



Annual Report 2011



QUEENSLAND

About us

Who we are, what we do and how we do it

Established in 1957 as the Old Peoples Welfare Council of Queensland, COTA Queensland is a not-for-profit community organisation providing research, policy development and advocacy, community education, information and referral and value-for-money member benefits.

Board

Lyn Kelman AM, Chair
Neale Condon, Deputy Chair
Stephen Ring, Treasurer
Peter Howells
Warren Males (appointed February 2011)
Robyn Robinson (appointed February 2011)
Alexa Shepherd (appointed February 2011/ Resigned April 2011)
Margaret Sugden (appointed February 2011)
Mark Tucker-Evans, Secretary/ Public Officer

Queensland Policy Committee

Lyn Kelman AM, Chair
Deanne Gaskill
Elizabeth (Bess) Newman
Ian Reed
Margaret Sugden
Dr Rick Swindell AM

Staff

Mark Tucker-Evans, Chief Executive
Laraine Hinds, Safe & Confident Living project Coordinator
Lisa Hodgkinson, Information Officer (appointed)
Fiona Jackson, Research Officer (appointed)
Beverley Lombard, Quality Manager (until December 2010)
Anna McCormack, Policy Officer (appointed)
Noela McKinnon, Policy Officer (until November 2010)
Lorella Piazzetta, Community Engagement Manager (appointed)
Karen Porter, Research Officer (until January 2011)
Margaret Robertson, Community Education Coordinator (until January 2011)
Jill Shipley, Administration and Finance Officer (until January 2011)
Debra Short, Administration Manager
Leonie Swainston, Seniors Peer Education Coordinator
Marianne Wright, Volunteer Development Officer
Mark Young, Policy Officer (appointed)
Barbara Zeller, Peer Education Coordinator (until February 2011)

Financial Consultant: Jackie Lowe, Reid Maddison

Auditor: Patrick Hoiberg



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Vision

To be recognised as the leading organisation advancing the rights, needs and interests of older people in Queensland.

Mission

To influence decision makers and provide quality services, information and referrals to enrich the lives of older people.

Values

- Social justice, access and equity for all older people;
- Respect for the life experiences of older Queenslanders;
- Participation of older people in decisions that impact on their lives;
- Openness, ethical, transparent practices and accountability;
- Collaborative partnerships with stakeholders; and
- Continuous quality improvement and sustainability.

COTA Queensland supports the values outlined in the Queensland Community Services Sector Charter

What we do

COTA Queensland:

- takes action on seniors issues;
- assists seniors to enhance their wellbeing;
- links seniors to relevant information; and
- promotes safe and confident living.

Our stakeholders

- Individual member
- Organizational members
- Constituents
- Communities
- Other peak bodies
- Funding bodies
- Partners/ alliances
- Government (local, state and federal)
- Business



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Highlights

July 2010

- Participated in NADOIC Week
- Presented at the Advanced Care Planning and Advanced Health Directives Forum
- Participated in the Selection Panel for Premiers Awards

August 2010

- Participated in the Seniors Roundtable Seniors Walk and Expo during Seniors Week 2010
- Organised a Honoring Elders BBQ Lunch and Talking Circle
- Participated in Aged Care Queensland Community Care Workshop

September 2010

- Participated in QCOSS Strategic Planning workshop
- Presented at Queensland Community Transport Industry Association Conference
- Participated in the Older People Mental Health Symposium
- Participated in Positive Ageing Journey Symposium

October 2010

- International Day of Older Persons
- Organised *Inclusive Ageing Conference* for Department of Communities funded programs
- Participated in COTA Australia Strategic Planning workshop, Brisbane
- Participated in the Australian Commission on Safety and Quality in Healthcare forum

November 2010

- Participated in COTA National Policy Council meeting, Canberra
- Participated in Queensland Police Service Seniors Taskforce
- Participated in the Suicide Prevention Conference
- Participated in the Go Card + launch
- Participated in the North West Aboriginal and Islander Community Association Elders Forum

December 2010

- Participated in IAP2 State of Practice Summit
- Participated in Mental Health Summit
- COTA Queensland Chief Executive gave Occasional Address at Griffith University Graduation

January 2011

- Organised Natural Disaster Recovery Think Tank
- COTA Queensland Chief Executive appointed Assistant Commissioner, Consumers Health Quality and Complaints Commission

February 2011

- Participated in the Australian Health Care Reform Alliance Summit, Canberra
- Participated in Forum for Organisations working with Homeless Women
- Participated in the Enhancing Resiliency Workshop
- Participated in the Benevolent Society Housing Symposium, Sydney

March 2011

- Participated in Key stakeholders meeting to discuss Council of Australian Governments (COAG) Heads of Agreement on National Health Reform amending the existing National Health and Hospitals Network Agreement.
- Participated in Translink Consumer Reference Group
- Presented at Griffith University Consumer Consultation Workshop

April 2011

- Participated in National HACC Conference
- Participated in launch of Access All Areas
- Participated in the Statewide Older Persons Health Clinical Network Planning Forum
- Participated as a juror on the Workforce Council's Awards

May 2011

- Participated in Homeless Connect
- Presented at COTA Australia National Policy Forum
- Presented at HACC Gold Coast Expo
- Participated in the Recovery and Resilience After Brisbane Floods workshop

June 2011

- Presented at QIPC Injury Prevention in Queensland - Results and Recommendations seminar
- Meeting of the Positively Ageless Community Reference Group
- QCOS/Peaks State Budget Breakfast
- Hosted the ACHSM *Future of Aged Care* Satellite Broadcast



Inclusive Ageing Conference



Seniors Walk 2010



Chair - The year in review

In 2006 we set out to better connect with COTA's members and stakeholders to listen to their needs so that we could respond appropriately. It was critical that we connected with all the people who had stayed with us during the tumultuous period of working in partnership with National Seniors (2002-2005) and those people who believed in what differentiated COTA from other older people's organisations.

Unquestionably over the past five years COTA Queensland had played an important role in getting the State and Territory COTAs back together again with COTA Australia as our national voice and had confirmed itself as a leading organisation on ageing issues in Queensland.

This was substantiated by research we commissioned in 2010 to better understand current perceptions and awareness of COTA Queensland by key stakeholders. We were pleased the research verified that there was strong support for COTA Queensland and that COTA was perceived as a credible organisation committed to working in partnership to deliver tangible community solutions. There was high awareness of COTA's involvement in advocacy, campaigns, community education and community development and many stakeholders were seeking opportunities to extend their collaboration with COTA.

Whilst COTA Queensland was trusted to advocate for the rights, needs and interests of older people, a growing number of members, particularly newer members, also wanted more tangible benefits. Accordingly COTA Queensland is now working through COTA Member Services to enhance offerings to members, such as [ONECOTA](#).

It was agreed that some realignment of resources was necessary to meet the needs of a much more diverse constituency. We will not be abandoning those areas such as aged and community care that COTA has traditionally taken a leading role in. In fact with the release of the Productivity Commission's *Caring for Older Australians* report we have stepped up our involvement. However we must ensure that we are also responding to the broader needs of older Queenslanders, especially the vulnerable within our community.

Whilst over the past five years COTA Queensland has prudently accumulated reserves from investments we are still vulnerable to funding from external sources. Accordingly we have taken the opportunity to strengthen COTA Queensland's governance to address the sustainability challenge that we and many community organisations face. This will be a prime focus of the Board over the next few years.

I acknowledge my fellow directors past and present who have overseen our strategic planning to ensure that COTA remains relevant to our members and stakeholders and continues to actively advance the rights, needs and interests of older people in Queensland for many years to come.

On behalf of the Board I record our appreciation for the efforts of all staff and volunteers, past and present, over the past twelve months, especially our Chief Executive Mark Tucker-Evans who has lead the restructuring, working tirelessly through this demanding period to continue to develop and deliver our important services.

Lyn Kelman AM, President and Chair of Queensland Policy Committee



QUEENSLAND

Chief Executive

I reported last year that we were in the process of realigning our resources to support our strategic direction. This work has continued with the assistance of Reid Maddison, Accountants and Human Resource consultant Kathy Dodd Consulting.

A number of staff left at the beginning of this year and I take this opportunity to thank them for their work whilst they were with COTA Queensland.

In 2011 we have employed a Community Engagement Manager, Lorella Piazzetta to ensure COTA's work is informed by community needs; a part-time Research Officer, Fiona Jackson to undertake research, policy and planning for effective HACC service delivery models and practices that contribute to quality services to clients; two part-time Policy Officers, Anna McCormack to provide strategic advice to the HACC Program to support future service development and planning and Mark Young to develop policy positions and advice on older people's issues and concerns based on input from members and stakeholders and researched evidence; an Information Officer, Liza Hodgkinson to link older people to culturally appropriate information to enable them to make informed decisions; and an Administration Manager, Debra Short to develop, enhance and maintain the operational systems which underpin our work. We have also taken the opportunity to appoint Marianne Wright as Volunteer Development Officer to support our expanding group of volunteers.

I am pleased to report that COTA Queensland continues to:

- work in partnerships with a number of universities on ageing research projects;
- develop and advocates policy positions on the health, security and participation of older people;
- work with over 70 volunteer peer educators throughout Queensland on an award winning community education program which enables older people to enhance their wellbeing;
- work directly with vulnerable and disadvantaged older people to maintain social connections with their communities;
- provide information and referral services to Home and Community Care, Seniors Clubs and other relevant services for older people; and
- support the Seniors Roundtable which brings together the Association of Independent Retirees Queensland Division, Australian Pensioners & Superannuants League, COTA, Ethnic Communities Council of Queensland, National Seniors, Older Women's Network, Older People Speak Out and Queensland Retired Teachers Association to provide a united voice on seniors' issues to the State Government.

I was honored to have my term as Chair, Health Consumers Queensland Ministerial Consumer Advisory Committee extended for another twelve months; to continue as an Executive member of the Queensland Clinical Senate and to be appointed Assistant Commissioner – Consumer Issues, Health Quality Complaints Commission. Along with my roles as a Director, General Practice Queensland; Member, Queensland Primary Healthcare Network; Member, QCOSS Health Policy Officer Network; Member, Queensland Health Statewide Older Person's Health Clinical Network; Member, QH e-Health Stakeholders Reference Group; Member, University of Queensland School of Medicine Consultative



Council; Member, HACC Partnership Forum; and Member AMAQ Aged Care Coalition this positions COTA to have a very broad understanding of Health and Aged Care issues in Queensland.

In addition I currently represent COTA on the Transport Minister's Translink Consumer Reference Group; Energy Minister's Energy Consumer Reference Group; Ergon Energy Customer Council; QCOSS/CCCL Energy Projects Advisory Group; Queensland Action for Universal Housing Design; Department of Infrastructure and Planning, Building Industry Consultative Group Universal Housing Design Group (UHDG); and am a Foundation Member, Adult & Community Learning Alliance and Queensland Community Services Futures Forum.

It is my intention to delegate a number of these roles as we strengthen COTA Queensland's engagement with members and stakeholders.

This has been a demanding year as many Queenslanders have been and continue to be impacted by the natural disasters which resulted hit Queensland in January resulting in widespread damage and loss. Older people have particular vulnerabilities and specific needs in disasters and we continue to gather information and people's experiences to inform future responses.

I take this opportunity to acknowledge the dedicated team of staff and volunteers who carry out COTA Queensland's work across Queensland. It is challenging yet rewarding work as we endeavour to support older people within our community to continue to live rich and fulfilling lives.

Mark Tucker-Evans, Chief Executive



Seniors Week 2010