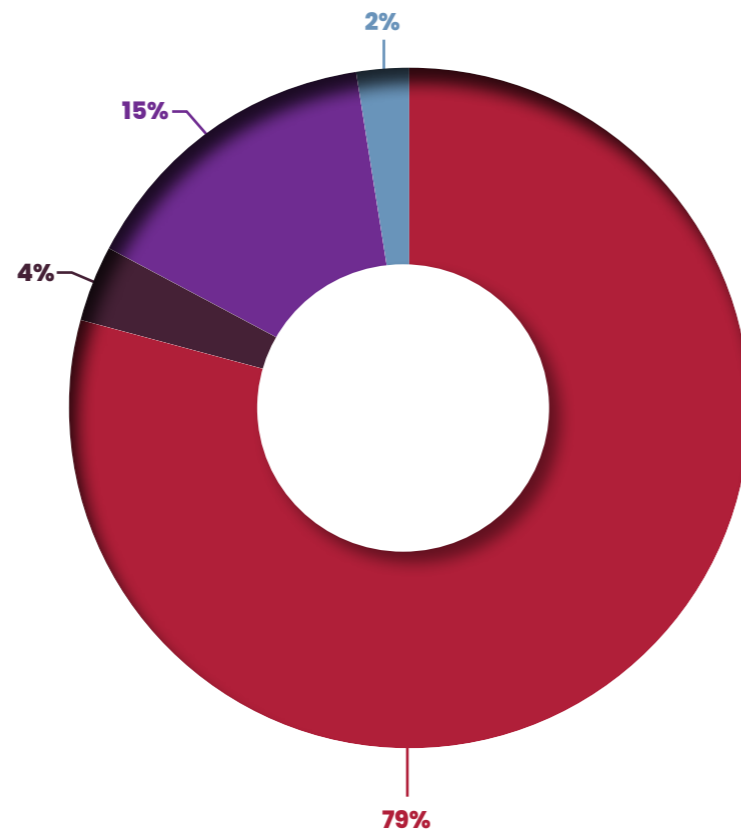
- Employee Entitlements
- Trade and Other Payables
- Office Lease
- Unexpended Grants carried forward



Assets

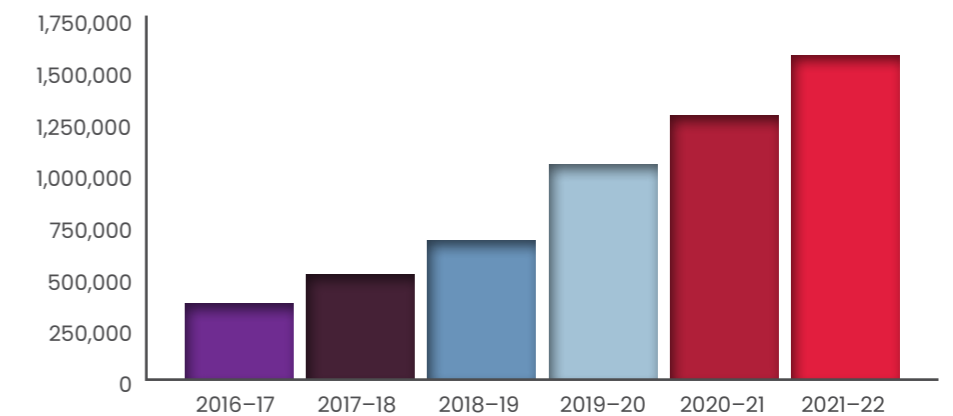
Cash and Cash Equivalents	1,863,643
Sundry Debtors & Prepaid Expenses	84,232
Office Furniture, Equipment & Improvements	345,694
Motor Vehicles	57,265
Total Assets	\$2,350,834

- Cash and cash equivalents
- Sundry Debtors and Prepaid Expenses
- Office Furniture, Equipment and Improvements
- Motor Vehicles



Accumulated funds & reserves

2016-17	371,033
2017-18	516,503
2018-19	679,787
2019-20	1,049,674
2020-21	1,284,729
2021-22	1,579,195



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WA Elder Abuse Helpline: **1300 724 679**

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Advocare is supported by:



Australian Government
Department of Health and Aged Care



Government of Western Australia
Department of Communities



Older Persons
Advocacy Network



The Community Visitors Scheme (CVS),
funded by the Australian Government.