



Annual Report 2010





Front cover

Noeline Brown, Ambassador for Ageing (Left)
Uncle Bob Anderson, a respected Aboriginal Elder
Lyn Kelman, COTA Queensland's President and
Chair of COTA Queensland's Policy Council (Right)
at COTA Queensland's Peer Education Forum.

President's Report

2009 was another challenging year partly due to the impact of the Global Economic Crisis on funding sources resulting in increased pressure on our resources.

The COTA Queensland Policy Council has continued to set direction and priorities on state policy issues and has met regularly to identify policy issues, research and develop policy and policy strategies to influence Governments, media and other parts of the community through networking, representation and advocacy.

A great deal of this work was undertaken by our policy and advocacy staff and I take this opportunity to thank our Chief Executive Mark Tucker-Evans and Policy Officers Damien Te Whiu (until April 2010) and Noela McKinnon (May 2010 to present) for their work.

Highlights included the Our Place: Through an Intergenerational Lens symposium held in August 2009 which brought together key stakeholders across generations to discuss Urban Design, Housing and Homelessness issues and debate effective age-friendly solutions with designers, planners and policy makers.

COTA Queensland marked the tenth anniversary of the Year of Older Persons by producing the IYOP Report Card 10 Years On. The Report Card reviewed the actions and outcomes of IYOP '99, acknowledged areas that were progressing well; highlighted areas that still required further attention and provided key recommendations for future priorities and actions.

COTA Queensland also sourced funding for the 2-day "Grandparents taking care of the Future" conference held in November 2009 to:

- Highlight the needs of grandparents and kin carers raising children
- Develop strategies to address legal issues for these families on
 - a) access
 - b) custodial matters
- Identify social issues requiring responses from the government and the community for these families in the areas of support groups, peer programs and drug matters; and
- Identify how to influence government policy at all levels.

We were pleased that the State Government finally produced a new strategy Positively Ageless 2010-2020 following consultation with COTA, other Seniors Organisations and older people across Queensland. COTA, together with other members of the Seniors Roundtable will meet with the Office for Seniors to monitor progress on a 6-monthly basis.

I also take this opportunity to thank COTA Queensland's Community Education team headed by Margaret Robertson, ably supported by Leonie Swainston, Barbara Zeller and Marianne Wright and over 75 volunteer Peer Educators for their extraordinary efforts in 2009-2010. A 2-day forum for Peer Educators was held in July to recognise and honour their contribution and to provide professional development .

In 2009-2010 our Peer Educators provided 355 sessions reaching over 8,250 people and COTA Queensland's Peer Education beyond maturity blues program was recognised as a finalist in the Queensland Mental Health Week Achievement Awards.

COTA Queensland continued to contribute to HACC planning through the coordination of HACC consumer consultation in conjunction with Carers Queensland and Queensland Aged and Disability Advocacy. The purpose of these State-wide consultations was to listen to and accurately record how current HACC users, potential users and their carers considered their respective care needs and issues were being addressed and to report these findings, along with appropriate strategies, to Government.

Your Board met monthly to oversee and guide the work of COTA Queensland to ensure our resources were focused on meeting the needs of our constituents. In addition the Finance and Risk Committee met monthly to review the income and expenditure and monitor risk. We had intended to investigate moving COTA Queensland from an Incorporated Association to a Company Limited by Guarantee but we have put this on hold because of other pressures on our resources.

I take this opportunity to acknowledge our funders, the Queensland Government who provided project funding for the Safe & Confident Living project; Suicide Prevention Initiative for Older Men in Rural and Remote Areas and Eat Well Be Active; Home and Community Care, a joint Commonwealth and State/ Territory program which has enabled us to consult with current and potential users of HACC services throughout the state; beyond blue, the national depression initiative; the National Prescribing Services Limited and Insurance and Membership Services.

COTA Queensland has continued to work with the other State / Territory COTAs to develop COTA Australia, our national policy arm. COTA Australia is the only national consumer peak body in the ageing sector, with over 1,000 COTA member organisations representing more than 500,000 older Australians. COTA Australia has a focus on national policy issues from the perspective of older people as citizens and consumers and seeks to promote, improve and protect the circumstances and wellbeing of older people in Australia.

I take this opportunity to thank everyone who has supported COTA Queensland in the past year. Our partnerships and supporters are crucial to achieving our goals. I especially thank my fellow Board and QPC members and the staff who have worked tirelessly on your behalf.

Lyn Kelman AM
President and QPC Chair

Chief Executive's Report

The past year has been challenging yet I'm pleased to report that our staff and volunteers have remained committed to taking action to address key challenges faced by older Queenslanders.

In the first half of the 2009-2010 year we initiated and supported a series of major events detailed elsewhere in this Report yet by the end of 2009 it became apparent to the Board and I that we had to take drastic action to prevent COTA Queensland suffering a substantial financial loss. As a consequence a number of staff left our organisation with a further key staff member leaving in early 2010 to address health and family matters. I sincerely thank all of them for their contribution whilst at COTA and am pleased that all have found positions elsewhere.

A reduction in both staff and financial resources meant that we had to reassess our priorities and realign our resources to achieve COTA's short-term and longer term strategic goals.

Policy and advocacy remained at the core of COTA Queensland's business and I am pleased to report that COTA has continued to play a leading role in advising government about the needs of older Queenslanders. Our focus for future planning for an ageing population is based on health, security and active participation.

I am honoured to chair the Deputy Premier's and Health Ministers Consumers Advisory Committee Health Consumers Queensland providing strategic advice in relation to health policies and initiatives. Through this role I'm also an Executive member of Queensland's Health Clinical Senate, a forum comprising leading clinicians from throughout Queensland to formulate recommendations for Queensland Health on how to deliver the best health care to Queenslanders. Our focus in the past twelve months has been on continuum of care and health reform.

I had the opportunity to attend several Your Health consultations with the National Health Minister to discuss health reform. I also chaired the Safety & Quality in Health Care forum; Health Consumer Advocacy forum; the launch of the Australian Charter of Healthcare Rights by Deputy Premier and Minister for Health and attended numerous other health-related meetings. I'm pleased that we are strategically placed to strongly advocate for a person-centred health system.

I am a member of the Transport Minister's Consumer Reference Group which was established to assist the government in identifying and addressing consumer issues in regards to the implementation of the Queensland's Government's go card reforms strategy. The Group also provides the opportunity to raise risks and issues in relation to the implementation of the transition to paperless ticketing as well as broader transport issues.

I am also a member of the Energy Consumer Reference Group which meets with the Minister for Natural Resources, Mines and Energy regularly to discuss consumers' energy issues.

I was privileged to chair the selection panel for this year's Premier's Awards. These prestigious Awards celebrate and recognise the voluntary contribution of older Queenslanders; provide role models to inspire and encourage other older people; and challenge traditional assumptions about older people and growing older. It is indeed humbling to read through the hundreds of nominations and appreciate the extraordinary contribution that many older people make to Queensland day in and day out over many years. I take this opportunity to recognise not only the award recipients but everyone who was nominated. Queensland would be a much poorer state without the contribution of all older people who volunteer to help their fellow citizens.

At the end of March 2010 I joined with members of the public and government leaders to debate the pros and cons of population growth with international, Australian and local experts and leaders in planning, development, infrastructure, sustainability, industry and economics at the 2-day Queensland Growth Management Summit. This summit was a catalyst to get Queenslanders thinking about population growth, It generated a range of new and exciting ideas about how all tiers of government, industry and the community can forge the solutions required to deliver a shared vision for a liveable, prosperous and sustainable Queensland.

In May 2010 COTA Queensland Board member Peter Howells and I joined over 1000 delegates at the International Federation on Ageing 10th Global Conference Climate for Change: Ageing into the Future in Melbourne. The conference provided a platform for global information exchange and a point of connection for all working to generate positive social change for older people. The five themes were—Climate Change; Social Inclusion; Human Rights; Resourcing Change; and healthy Ageing. The conference hosted by COTA (Victoria) provided an opportunity for stakeholders from across the globe including content experts, decision and policy makers, service providers and practitioners, consumers and advocates, as well as academics to come together to present and debate age related issues, policies and practices.

COTA Queensland had been negotiating with an inner city Senior Citizens Centre to acquire its premises with the intention of creating the first COTA Wellbeing Centre. The concept would support and assist individuals to achieve healthy and active ageing through the coming together of information services; training services; a learning centre; a mental fitness centre, physical fitness centre; with wellness services. It was envisaged that this would be a demonstration project that could provide a model for other senior citizens clubs throughout Queensland. I'm disappointed to advise that this exciting concept failed to eventuate when the centre was acquired at the eleventh hour by a service club.

We have suspended our Seniors Voice Forums in the short-term yet we have developed a detailed Community Engagement framework which will underpin our on-going dialogue with older people throughout Queensland. We will be providing continuous feedback of findings to all stakeholders and this will be complemented by different levels of government taking an interest in the findings for the purposes of meeting their policy, planning and service development targets. We have also invested in the development of a quality management system to enable COTA Queensland to enhance service provision, operational effectiveness and financial performance and to acquit contractual obligations. This work is progressing and should be finalized by the end of 2010 when COTA Queensland should be ready to seek ISO accreditation.

The challenges remain but I'm confident that COTA Queensland is stronger and well prepared to face the coming year.

Mark Tucker-Evans
Chief Executive

Focus for future planning for an ageing population is based on active participation, human rights and consumer choice.

The United Nations *Principles for Older Persons* include independence, participation, care, self-fulfillment and dignity, which informed the World Health Organisation's *Active Ageing: A Policy Framework [2002]* and *Global Age-Friendly Cities: A Guide [2007]*. These principles underpinned COTA Queensland's Community Participation, Research, Policy and Advocacy work.



COTA Queensland works to strengthen the voice of seniors through the:

- research, development and advocating for policies at all three levels of government
- provision of community education programs
- provision of culturally appropriate information through our information and referral service *Seniorsinfolinks*

Community Participation

Our policy and advocacy work is based on the views, interests and needs of older Queenslanders as both citizens and

consumers strongly supported by evidence-based policy development.

The key mechanism through which COTA Queensland develops our policy positions is our Queensland Policy Council chaired by COTA Queensland's President Lyn Kelman AM.

The QPC meets monthly and includes rural, regional and Brisbane based members.

During 2009 -10 the QPC was informed by a range of mechanisms including policy advisors networks consisting of associates in regional locations including Bundaberg, Cairns, Charleville, Gatton, Logan, Mackay

Maryborough, Mt Isa, Townsville, and Redlands; *Seniors Voice* forums held throughout Queensland, the Safe & Confident Living - Inner Brisbane project, HACC Consumer Consultation and specific events.

Seniors Voice Forums were conducted for seniors and representatives of seniors organisations in Brisbane, Mackay, Cairns, Townsville, Maryborough, Hervey Bay, and the Gold Coast. We met separately with representatives of the relevant Health Districts, Department of Housing and Communities, Regional Councils, Senior Citizens' Clubs and local members. Through these forums and meetings we were able to understand issues specific to each region and issues that were common across the state.

Through the ***Safe and Confident Living - Inner Brisbane project*** funded by the Department of Communities we worked with a diverse range of Community Elders resident within a five kilometre radius of the city centre to inform our policy work and to share information, activities and resources.

This enabled seniors to:

- participate socially in their local communities
- build and maintain social connections that are welcoming and inclusive
- access information and resources about personal safety, crime prevention and security;
- access other information about services they may be required to promote their wellbeing generally.

Networks have been developed or maintained with:

- Queensland Police Service Seniors' Task Force
- Park Users and Open Space Network (Brisbane City Council)
- Brisbane City Council's Senior's Strategy
- The LGBT (Lesbian, Gay, Bisexual and Transgender) Ageing Action group
- Lady Musgrave Trust Forum on Women and Homelessness.

Safe and Confident Living - Inner Brisbane has achieved much in the past year.

We have:

- ⇒ **facilitated** discussions with Community Elders, CALD groups and senior's groups about safety and protection strategies
- ⇒ **developed** artwork for the project in consultation with a senior Brisbane Aboriginal Elder, Dr Robert Anderson OAM and an Aboriginal and Torres Strait Graphic Artwork Studio, "Gilimbaa".
- ⇒ **liaised and shared** resources with the African Seniors Community of Australia Reference Group
- ⇒ **piloted** the Unit Watch Project at a Seniors' Housing Unit complex at New Farm conducted in liaison with the Queensland Police Service Crime Prevention Unit
- ⇒ **formed** a Coalition of Community Workers to work with residents of a large Seniors Unit Complex at Greenslopes. This coalition provides a resource to the residents through regular meetings and quarterly service forums at the unit complex
- ⇒ **organised** a Safe and Confident Living forum for Seniors from the Inner Brisbane Area
- ⇒ **held** regular Members and Friends Morning teas with speakers on topics/issues of concern
- ⇒ **participated** in the NAIDOC Family Fun Day with an information stall
- ⇒ **coordinated** meetings with 'Big Issue' vendors.

HACC Consumer Consultation

In 2007 the HACC Program recognised that consumer input into previous Home and Community Care planning processes had been limited, and contracted COTA Queensland, Carers Queensland and Queensland Aged and Disability Advocacy to undertake consultations with current and potential HACC service users and carers across rural, remote and metropolitan areas. We listened to their views and accurately recorded how they consider their respective care needs and issues were being addressed. Following these consultations we reported the findings, along with appropriate strategies, to Government.

In 2009 we arranged a series of forum consultations in Miles, Aspley, Nambour, Mackay, Inner Brisbane, Toowong, Gold Coast, Ipswich, Logan, Rockhampton and the Torres Strait. This process explored the themes of information, transport and respite services for carers and care recipients. Interagency meetings were also held to share non-identifying information about specific issues raised by the service users of each organisation.

Many service users spoke positively about the impact and effectiveness of HACC services. The consultative process also identified that some people believed that they were unable to access required services. A number of reasons emerged as to why people believe they were unable to access these services. These related primarily to a lack of service availability, a lack of service flexibility and difficulty navigating the care environment.

Lack of understanding of the scope of HACC services underpinned these issues and the findings confirmed the need for improved coordination between HACC

services and other services in their area, be they public, private or community based.

Research

COTA Queensland has joined with QUT, Department of Communities and Gold Coast City Council to investigate the relationships between individuals, their mobility options, and access to personal networks and services in their neighbourhoods/communities. The research project will focus on the experiences of adults over 50 years of age in Queensland in order to highlight specific problems with accessibility and safety in homes and communities by identifying strategies that foster social connections and well being.

This will be achieved by:

1. Generating a database of the attributes of liveable communities that foster or inhibit community attachment and social engagement for people, 50 years and over, who live in metropolitan, regional and rural areas
 2. Investigating the relationships between social engagement, transport and housing in the diverse contexts and locations (metropolitan, regional & rural areas)
 3. Identifying and describing risk and protective factors relevant to community liveability in diverse contexts and locations; presenting best practice strategies, and providing practical guidelines for use by state and local governments, community services and agencies.
- The findings will be used to develop a Community Liveability Package designed to inform, engage and assist state and local policy-makers and service providers.

Policy

Through these broad community participation processes the QPC identified the following policy priorities for 2009-10:

- Housing/homelessness
- Health
- Transport
- Retirement Incomes/Concessions
- Social Inclusion

Throughout the year new issues emerged to further focus the QPC. Amongst these issues were the health and aged care reforms outlined in the *National Health and Hospital Reform Commission Report*, rising energy costs and the need for further concessions, age discrimination and the options and scope for assistive technology.

The principles of social inclusion and participation provided the rationale for our input into COTA Australia's submission to the Productivity Commission Inquiry into *Caring for Older Australians*. Particular emphasis was given to addressing the care and support issues of special needs groups, including:

- People with dementia
- People with a mental illness or an intellectual disability
- People in rural or remote locations
- Homeless and other socio-economically disadvantaged older people
- Culturally and linguistically diverse (CALD)
- Aboriginal and Torres Strait Islander populations.

The need for a person-centred approach to care was central to COTA Australia's submission to the Productivity Commission. Other important messages included:

- the need for improved workforce training including cross-cultural and mental health training
- the separation of support and care from accommodation
- improved information
- assessment and discharge planning arrangements
- a more sustainable funding source, possibly based on a model of social insurance.



Our Policy Council also provided input into discussions at the national level particularly in relation to age discrimination, grand-parenting issues, health and universal housing design.

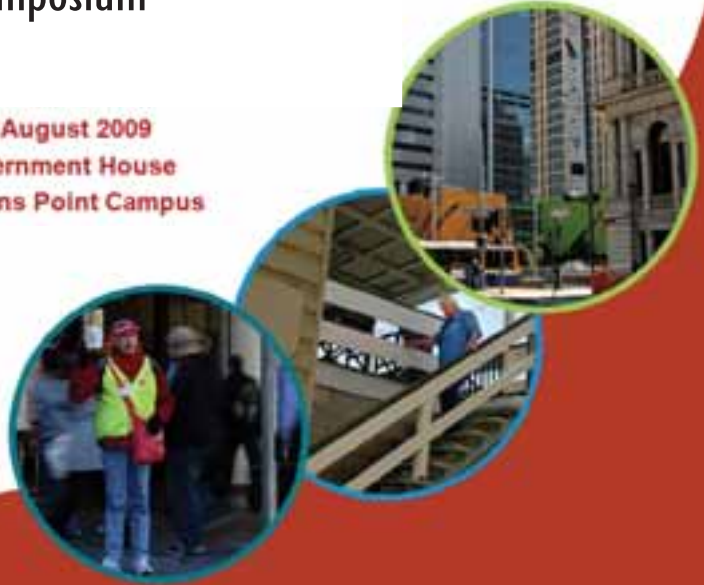
These issues were the focus of the biannual face-to-face meetings of the National Policy Council (NPC) as well as the monthly teleconferences of the COTA policy officers.

In June 2010, the NPC hosted a National Policy Forum on 'Ageism and Age Discrimination' with priorities for action including the removal of the age limit of 65 years for workers compensation, the superannuation guarantee levy and the need for a Seniors Impact Statement to be included with all Cabinet Submissions.

Our Place: Through an Intergenerational Lens Symposium

20 August 2009
Old Government House
QUT Gardens Point Campus

Funded by



COTA Queensland organised the **Our Place: Through an Intergenerational Lens** Symposium as our principal contribution to Seniors Week 2009.

The Minister for Communities Services, Housing, Women and Minister with prime responsibility for Seniors, Karen Struthers opened the symposium noting that almost half of those residing in public housing in Queensland are aged 55 and over.

This symposium helped us to increase our knowledge and awareness of issues around Housing, Urban Design and Homelessness.

Together with other stakeholders we developed strategies to maximise the opportunities for intergenerational interdependence with a particular focus

on those who are vulnerable and often disadvantaged.

A major outcome of the symposium was the identification of a checklist of key characteristics for establishing an age-friendly community. These include:

- leadership at all levels
- access to transport
- universally designed outdoor spaces and buildings
- affordable, accessible and appropriate housing
- social inclusion and participation
- respect for all people
- utilising the new technologies to build communities
- better support for carers
- shared social responsibility.

Advocacy

Systemic advocacy aimed at enhancing the social inclusion, participation and support and care of older Queenslanders is a key role of COTA Queensland.

COTA Queensland is represented on a broad range of advisory committees, working groups, task forces, etc. enabling the issues of older Queenslanders across a range of health, aged care, income security and service access issues to be highlighted. Our Chief Executive is actively involved through Health Consumers Queensland Ministerial Advisory Committee, Queensland Health e-Health Stakeholder Reference Group, Queensland Health

National Health Reform Transition Alliance, Queensland Clinical Senate, Queensland Primary Health Care Network, Consumer Health Forum Medicare Benefits Scheme Quality Framework Reference group and MBS Fees Advisory Committee, General Practice Queensland, AMA Queensland Aged Care Coalition, HACC Partnership Forum, Ministerial Energy Consumer Reference Group, Ergon Energy Customer Council, Queensland Council of Social Service, QCOSS/CCCL Energy Projects Advisory Group, Queensland Community Services Futures Forum, Queensland Action for Universal Housing Design and Translink Consumer Reference Group.

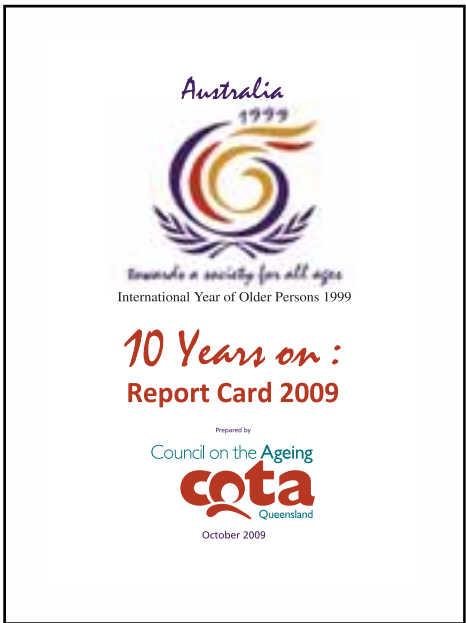


COTA Queensland Chief Executive with Deputy Premier and Health Minister Paul Lucas (top) at the launch of the Australian Charter of Healthcare Rights and with Queensland Health Director General Mick Reid (left) at meeting of Health Consumers Queensland.

To mark International Day of Older Persons 2009 (1 October 2009) and the tenth anniversary of International Year of Older Persons (IYOP '99) COTA Queensland prepared a Report Card for presentation to the Queensland Government. Entitled **10 Years On: Report Card 2009** it included a number of recommendations for future priorities and actions to ensure a more proactive approach to:

- demographic changes
- the quality of life of older Queenslanders
- harmony between the generations.

These priorities for action were reiterated in our *Positively Ageless* submission to the Queensland Government in December 2009. Based on the findings of Statewide community consultations and input from our policy networks throughout the State, this submission emphasised the need for an inclusive seniors strategy. Eleven themes were highlighted all of which were incorporated into the Queensland Government's *Positively Ageless - Queensland Seniors Strategy 2010-20* which was launched by the Premier in May 2010.



The Council of Grandparents (COGS) with Minister Phil Reeves, Minister for Child Safety and Sport.

COTA Queensland actively collaborates with many other organisations addressing issues that impact on older people. COTA Queensland received funding through the Gambling Community Benefits Fund to support a 2-day conference **Grandparents taking care of the Future** in November 2009.





COTA Queensland facilitates monthly meetings of the Seniors Roundtable comprising representatives from eight statewide seniors' organizations - Association of Independent Retirees Queensland Division; Australian Pensioners & Superannuants League Queensland; COTA; Ethnic Communities Council of Queensland; National Seniors Australia; Older People Speak Out; Older Women's Network Queensland and Queensland Retired Teachers' Association.

During the year the Seniors Roundtable met with Premier Anna Bligh and Minister for Community Services, Housing and Women Karen Struthers at a Community Cabinet meeting on the Gold Coast to continue to advocate for a Seniors Strategy (top) and met with the Karen Struthers, Minister for Community Services, Housing and Women (bottom left) and with Rachel Nolan, Transport Minister (bottom right) to outline the key priorities for seniors in the joint 2010 - 2011 State Budget Submission.



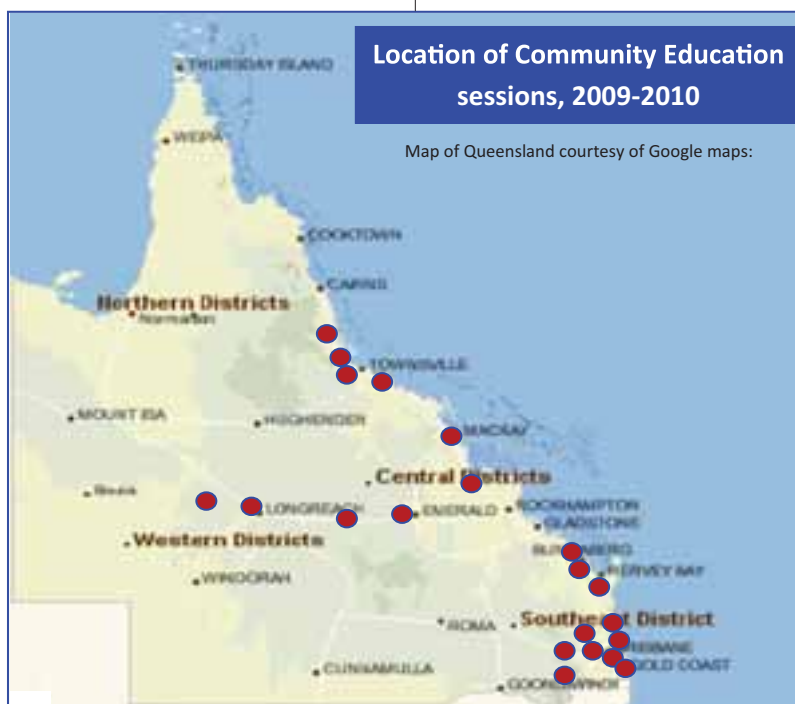
Through 2009-2010 the Community Education team continued to provide high quality services to COTA members and older Queenslanders.

Our key mechanism for service and information delivery is through community education sessions by volunteer Peer Educators. COTA Queensland had 75 active Peer Educators during the 2009-2010 year. These key people provided 355 community education sessions to 260 different organisations throughout the State. We have vigorously promoted our community sessions through the distribution by post, email and at events.

Additionally, COTA Queensland staff and Peer Educators attended more than 24 events – Expos, regional network meetings, forums etc (from Jan 2010), staffing COTA Queensland stalls and providing information to individuals. Some of these events also included presentations.

Our impact has been significant in both content and reach. Sessions have been provided to groups in Queensland formed around the needs of the older Australians, including:

- Carers' groups
- Church groups
- Craft groups
- Friends /associates of Peer Educators
- Legacy, RSL and service clubs
- Men's Sheds and Women's groups
- "60 and Better" groups
- National Seniors branches
- Probus clubs
- Respite centres
- Retirees associations
- Retirement villages
- Seniors Citizens Clubs
- Slimmers groups
- Support groups for people with chronic diseases eg Alzheimers, diabetes, hearing / vision impairment, prostate cancer, spinal injury, stroke, toxic chemical injury etc
- Volunteer groups.



In total, through our community education sessions and events, we provided information to more than 8255 people and distributed more than 1800 information kits.

COTA Queensland greatly values its Peer Educators.

We ensured that the Peer Educators were well trained, informed and supported by providing them with important training opportunities, including:

- A very successful 2-day Forum for 42 Peer Educators (July 09). The keynote speaker was the Ambassador for Ageing, Noeline Brown, with other guest presenters including Dr Robert ("Uncle Bob") Anderson, Paul Johnson from Home and Community Care, Julia Gilbert from the Office of the Adult Guardian, Ljiljana Macura from Spiritus Multicultural Program, Sue Gherdovich from *beyondblue* and Rebecca Coleman from the National Prescribing Service (NPS). The many workshops were all presented by COTA Queensland Peer Educators and/or staff. At the forum we also launched COTA Queensland shirts and name badges for Peer Educators
- 23 other training sessions and 16 network meetings with peer educators, including re-training all Medicines Peer Educators in the new modules, and by

- Conducting 3 of these meetings and one individual training session on Skype, significantly reducing costs
- Producing a Volunteer Handbook and Peer Educator Coordinators' Manual
- Commencing a quarterly volunteer newsletter, **VolunteerLinks**, designed to advise, recognise and inform our Peer educators

I meet lots of wonderful people and I am learning from the experience...

- Initiating an annual satisfaction survey for our volunteers: 86% of respondents classified their volunteering with us as "Good" or "Great", and everyone who replied to the question on the level of support provided felt they had enough support from us. Satisfaction with the level of support provided was mentioned several times in comments throughout the survey.

We also recognised the contribution of our Peer Educators with birthday cards, by celebrating National Volunteer Week in May with certificates of appreciation and network meeting lunches, sending individual emails for International Volunteers Day in December and Christmas functions.

By significantly reviewing and changing our office procedures, COTA Queensland has improved the handling of bookings and



COTA Queensland Peer Educators' Forum July 2009

associated reports and tasks. As well, we recruited Mark Thomas (a volunteer), to work with Marianne Wright (Administration Officer) to set up a Community Education database.

COTA Queensland seeks to engage older people in issues important to their age and stage of life.

We were able to offer four major topics within our Community Education program during the year, two of which are run by COTAs nationally and two which were written by COTA Queensland and are as yet only available in Queensland.

beyond maturityblues is funded by *beyondblue*, the national depression initiative and is presented by COTAs nationally. This program, which is coordinated in Queensland by Leonie Swainston, fosters good mental health by providing training in the recognition of the signs of depression and develops strategies for managing the illness.

The program was extended this year to Mackay and Townsville, with 14 new Peer



PEs Ismay Selby and Helen Schafer at the 2009 Mental Health Week Awards

Educators recruited and trained. Another major initiative this year was the recruitment and training of six Italian-speaking Peer Educators, to present sessions in Italian to community groups.

I am an age carer and do find daily that some of my clients are down. I do know why but it's hard to help them, often they don't want to share with you. Today has helped me to talk openly to them.

Altogether 161 *beyond maturityblues* sessions were presented in Ingham, Charters Towers, Barcaldine, Wide Bay, Sunshine Coast, Gold Coast, greater Brisbane, Toowoomba/Darling Downs. The program was a finalist in the Queensland Mental Health Week Achievement Awards, October 2009.

beyondblue funded a Peer Educator from each state to attend the 10th International Federation on Ageing Conference in Melbourne in May: Marjorie Green was Queensland's representative.

Medicines and You is funded by NPS (formerly known as the National Prescribing Service), run through COTAs nationally and is coordinated in Queensland by Barbara Zeller, following Lyn Auger's resignation in August.

The program promotes the understanding of health issues underpinning the effective health and medicine decisions by seniors. Previous Medicines topics were re-written in January/February 2010 and the 37 Medicines Peer Educators were re-trained in February and March.

Participants discussed specific issues relevant to Parkinson's like which natural therapies can block some of their medications and what to do about the horrors of nightmares some Parkinson sufferers experiences. They don't usually talk about this stuff so the COTA session was the trigger.

Peer educators in Ayr, Townsville (Vietnamese), Ingham, Barcaldine, Wide Bay, Sunshine Coast, Gold Coast, greater Brisbane, Toowoomba / Darling Downs provided 158 **Medicines and You** sessions and more than 24 events during 2009-2010.

Topics now available for groups are:

- General quality use of medicines
- The health issues and effective use of medicine in dealing with:
 - * sleep
 - * diabetes
 - * chronic pain

Eat Well Be Active. The Queensland Government provided \$37,125 to COTA Queensland under the **Eat Well Be Active Community Partnerships Program**, to get more Queenslanders active through sport and recreation, through the development of community education modules on nutrition and physical activity for seniors.

The program, including Peer Educator training, promotional flyers, session outlines and a Trainer's Manual, was written by Margaret Robertson and Leonie Swainston. Specialised content advice was provided by a Reference Group, with extensive contribution in particular from Dr Tim Henwood and Dr Olivia Wright.

Key message posters were created by Lara Hughes, a graphic artist and a volunteer. After trialling in Brisbane, the first Peer Educator training was held in Townsville in November 2009, then extended to Toowoomba and Wide Bay. In total, 33 peer educators were recruited and trained from Ayr, Townsville, Ingham, Wide Bay, greater Brisbane and Toowoomba, presenting 28 **Eat Well Be Active** sessions from November 2009 to June 2010. The program is usually presented over two sessions, one on nutrition and one on physical activity.

A lively inspiring session...Should be done more with many groups.

The program was coordinated by Leonie Swainston during the funding period and the program is now funded through Home and Community Care (HACC) funding with coordination moving to Margaret Robertson, (Community Education Coordinator).



Peer Educator training for Eat Well Be Active

The funding was successfully acquitted in June 2010.

Many of these people were 90, but by no means frail. They were interested in the topic. One man (91) told me about his home gym and all the equipment he had – and used, too!

Suicide Prevention for older men in rural and remote areas, funded for one year to November 2009 by the Queensland Government (funding being acquitted in January 2010), was coordinated during that time by Shirley Halloran. Ten Peer Educators were recruited and trained, providing eight Suicide Prevention sessions in Barcaldine, Aramac and Winton.

Peer Educators have subsequently reported follow-up conversations with people who attended their sessions, including four where possibly life was at risk. Possible

suicide was avoided as the participants were able to recognise the warning signs and take the appropriate action.

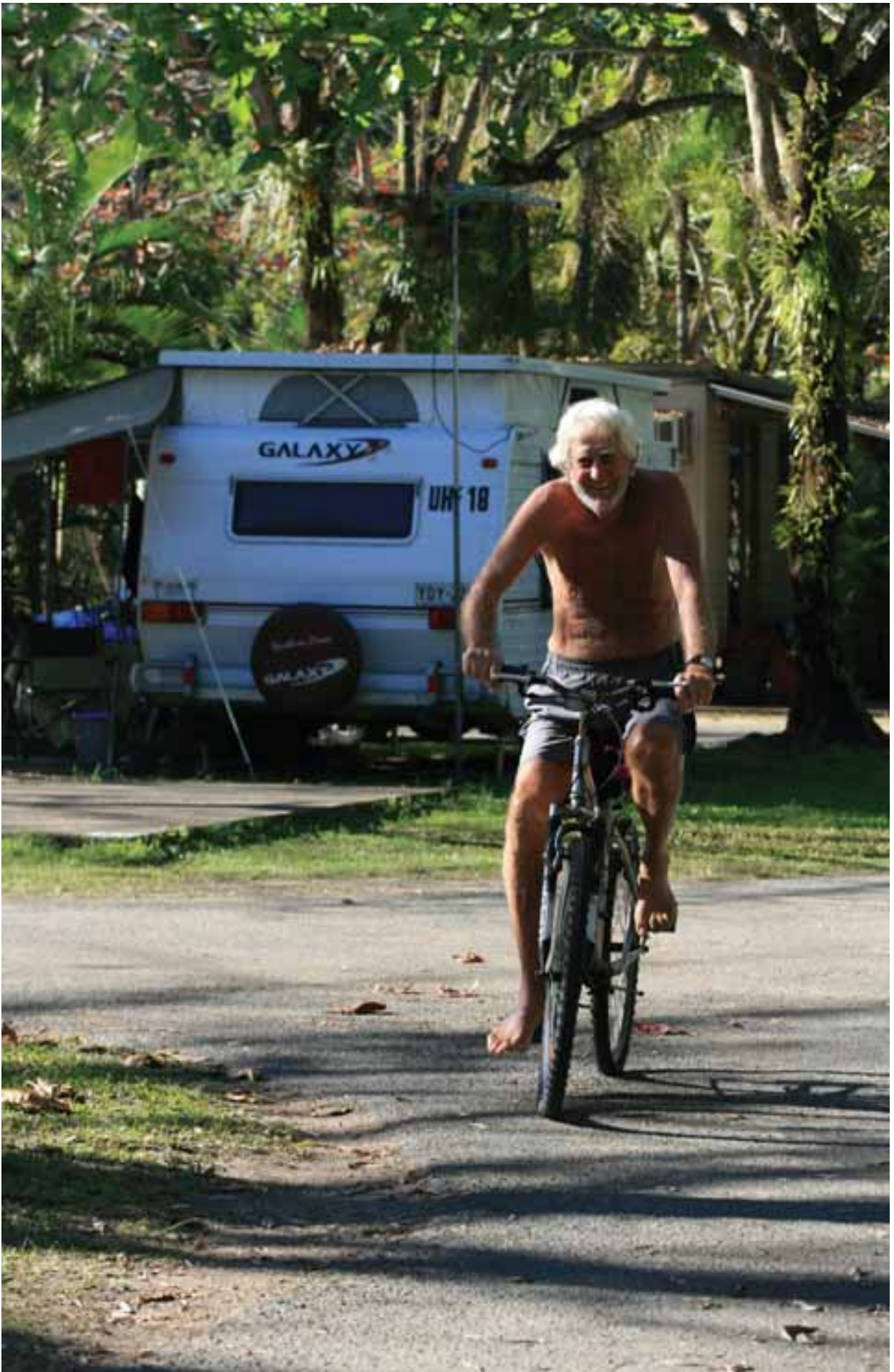
The community information leaflets developed for this program, which were endorsed by Professor Diego De Leo, Director of the Australian Institute for Suicide Research and Prevention, are available to the public via our web-site, or by phoning and requesting copies.

The leaflets available are:

- Suicide Myths and Facts
- Risk factors and warning signs of suicide in older men
- How to help if he's thinking of suicide.

A few weeks later I had a long talk to someone who attended (a session). She really opened up to me...and she knows what to look for now in someone she is really close to. I was thrilled that I could help her out...





COTA Queensland’s Quality Management System are aligned with National Quality Standards

In 2010 COTA Queensland invested in a 2 month process to improve our business operations and level of service to our constituents.

COTA Queensland implemented three Quality Standards.

1. Monitoring and Compliance

The monitoring and compliance with the Home & Community Care (HACC) National Standards is a major part of our HACC service review.

2. Standards for Community Services

These standards set minimum requirements for the ways in which organisations plan and manage client services, recruit and support staff, and meet their governance responsibilities. The implementation of these standards ensure that COTA Queensland comply with the expectations of organisations providing services

funded by the Department of Communities.

3. ISO 9001:2008 is the International Standard for quality management systems.

This Standard provides an internationally recognised best practice framework for this organisation. Complying with this standard ensures we provide:

- * A focus on our customers
- * Leadership
- * Involvement of our people
- * Monitoring of our performance
- * A process approach to continuous improvement.

Since COTA Queensland has instigated an internationally recognised best practice approach we have ensured improving service levels to our clients groups. As well, the implementation of a Quality framework establishes consistent controls over our business operations, and it provides a foundation for continuous improvement.



Being a Member provides Benefits and Privileges

In 2009 - 2010, COTA Queensland had 1910 Individual Members and 228 Organisational Members. We regularly seek our members' point of view and encourage their participation in the many opportunities to which their membership entitles them.

These opportunities are designed encourage older Queenslanders to fully participate in the society.

Everyone is welcome to join COTA, irrespective of their age, background or where they live. Both single and joint memberships are available.

We provide a variety of programs, information and workshops designed to:

- improve members' well-being
- meet and connect with others

- avail themselves of the many social and other opportunities that exist within their social context.

Member Benefits

COTA Queensland Members receive:

- A membership card which gives access to the COTA Rewards and Saving program. The membership card incorporates the Ambassador card, Australia's premier benefit program, which provides:
 - * Two-for-one meal offers from a wide range of restaurants, bistros and cafes all around Australia and New Zealand
 - * up to 5% saving, using pre-purchased gift cards at outlets including: Coles, Woolworths, Big W, Dick Smith Electronics, The Good Guys, Woolworths liquor, Caltex fuel outlets, BWS, Tandy and Dan Murphy's
 - * a Travel Club: plan a holiday and save on local and international travel and accommodation
 - * A Wine Club, offering great discounts on quality labelled wines, all at unbeatable prices
 - * Incredible saving at cinemas and on attractions, retail shopping, leisure activities, entertainment and lots more!

Enjoy the Privileges

- COTA Home Maintenance Services - a reliable, guaranteed and competitively priced service for small and large jobs around the home
- COTA Home Energy Assessments - free service to help members reduce their energy and water costs
- Members magazine - six free editions per year providing information on activities, news, events, competitions, health and well being and more
- COTA Insurance - offers insurance solutions.



COUNCIL ON THE AGEING QUEENSLAND INC.

Income and Expenditure Statement
For the Year Ended 30 June 2010

	2010	2009
	\$	\$
Income		
Members Subscriptions	\$ 40,037	51,690
Insurance Commissions	\$ 97,985	77,234
Administration fees	\$ 3,000	-
Project Income	\$ 708,226	825,454
Sundry Income	\$ 8,203	604
Donations	\$ 4,298	3,061
Interest Received	\$ 56,344	62,379
Total Income	\$ 918,094	1,020,422
Expenditure		
Audit Fees	\$ 2,350	2,000
Administration fees	\$ 3,000	-
Bank Charges	\$ 2,469	2,269
Board/Meetings Expenses	\$ 19,420	10,751
Cleaning	\$ 4,573	4,145
Commitments	\$ 69,794	69,794
Computer Maintenance Software & Support	\$ 5,645	10,934
Conference/Seminar Expenses	\$ 43,076	6,352
Consultancy Services	\$ 12,118	7,408
Depreciation	\$ 19,879	16,798
Electricity	\$ 8,434	4,761
Insurance	\$ 10,637	10,159
Motor Vehicle	\$ 3,089	4,062
COTA Levy	\$ 16,509	11,966
Marketing	\$ 31,460	65,145
Newsletter Expenses	-	25,156
Membership Fulfillment	\$ 15,312	20,446
Other Core Expenses	\$ 3,334	490
Parking	\$ 5,249	5,456
Photocopier	\$ 1,287	807
Postage	\$ 5,202	5,963
Printing/Stationery	\$ 13,184	9,751
Relocation Expenses	\$ 899	9,805
Rent	\$ 169,474	154,744
Repairs/Maintenance	\$ 2,785	940
Resource Material	\$ 9,315	5,815
Staffing Expenses	\$ 605,853	479,248
Subscriptions	\$ 2,863	1,463
Sundry Expenses	\$ 4,838	2,464
Telephone/Fax/Internet	\$ 14,126	14,098
Travel & Accommodation	\$ 50,956	31,307
Venue Hire	\$ 4,157	1,644
Volunteer Expenses	\$ 4,024	3,869
Total Expenditure	\$ 1,025,720	1,000,011
Operating Surplus (Deficit)	-\$ 107,626	20,411
Non-Operating Income		
IMS Distribution	\$ 159,982	295,582
Capital Grants		
Profit/Loss on Sale of Asset		
Total Non-Operating Income	\$ 159,982	295,582
Surplus (Deficit) from ordinary activities	\$ 52,356	315,994
Qualifying Loan	-	105,300
Accumulated Surplus at the beginning of the Financial Year	\$ 1,143,797	722,503
Accumulated Surplus at the end of the Financial Year	\$ 1,196,153	1,143,797

The accompanying notes form part of this financial report.

COUNCIL ON THE AGEING QUEENSLAND INC.

**Assets and Liabilities Statement
As At 30 June 2010**

	2010	2009
CURRENT ASSETS		
Cash at Bank		
Maxi Account	253,674	353,418
Cheque Account	0	0
New Cheque Account	77,159	75,784
Undeposited Funds	190	0
Term Deposits (4)	850,878	850,878
Petty Cash Float	400	675
Ambassador Cards on hand	6,080	4,560
Debtors	50,286	46,189
Prepayments	0	3,663
TOTAL CURRENT ASSETS	<u>1,238,667</u>	<u>1,335,168</u>
NON-CURRENT ASSETS		
Plant & Equipment (At Cost)	76,094	68,805
Less Accumulated Depreciation	(30,740)	(23,223)
Computers & Peripherals (At Cost)	103,635	78,521
Less Accumulated Depreciation	(71,230)	(61,228)
Motor Vehicles at cost	19,948	19,948
Less Accumulated Depreciation	(9,724)	(7,364)
Qualifying Loan	105,300	105,300
TOTAL NON-CURRENT ASSETS	<u>193,282</u>	<u>180,760</u>
TOTAL ASSETS	<u>1,431,949</u>	<u>1,515,927</u>
CURRENT LIABILITIES		
Accrued Leave	64,541	56,568
Other Income Received in Advance	77,783	151,200
Payroll Liabilities	20,622	24,650
Creditors	37,980	98,480
GST Payable	15,568	21,739
	<u>216,494</u>	<u>352,636</u>
NON-CURRENT LIABILITIES		
Accrued Long Service Leave	19,304	19,495
TOTAL LIABILITIES	<u>235,798</u>	<u>372,131</u>
NET ASSETS	<u>1,196,152</u>	<u>1,143,796</u>
ACCUMULATED MEMBERS FUNDS	<u>1,196,152</u>	<u>1,143,796</u>

The accompanying notes form part of this financial report.

COUNCIL ON THE AGEING QUEENSLAND INC
ABN 13 465 280 311

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2010

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act Qld. The committee has determined that the association is not a reporting entity.

The financial report has been prepared on an accruals basis and is based on historic costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following significant accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report.

(a) Revenue and Other Income

Members' subscriptions are accounted for on a cash receipts basis.

Grant income is recognized when the entity obtains control over the funds, which is generally at the time of receipt.

All revenue is stated net of the amount of goods and services tax (GST).

(b) Income Tax

The Council is exempt from income tax under Division 50 of the Income Tax Assessment Act 1997.

(c) Property, Plant and equipment

Property Plant and equipment are carried at cost less, where applicable, any accumulated depreciation. The depreciable amount of all fixed assets are depreciated over the useful lives of the assets to the Council commencing from the time the asset is held ready for use.

(d) Capital Grants

Capital Grants are recorded as non-operating income when fully expended in accordance with the funding conditions.

COUNCIL ON THE AGEING QUEENSLAND INC
ABN 13 465 280 311

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2010 (cont'd)

(e) Motor Vehicle & Computer Equipment

Assets purchased with Grant Funding cannot be used for any other purpose than that stated in the funding agreement and cannot be sold or otherwise disposed of without the permission of the funding body and a contingent liability may exist in relation to any sale process.

(f) Employee Benefits

Provision is made for the company's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits have been measured at the amounts expected to be paid when the liability is settled.

(g) Provisions

Provisions are recognized when the company has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions are measured at the best estimate of the amounts required to settle the obligation at reporting date.

(h) Goods and Services Tax

Revenues, expenses and assets are recognized net of the amount of GST, except where the amount of GST incurred is not recoverable from the Tax Office. In these circumstances the GST is recognized as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the balance sheet are shown inclusive of GST.

COUNCIL ON THE AGEING QUEENSLAND INC
ABN 13 465 280 311

STATEMENT BY MEMBERS OF THE COMMITTEE

The Committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the committee the financial report as set out on the previous pages.

1. Presents a true and fair view of the financial position of Council on the Ageing Queensland Inc as at 30 June 2010 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that Council on the Ageing Queensland Inc will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the committee and is signed for and on behalf of the committee by:

President

.....*Madeleine L. Kelman*.....

Treasurer

.....*S. King*.....

Dated this

.....*16th*..... day of *SEPTEMBER* 2010

COUNCIL ON THE AGEING QUEENSLAND INC
ABN 13 465 280 311

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF COUNCIL ON
THE AGEING QUEENSLAND INC**

Report on the Financial Report

I have audited the accompanying financial report, being a special purpose financial report, of Council on the Ageing Queensland Inc, which comprises the assets and liabilities statement as at 30 June 2010 for the year then ended, the income and expenditure statement, a summary of significant accounting policies, other explanatory notes and the statement by members of the committee.

Committee's Responsibility for the Financial Report

The committee of the association is responsible for the preparation and fair presentation of the financial report and has determined that the accounting policies described in Note 1 to the financial statements, which form part of the financial report, are consistent with the financial reporting requirements of the Associations Incorporation Act Qld and are appropriate to meet the needs of the members. The committee's responsibilities also include designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

My responsibility is to express an opinion on the financial report based on my audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. I conducted my audit in accordance with Australian Auditing Standards. These Auditing Standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

Acknowledgements and appreciation

COTA Queensland acknowledges the vital financial support provided by the following entities during 2009- 2010:

⇒ The Home and Community Care (HACC) program



⇒ The Gambling Community Benefit Fund for support of the *Grandparents taking care of the Future* Conference.



⇒ *beyondblue* – the national depression initiative



⇒ NPS for continued funding of Quality Use of Medicines projects



⇒ The Queensland Government



⇒ Two thousand individual Members who have supported us through the year

The Council on the Ageing Queensland appreciate the work of their Staff. They ensure that COTA Queensland achieves great outcomes for seniors. They maintain high level outputs that are characterised by professionalism, commitment, quality and effectiveness.

We record our appreciation of the contribution and commitment of the Board and Policy Council. These members act in a voluntary capacity in roles that have pivotal responsibilities in assisting us to set our ongoing policy.



COTA Queensland

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