

# COUNCIL ON THE AGEING (WA) INC.

## Annual Report 2021 to 2022



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# Chair Report

As the incoming Chair, I would like to acknowledge the outgoing Chair, Gerri Clay, and Directors (and all former Presidents) Bettine Heathcote AM, Judy Hogben AM and Ron Regan, and thank you for your unwavering commitment to the mission and vision of COTA (WA).



The growing importance of the role of COTA (WA) in representing the interests of all seniors, has been publicly acknowledged through its recognition as the Seniors Peak Body. A key outcome of this recognition has been a continuing closer alignment with both government and sector agencies, particularly through the establishment of the Seniors Sector Partnership, Chaired by COTA (WA). This influential group brings the sector together to build the capacity of its members to support and improve the lives of older Western Australians through the exchange of information; leveraging collective knowledge and capabilities; collectively responding to Government policies and decisions, and engaging in joint advocacy and funding applications, where appropriate.

Another important initiative of COTA (WA) was the establishment of the Positive Ageing Alliance, which brings together business leaders and prominent and influential people across many sectors and industries in Western Australia. Chaired by COTA (WA) Board Director Emeritus Professor Gary Martin, four meetings were held at Government House and hosted by our Patron, The Honourable Kim Beazley AC to discuss how non-government entities are reacting to, or addressing, the challenges and issues of an ageing population. The Board thanks Professor Gary Martin for his role in this area.

It is pleasing that the WA State Government is continuing its consultation for the development of the inaugural WA Seniors Strategy. Seniors must be given a higher priority if they are to age well and in a place of their choosing and to this end, one of the key proposals of COTA (WA) in its submission to the Government, is to appoint a 'Commissioner for Seniors'. We believe that this role will ensure strong advocacy and ultimately, a higher profile for seniors through this independent, prominent and influential representative, whose role will be to advocate within all levels of government, the private sector and other appropriate platforms. It is anticipated that should such an appointment be approved, the Commissioner for Seniors will establish a public presence through participation in all forms of media, including social media. It is worth noting that currently Victoria is the only State in Australia to have a Commissioner for Seniors in place.

The importance of older people being able to remain engaged and connected to their families, friends and communities and staying healthy and well, are the primary drivers of all our policy and advocacy work. In this capacity, we bring over 60 years of experience and expertise to our activities, which is being increasingly recognised by government and non-government agencies alike.

On behalf of COTA (WA), it is my privilege to thank the outgoing Western Australian Governor, The Honourable Kim Beazley AC, for his commitment to older Western Australians through his

support as Patron of COTA (WA). We are particularly grateful to him for his demonstration of this commitment in hosting the Positive Ageing Alliance in its meetings.

I would also like to thank Adam Levine and the team from K&L Gates (Global Counsel across five Continents) who provide pro bono support and advice, to ensure we continue to demonstrate good governance.

I thank my fellow Directors and COTA (WA) staff for their support over a difficult period in which we contended with a shrinking financial environment and an expanding advocacy environment. COTA (WA) has managed this environment with recognised success, and we look forward to continuing success in our proposed initiatives and roles for 2023.

**Mary Anne Stephens**  
**Chair, Council on the Ageing (WA)**



# Chief Executive Officer Report

Learning to adapt and live well in a post pandemic world has been the focus for everyone in the past twelve months. And while older people are resilient, the feedback from them has identified that they are frustrated with navigating multiple pathways to find information or services for their needs as they age. Put simply, they want a one-stop-shop to enable them to find the information they need without having to go down multiple pathways, often with no tangible results. This is something that COTA (WA) has been advocating for many years and consequently we made this one of the key proposals in our submission to the WA Seniors Strategy 2023-33.



As the State Government appointed Seniors Peak, COTA (WA) is cognisant of the work that needs to be undertaken, particularly around some of the key areas identified by older people including elder abuse, the great digital divide, mature age employment and the vulnerable and disadvantaged cohorts such as First Nations People and the CaLD and LGBTIQ+ Communities.

To support the sector in responding to elder abuse, we held an online forum which was recorded for use as an ongoing resource. Our thanks to our collaborative partner, Northern Suburbs Community Legal Centre and our speakers from WA Police, WA Health Department, Older People's Rights Service and MyVista Aged Care.

Over the last twelve months, we have built on our leadership role in the seniors' sector and increased our advocacy on behalf of older Western Australians.

A tangible outcome of this advocacy is the production of our Seniors' Guides. The COTA (WA) Seniors Guides continue to be a valuable resource with four (4) guides in circulation (At Home Guide, Goodbye Guide, Understanding the Mistreatment of Older People and Interruptions to Daily Living) and we are proud to have translated the Interruptions to Daily Living Guide into four (4) languages (Simplified Chinese, Polish, Greek and Italian). This Guide was developed to support seniors as the WA borders were opened and many people chose to self-isolate. The latest Guides were developed with a grant from Lotterywest, and we acknowledge their support for this important initiative.

Digital literacy, cyber security and scams are some of the biggest challenges facing seniors so we partnered with Bankwest and Department of Communities to deliver the Let's Talk Scams event at the Perth Convention Exhibition Centre. Our thanks to our Patron, The Honourable Kim Beazley AC for being our guest speaker and the inimitable Dr David Cook from Edith Cowan University for his informative and always entertaining presentation. To ensure we reached as many people as possible, this event was live streamed and recorded for distribution to regional centres.

Our role as the sector leader for seniors has been further demonstrated through collaboration on a number of initiatives including a letter to the Premier in response to seniors' frustration in adopting the ServiceWA app, the translation of the Seniors Guides to multiple languages, delivery

of seniors events and forums, consultation for the State Government's WA Seniors Strategy and regular meetings with the Minister for Seniors and Ageing, The Hon. Don Punch MLA.

Although we are generally not a service provider, two programs currently offered are extremely successful. Our Strength for Life™ program remains as popular as ever with seniors, with around 5,000 participants across Western Australia. The program is delivered in 58 locations (including 14 Regional).

The Aged Care System Navigation trial program continues to gather momentum as older people and their family or carers use our service to support them in understanding and accessing aged care services. We are hopeful that our recent application to run this program on a more permanent basis is successful.

One of the highlights of the year for us is the WA Seniors Awards which COTA (WA) delivers on behalf of the WA State Government. It is inspiring and humbling to hear the stories of people who have dedicated many, many years of their life to making their community a better place and for the most part, they seek no recognition or reward for their service.

In addition to our work with the sector and directly with seniors, we also contribute to many committees and panels, as well as undertaking requests to review draft reports and proposed policy documents.

With extremely limited resources, COTA (WA) punches well above its weight and our success is due to the dedication of a very committed team and some outstanding volunteers and McCusker Interns. People are always surprised to learn that we operate with only 4.8 FTE. As always, our success is built on our relationships with stakeholders including State and Local Governments, the sector, universities and other sponsors and supporters.

Overall, we have had a successful year in terms of delivering on our contracts and addressing the key priorities for seniors. However, our biggest challenge remains that of long-term sustainable funding. To partially address this issue, this year we introduced the COTA (WA) Supporters Program and we acknowledge those organisations who have shown their support for us and for the work we do to advocate for a better future for seniors in Western Australia.

As is the case with other organisations in the sector, we look forward to the release of the new 10-year WA Seniors Strategy and to working closely with the State Government and the seniors sector on the implementation phase.

I feel that this has been a year of unprecedented collaboration and I acknowledge the Department of Communities and all of the organisations that make up the Seniors Sector Partnership. Working together, we have been more effective in addressing the needs of seniors in the community.

And finally, I express my gratitude to the Board and the multi-skilled team of staff and volunteers who have contributed to our success during this financial year.

**Christine Allen**  
**Chief Executive Officer, Council on the Ageing (WA)**

# Policy and Advocacy

Over the past twelve months, the COTA (WA) Policy team led by Chief Policy Officer, Chris Jeffery has continued to have significant input to many advisory panels, committees and working groups. The value placed on the contributions of COTA (WA) can be measured by the fact that COTA (WA) is frequently invited to participate on committees and working groups and to respond to draft government policies prior to their finalisation.



Following are summaries of some of these contributions.

## Consultations and Collaboration in the Community and the Sector

- Submission to the Commissioner for Victims of Crime: Legislative Responses to Coercive Control in Western Australia
- Law Reform Commission of Western Australia: Review of Sexual Offences and the Law Relating to Consent
- WA Draft Seniors Strategy 2023-2033
- Financial Administration of Homelessness Services in WA: Legislative Council Standing Committee on Estimates and Financial Operations
- Indigenous Advance Care Planning Uploads: the Australian Digital Health Agency

## Committee Participation

- Western Australian Advocacy for Consumers of Energy (WA ACE) Forum Member
- Metronet Access and Inclusion Reference Group (State Government)
- Perth Airport Access and Inclusion Working Group
- City of Melville Access Advisory Panel
- Sustainable Health Review Partnership Group: Department of Health Committee to advise on the Review's implementation strategies
- Enhancing Mental Health and Social Care Services for Older Adults During Periods of Long-Term Isolation: Associate Investigator in this Edith Cowan University Research Project

- Advance Care Planning Consortium: Key stakeholders in the area to advise on strategies to increase the uptake of Advance Care Plans
- End Of Life and Palliative Care Advisory Committee (EOLPC AC)
- WA Seniors Housing: Accessibility Standards, Mandatory Minimum Accessibility Standards in the National Construction Code
- Alliance for the Prevention of Elder Abuse WA (APEA)

## WA Seniors Strategy 2022-2032

COTA (WA) contributed to the consultation by the State Government for the WA Seniors Strategy.

There are now multiple generations of older Western Australians who fall into the category of 'seniors', each with different challenges, attributes, issues and priorities.

With an ageing population and people living longer than ever before, there is an increasing number of adult children (baby boomers), many of whom are themselves seniors, who are involved in the care of ageing parents.

The challenge for the State Government in developing the WA Seniors Strategy is to ensure that seniors' sector organisations are adequately funded to meet the broad range of community needs, with no older Western Australians left behind or disadvantaged.

COTA (WA) appreciates the opportunity to have input into the WA Seniors Strategy and encourages the government to engage the Seniors Sector Partnership at every stage of the process to support a strategy which is comprehensive, realistic and achievable.

COTA (WA) proposed the appointment of a 'Commissioner for Seniors' to headline the 2022-2032 Seniors Strategy and to demonstrate the State Government's commitment to escalate seniors' issues in its priority areas.





# ENGAGING OLDER WESTERN AUSTRALIANS

There are currently 915,000 Western Australians over the age of 50. Of this number, 430,000 are over the age of 65 and this is expected to double by 2050.



31,581  
COTA (WA) Guides  
Distributed



18,727  
Website Visitors



3,274  
COTA Connections  
Newsletter Subscribers



1,556  
Community + Sector  
Interactions



5,436  
SFL Participants



13,800  
Facebook Reach

We reached out to over **75,000** people through our programs, forums and consultations during 2021-2022.

## Forums and Events

### The WA Seniors Sector: 'Responding to Elder Abuse' Forum

The 'Responding to Elder Abuse' Forum was delivered in collaboration with Department of Communities and the seniors sector in June 2022.

The aim of this free forum was to educate and inform our sector workforce (including aged care workers, allied health and social workers, police, legal support and advocates) who may witness or need to respond to incidents of Elder Abuse?

*COTA (WA) acknowledges the support of our collaborators; Speakers, Northern Suburbs Community Legal Centres (Older Peoples Rights Service) and the Department of Communities WA.*



# Let's Talk Scams Forum

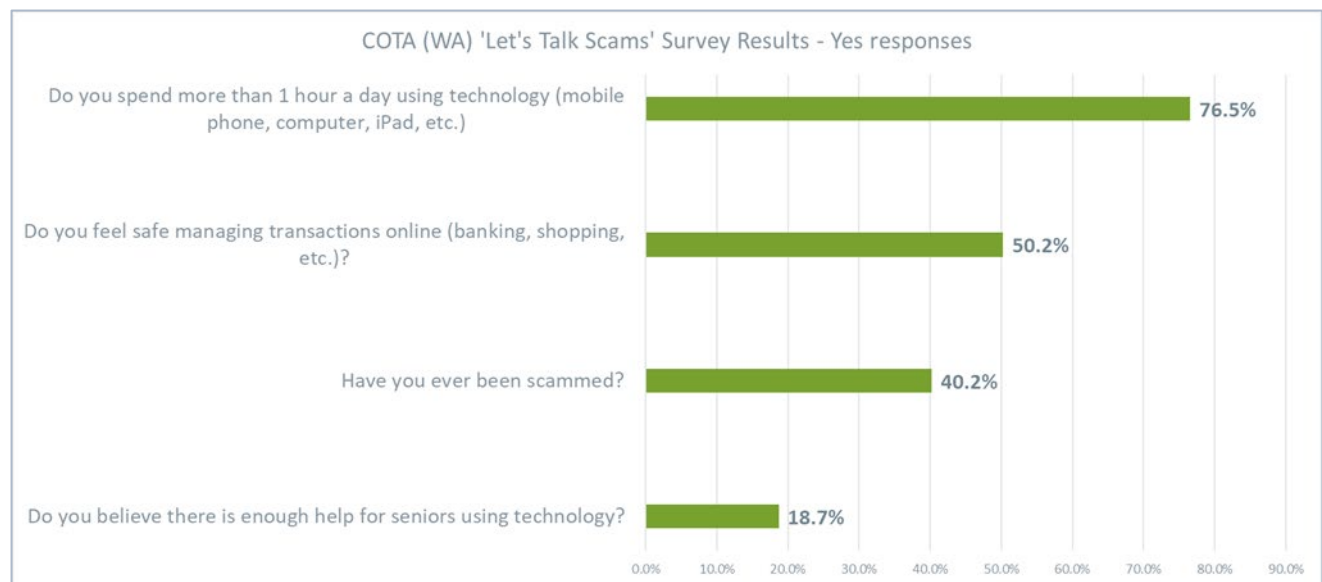
COTA (WA) hosted an exclusive WA Seniors Week free event that fell during ACCC National Scam Awareness Week.

Council on the Ageing WA, sponsored by Bankwest and supported by the Department of Communities hosted an exclusive WA Seniors Week free event during November 2021 WA Seniors Week and the ACCC National Scam Awareness Week.

The Hon. Kim Beazley AC, Governor of Western Australia provided the opening address.

Experts spoke on how to recognise different types of scams and how to protect yourself.

## The survey completed by attendees showed: Chart



COTA (WA) acknowledges the support of our Patron, The Hon Kim Beazley AC, Governor of Western Australia, the speakers, Sponsor Bankwest and the support of the Department of Communities WA.



### Let's Talk Scams

FREE SENIORS EVENT WITH MORNING TEA

### Stop scams. Speak up.

4-12 November #ScamsWeek2021

### SCAMS AWARENESS WEEK

MONDAY 8 NOVEMBER 2021  
10:00AM TO 12:00PM  
PERTH CONVENTION AND EXHIBITION CENTRE  
REVIEW ROOM

**Speakers**  
The Hon. Kim Beazley AC, Governor of Western Australia  
Christine Allen, CEO COTA (WA)  
Dr. David Cox, Edith Cowan University  
Audrey Fitzjohn, Executive Manager Fraud Management Services Bankwest

**Supported by Auslan Interpreters**  
Join us for this exclusive WA Seniors Week event that falls during ACCC National Scam Awareness Week.  
Hear from experts on how to recognise different types of scams and how to protect yourself.  
Receive a copy of the Bankwest Safe and Savvy guide.  
Enjoy complimentary morning tea.



# Initiatives

## 2021-2022 Seniors Information Guides

### Understanding the Mistreatment of Older People Guide

Building on the popularity of the previous Seniors Guides which were developed by COTA (WA) Chief Policy Officer Chris Jeffery, a further series of guides was released.

To support older people in the community to recognise or respond to elder abuse, a new guide titled **Understanding the Mistreatment of Older People** was developed. The guide was launched by Minister Don Punch during the week of World Elder Abuse Awareness Day.

*COTA (WA) acknowledges the support of The Hon Don Punch MLA, Minister for Disability Services; Fisheries; Small Business; Seniors and Ageing who launched the Guide on 14 June 2022, the Department of Communities WA and the Northern Suburbs Community Legal Centres (Older Peoples Rights Service) and Lotterywest who provided the grant to produce this Guide.*



# Interruptions to Daily Living Guide

Council on the Ageing WA launched a new resource for seniors, the **Interruptions to Daily Living Guide**, in collaboration with sector and peak body organisations who support older Western Australians, and was released to coincide with the opening of Western Australia's borders in March 2022.

This Guide was the first of our publications to be translated and is now available in five (5) languages: English, Simplified Chinese, Polish, Italian and Greek.

*COTA (WA) acknowledges the support of Chung Wah Community Care, Umbrella Multicultural Community Care and the Department of Communities WA in the translation of these Guides.*





## The Positive Ageing Alliance

**The Positive Ageing Alliance** was formed in March 2021 to increase awareness of seniors' issues to a broader range of sectors including sport, culture and the arts, accounting and finance, travel and tourism, aged care, media and communications, legal, academia, health and other community services. There are 25 members of the Alliance, including Department of Communities, which was chaired by former COTA (WA) Board Director Professor Gary Martin. Western Australian Governor, The Hon. Kim Beazley AC was the Patron of COTA (WA) and hosted the Positive Ageing Alliance meetings at Government House.

**Each of the four meetings discussed a key issue: Elder Abuse, The Great Digital Divide, Vulnerable Cohorts and Mature Age Employment.**

The primary purpose of the Positive Ageing Alliance (PAA) is to explore some of the key challenges facing older Western Australians, to seek feedback on how well each particular issue is understood by the broader community sectors, and to suggest specific measures and policy changes to rectify the identified short comings.

In undertaking this role, the PAA attempts to promulgate messages about positive ageing with a view to changing attitudes to ageing and older people by focusing on the positive attributes of ageing rather than the negative perspective often portrayed by mainstream media.

The major outcome of this approach is intended to raise community awareness of the contribution older people can, and do, make to society.

COTA (WA) provided a 'Report on the Inaugural Year 2021-2022' to The Hon Don Punch MLA, Minister for Disability Services; Small Business; Seniors and Ageing.

*We acknowledge the support of our Patron, The Hon Kim Beazley AC, Governor of Western Australia, the members of the Positive Ageing Alliance and the Department of Communities WA.*



# The Seniors Sector Partnership

**The Seniors Sector Partnership (SSP)** was formed in December 2020 to create cohesion between organisations who have a focus on delivering (funded) services or activities for seniors. This initiative is part of the Vulnerable Seniors Peak agreement, funded by Department of Communities and brings together 30 organisations across state and local government, peak bodies and community service providers.

## **The Seniors Sector Partners have collaborated in the following ways during 2021-2022:**

- Department of Communities Consultation with SSP re WA Seniors Strategy 2022-2023
- Content for the Interruptions to Daily Living Guide
- The WA Seniors Sector: 'Responding to Elder Abuse' Forum
- Presentations from Linkwest, Northern Suburbs Community Legal Services, WA Police - Safe and Found WA Initiative, Carers WA, Government Chief Information Officer - Digital Strategy for the Western Australian Government 2021-2025
- Collaborated with Chung Wah Community Care and Umbrella Multicultural Community Care to translate Interruptions to Daily Living Guide to Simplified Chinese, Polish, Italian and Greek
- Collaborated with the Department of the Premier and Cabinet to disseminate critical information to the Seniors Sector Partnership
- Collaborated with consortium partners: Department of Communities, Bankwest, Northern Suburbs Community Legal Centre, Advocare, Legal Aid WA on activities for World Elder Abuse Awareness Day
- Collaborated with SSP members to schedule three on air interviews with 6PR Talk Back radio program to discuss seniors concerns regarding the opening of the WA border
- SSP member news, events and programs are promoted on COTA (WA) Facebook, Website and LinkedIn pages



# COTA (WA) Listening Post 'Chung Wah Community Care'

## Seniors 'Speaking up' in WA

\*Translated excerpt from the article in local newspaper Australian Chinese Times (ACTimes).

On Tuesday 12 October 2021, Chung Wah Community Care (Chung Wah CC) and five community hub seniors participated in the 'Listening Posts' project organised by the Council on the Ageing WA. This project aims to interview 500 older persons from diverse backgrounds, hearing each participant's thoughts, opinions and concerns in an informal setting. The information gathered during the interviews will be presented anonymously to the government agencies for aged care services, detailing the needs and various challenges our older Western Australians are currently facing.



Our Chung Wah CC seniors spoke candidly during the Listening Posts project as they shared their thoughts on health, housing, social environment, technology and finance. However, they were all quite taken by the last hypothetical question from the organiser, "If you had ten minutes to talk to the WA Premier or the local mayor, what advice would you like to offer to help the older Western Australians?" Our participating seniors thought carefully, and each offered their valuable views.

The Listening Post initiative was unable to be completed during this period due to the opening of the WA borders and the resulting anxiety among older people in the community. The Listening Posts would be resumed later in 2022.





# Key Activities + Community Engagement

COTA (WA) participated in a number of events across the year, including:

## Care & Ageing Well Expo 2021



## Seniors and Carers Expo

In October 2021, the City of Rockingham held a Seniors and Carers Expo at the Mike Barnett Sports Complex in Rockingham.

**Midland Gate Community Hub:** In March 2022, COTA (WA) Aged Care Navigator, Margaret Fisher set-up an information booth, in the Midland Gate Community Hub to let seniors in the suburb of Midland know what services are available to them.



**Have A Go Day 2021:** In November 2021 during Seniors Week, COTA (WA) had a booth at the Have A Go Day Seniors Event run by the Seniors Recreation Council of WA where we were able to engage with hundreds of seniors and distribute information. This event is always fun and is an important date in our annual calendar.

**City of Armadale Aged Care System Navigation 'Seniors Information Session'** was presented in August 2021 for seniors living within the City of Armadale.



**Multicultural Seniors Festival:** In November 2021 during Seniors Week, Umbrella Multicultural Community Care held a Multicultural Seniors Festival.



**Midland Sunshine Club Seniors Expo:** In November 2021 during Seniors Week, The Midland Sunshine Club held its very first Seniors Expo. The event was for seniors to find out a range of products and services available for seniors in the City of Swan area.



**Southwest Men's Shed Conference:** In March 2022, the Southwest Men's Shed held a conference in the regional town of Brunswick at the Brunswick Junction. COTA (WA) Chief Policy Officer Chris Jeffrey did a presentation on 'How to Age Disgracefully'.

**Positive Ageing Expo:** In June 2022, The City of Fremantle joined with the City of Melville to hold a 'Positive Ageing Expo' at the Walyalup Civic Centre.



**Tech Savvy Event:** In June 2022, Stay on Your Feet and The Seniors Recreation Council held a Tech Savvy Event at the Loftus Recreation Centre.

**Seniors Lifestyle Connection Point:** In June 2022, the City of Joondalup held a 'Seniors Lifestyle Connection Point' at the Westfield Whitfords Shopping Centre.



### Kalamunda National Seniors Group Aged Care Navigation Session

COTA (WA) enjoyed the hospitality of the Kalamunda National Seniors Group with over 100 attendees to present an overview of COTA (WA) and to provide free and independent information for Seniors about navigating the Aged Care system.

## SFL Milestone Celebrations



**In Balance Physiotherapy Northam:** In August 2021 In Balance Physio celebrated 15 years of running the Strength for Life Program.

**In Mobile Provider, Lorraine Musgrave:** In May 2022 Mobile Provider Lorraine Musgrave celebrated 10 years of exercising at Lawley Park Village in Menora. Emeritus Professor Bob Ziegler gave a presentation on the importance of exercising and active ageing.





# Projects and Programs

## Strength for Life™

Strength for Life™ is a strength training program designed to improve and extend the quality of life for people over 50. Over 15 years, this program has helped over 5,436 older people per year in Western Australia.

Under a contract agreement, COTA (WA) licenses accredited organisations (such as physiotherapists, exercise physiologists and fitness professionals) to provide this program, which is an evidence based, falls prevention program specifically designed for seniors.

As of 30 June 2022, there were 56 providers, including 14 regional locations, delivering the program in Western Australia. During the year, 9 new providers were endorsed and 27 new instructors trained, with 40 Instructors attending refresher Courses.

COTA (WA) attended and delivered 12 Expos and Strength for Life presentations to promote the program.

*We acknowledge the support of our donor The Lockwood Foundation.*



## Mall Walking



The Mall Walking Program has been operated by COTA (WA) since 2014. In addition to the physical exercise component, this initiative is popular with seniors due to the social activity, with more than 500 people engaged in mall walking activity across participating shopping centres.

Mall Walking is led by a team of trained Mall Walking leaders who volunteer their time to ensure the ongoing success of

the program. We acknowledge the enormous amount of time and effort the Mall Walk Leaders put in to ensuring our participants are registered, safe and welcomed.

COVID restrictions had a significant impact on the Mall Walking program in this year and decisions were made by the participating shopping centres to cease their program sponsorship with COTA WA in June 2022.

*Our thanks to the Bethanie Group for your support of this program.*



## Aged Care System Navigation

This project is part of a federally funded national trial to assist the community to navigate the aged care system until the point of service commencement.

COTA (WA) collaborated with local governments, community groups and seniors clubs to host seniors information sessions which include a presentation, Q&A and morning tea.

The program was delivered by Margaret Fisher, COTA (WA) Aged Care Navigator and expert volunteers and was promoted through our community engagement channels, including Facebook and newsletters and events such as the Care & Ageing Well Expo and Have a Go Day.

Margaret said, *"I have enjoyed working across a full spectrum of navigation cases and working with people from all situations and backgrounds. The requests range from providing some basic information about My Aged Care to helping clients find a package provider and on to navigating the journey to transfer from one residential aged care facility to another. I really enjoy the variety of work and feel I am constantly learning more about aged care. Lack of service availability is a very real challenge and it is incredibly difficult to explain to a Carer that there is not residential respite available so they can have a well-deserved break. Keeping up with demand for navigation services, has been another challenge."*

Margaret has supported over 400 clients since August 2021.

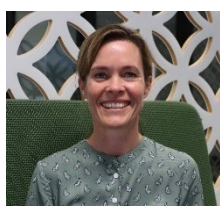
*We also acknowledge the support of our Volunteer Aged Care Experts.*



### Donna Leckie, COO Compatible Care



### Sam Spiro, Manager Business Development - Aged Care & Disability Services





## 2021 WA Seniors Awards



COTA (WA) collaborated with local councils and shires through WALGA and the Local Government Professionals WA, Age Friendly Communities Network to receive nominations for the 2021 WA Seniors Awards.

### The WA Seniors Awards Recipients are:

WA Seniors Advocate of the Year (Inaugural Award): **Theresa Kwok**

WA Senior of the Year Award Metropolitan: **Norma Walsh**

WA Senior of the Year Award Regional: **James Freeman**

WA Age Friendly Local Government Award: **The City of Greater Geraldton**

WA Age Friendly Business Award: **Darling Range Seniors Hub**

*We acknowledge the support of the Office of the Hon. Don Punch MLA Minister for Disability Services; Fisheries; Small Business; Seniors and Ageing and the Department of Communities.*

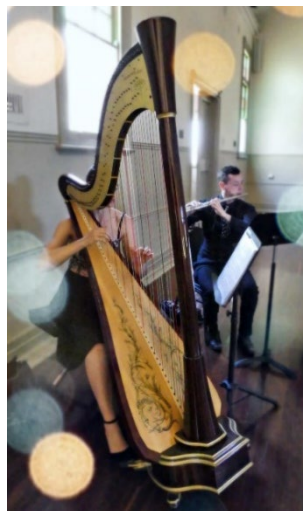


## 2021 WA Community Seniors Grants Program

A number of organisations with a key focus on seniors hosted seniors' events during WA Seniors Week 2021.

*We acknowledge the support of the Department of Communities WA.*

### 1. LGBTI Rights in Ageing Inc (GRAI) 'Queer Tales LGBTI Literary Lunch'



### 2. Umbrella Multicultural Community Care Services Inc.: 'Multicultural Seniors Festival'



### 3. Northern Suburbs Community Legal Centre: Older People's Rights Service (OPRS): Purple Road





#### 4. Chung Wah Community Care: Calligraphy and Morning Tea



#### 5. Volunteering WA: Seniors Week Activities with Volunteer Resource Centres Albany - Seniors Adventure



#### Fremantle - Ahoy! Freo Seniors Week 2021



#### Nyoongar Basket Weaving



#### Bassendean - A series of 'Come and Try' sessions offered over the week including craft, chair yoga, carpet bowls and a quiz luncheon





## Special Acknowledgements

### The Honourable Kim Beazley AC, Former Governor of Western Australia

The Board, staff and members of COTA (WA) acknowledge The Honourable Kim Beazley for his outstanding level of commitment and support during his three years as Patron of COTA (WA).

During this financial year, we also appreciated the Governor's hospitality in hosting the Positive Ageing Alliance meetings and providing input into the important discussions

on some of the key issues affecting older Western Australians. The Governor's endorsement has been instrumental in our aim to engage some of Western Australia's influential business leaders to consider the impact of an ageing population and make positive changes.



### K&L Gates

# K&L GATES

The COTA (WA) Board and Executive acknowledges Adam Levine, Ben Kiernan-Green and the K&L Gates Team who have supported us across some of the significant work we have undertaken over last twelve months including the revision and updating of our constitution, augmenting our privacy policy, reviewing contracts, policies and procedures and providing advice on HR and good governance.

### The Lockwood Foundation

COTA (WA) acknowledges the support of the Lockwood Foundation for its invaluable support of the Strength for Life™ Program. This donation ensures that we are able to continue to deliver this program to more than 5,000 older Western Australian across the State.

### Bankwest



COTA (WA) acknowledges Bankwest for its sponsorship of the Let's Talk Scams seniors event and its collaboration with the sector on a number of initiatives that support seniors.

## **We also acknowledge the following people who have provided expertise or support for COTA (WA) events or programs during the year**

**Cyber Safety and Security Expert who delivered presentations and provided expert knowledge on protecting seniors against cybercrime:**

David Cook, ACS Fellow, PhD, MBA, BA (Hons), BA (Spec) FACS, Lecturer and Researcher ECU Security Research Institute

**Aged Care Specialists who supported our Aged Care System Navigator program:**

Donna Leckie, Chief Operating Officer, Compatible Care

Sam Spiro, Business Development Manager, Aged Care Services, MercyCare

### **Volunteer Mall Walking Leaders July 2021 to June 2022**

Nancy Mackay

Junnette Collins

Sue Brannen

Ron Brannen

Jessie Thiele

John Thiele

Kay Birtwistle

### **The McCusker Foundation Interns who provided research for the development of our Seniors Guides**

- Media Ahmadian
- Cheng Liu
- Caity Sutherland

# Our COTA (WA) Supporters

There are many community minded organisations who support our work as the Seniors Peak and who are demonstrating their support by becoming a COTA (WA) Supporter.

**Act Belong Commit**

**Office of the Hon Donna Faragher MLC**

**Australian Institute of Management WA**

**Rise Network**

**Ansell Strategic**

**Southcare Inc.**

**City of Fremantle**

**Tuart Place**

**City of Cockburn**

**Umbrella Multicultural Community Care**

**Office of Hannah Beazley MLA**

**Volunteering WA**



# Our People

## COTA (WA) Board of Directors

### **Gerri Clay, Chair (Resigned 24 November 2021)**

Gerri is a qualified occupational therapist who has substantial experience in the not-for-profit sector, in the UK and Australia managing teams, leading organisations and ensuring sound governance practices are implemented. Specific expertise includes community care provision across aged care, disability and mental health with specialisation in dementia care, assistive technologies and home modifications.



### **Mary Anne Stephens, Deputy Chair (Chair from 24 November 2021)**



Mary Anne held senior executive roles with more than 25 years' experience within the financial services, IT, aged care and not-for-profit sectors. Extensive experience in strategy, finance, risk management, audit and corporate governance.

Master of Accounting degree, Fellow of CPA Australia, Fellow of the Institute of Public Accountants, Graduate of the Australian Institute of Company Directors and Fellow of the Australian Institute of Management WA.

### **Helen Reid, Director (Deputy Chair from 24 November 2021)**



Helen is a senior Human Resources and Organisational Development professional with over 25 years' strategy, change management, policy development and governance experience honed during a lengthy global executive career across Australia, Europe and Asia. She was most recently Vice-President Human Resources for Shell Australia, playing a key role in the merger of Shell & British Gas in Australia.

Helen's executive career includes more than 6 years consulting and coaching senior leaders in organisations in Western Australia, with a particular focus on organisational effectiveness and leadership performance. She has supported CEOs and Executive Teams through major organisational transformations.

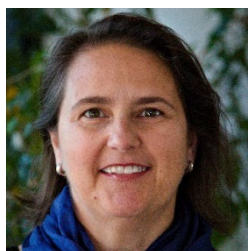
### **Helen Moorhead, Director**



Helen held senior marketing and executive management roles in both the State Government and the corporate sectors including the Department of Education, Department of Training, Department for Family and Children's Services (now known as Department of Local Government and Communities), RAC Insurance and Murdoch University.

Previous roles with WA member organisations including WACOSS, the WA Chamber of Commerce and Industry and at present the National Disability Services (NDS) WA and brings a sound knowledge of the operations of membership organisations.

### **Anne Fairbanks, Director**



Anne worked in finance and accounting roles in both the not-for-profit and business sectors, including board/committee experience. I am interested in supporting good governance practices and sound financial processes in not-for-profit organisations to ensure long term sustainability. Anne commenced as a Director of COTA (WA) in February 2022 and has been Chair of the Finance and Risk Management Committee since July 2022.

### **Cam Ansell, Director**

Cam is a Chartered Accountant and the Managing Director of Ansell Strategic with over 25 years of experience in the aged care and retirement living industries, Cam is a recognised thought leader in the sector. Before establishing Ansell Strategic in 2013, he was the National Head of Aged Care Services at Grant Thornton Australia.

Cam has provided performance benchmarking analysis for most aged care providers in Australasia and is a recognised national and international speaker on the changing trends in seniors' accommodation and care services. Cam has also been responsible for a number of mergers and partnerships between charitable entities.



### **Prof Gary Martin, Director**



Emeritus Professor Gary Martin is an expert in workplace matters, including leadership and management, and human resources. He studies the art and science of 'work' providing commentary on 'what is trending' in workplaces across the corporate, government and not-for-profit sectors.

### **Judy Hogben, Director (Resigned 24 November 2021)**

Judy is a past Board member and President of Council on the Ageing [COTA (WA)] Board member of COTA A and, Chair of COTA A's inaugural Compliance, Audit and Risk Committee.

With over 40 years' experience, Judy has held the positions of Executive Director, Office of Seniors Interests and Volunteering; Executive Director Statewide Services, Department of Child Protection; Chief Executive Officer and Company Secretary of The Centre for Cerebral Palsy (now called Ability Centre); and a member of the Australian delegation team to the United Nation's Second World Assembly on Ageing, in Madrid 2002.



### **Ronald Regan, Director (Resigned 24 November 2021)**



Ron was employed by the Bank of New South Wales and, in turn, Westpac for 26 years including seven years overseas (Hong Kong, Fiji and Vanuatu) and completed a Master of Business Administration (MBA).

Previous experience includes CEO of Mosaic Community Care Inc., a Not-for-Profit organisation which supports people with a disability, project work for Nulsen Disability Services, Disability Services Commission, Adventist Care and IdentityWA. He is currently undertaking special project work for the Nulsen Group.



# Governance

## Board Attendance 2021-2022

There were seven (7) COTA (WA) Board Meetings held in the 2021-2022 Financial Year.

Board Member attendance was recorded as follows:

Board Member Name	Board Role/s	Number Board Meetings Attended
Gerri Clay	Chair Resigned 24 November 2021	3/3
Mary Anne Stephens	Deputy Chair Chair from 24 November 2021 Chair FARM Committee	6/7
Ronald Regan	Board Director Resigned 24 November 2021 Member FARM Committee	3/3
Helen Moorhead	Board Director Member FARM Committee	6/7
Helen Reid	Board Director Deputy Chair from 24 November 2021 Member FARM Committee	5/7
Judy Hogben	Board Director Resigned 24 November 2021	3/3
Emeritus Professor Gary Martin	Board Director Policy Council	7/7
Cam Ansell	Board Director	7/7
Anne Fairbanks	Board Director	2/3

**\*Please note: one (1) AGM is included in totals.**

## **Finance And Risk Management Committee**

Mary-Anne Stephens, Chair (24 November 2021)

Helen Reid, Deputy Chair (24 November 2021)

Helen Moorhead, Board Director

Gerri Clay, Board Chair (Resigned 24 November 2021)

Ron Regan, Board Director (Resigned 24 November 2021)

Christine Allen, CEO

## **Staff July 2021 to June 2022**

Christine Allen, CEO

Chris Jeffery, Chief Policy Officer

Alex Pittendreigh, Website Development (Former)

Dana Moore, Executive Assistant to CEO

Geraldine Fuhri, Finance Officer

Uta Bauer, Relief Finance Officer (Former)

Kairi Watty, SFL Program Manager

Margaret Fisher, Aged Care Navigator

## **Volunteers who contributed to the Main Office**

Emeritus Professor Bob Ziegler, COTA (WA) Ambassador

Alex Pittendreigh, Website Development

Chris Jeffery, Policy

Vern Ferdinands, Policy

Megan Ellis, COTA (WA) Seniors Guides

## Organisational Membership as of 30 June 2021

Advocare	Alzheimer's Australia WA
Bassendean Senior Citizens Welfare Association	Bayswater Bridge Club
Beverley Community Resource and Telecentre	Busselton Senior Citizens Centre
Chung Wah Community Aged Care	City of Cockburn
City of Fremantle	City of Gosnells
City of Stirling	City of Swan
City of Wanneroo	Compatible Care
Connect Victoria Park	Dale Cottages
Dying with Dignity WA Inc. (DWDWA)	East Pilbara Independence Support (EPIS)
Fresh Fields Aged Care (Hall & Prior Health & Aged Care Group)	Greenbushes Community Resource Centre
Harvey Recreation and Cultural Centre Inc.	Historical Society of Cockburn
Indigo Australasia Incorporated (Independent Living Centre of WA Inc.	Italian Aged Care Incorporated
Juniper Central / Uniting Church Homes	Koorda Community Resource Centre
Lawley Park Residents Committee	Life Without Barriers
Lockridge Senior Citizens Association	Melville Cares
Merredin Community Resource Centre	Merredin Senior Centre Inc.
Moora HACC & Moora Seniors Group	Mt Laverna Retirement Village Inc.
Mundaring Sharing Inc.	Naturaliste University of the Third Age Inc.
Nedlands Community Care	Northam Heritage Forum Inc.
Older Women's Network (WA) Inc.	Park Homeowners Association WA Inc.
Parkinson's WA	Prime Timers Western Australia
Relacs Pty Ltd	Rise, Your Community Support Network
Superannuated Commonwealth Officers Association (SCOA)	Shire of Augusta Margaret River
Shire of Donnybrook – Balingup	Shire of Kellerberrin
Shire of Mundaring	Shire of Narrogin, Narrogin Homecare
Shire of Yilgarn	South West Community Care
Southcare Inc.	Tambellup Community Resource
TAPSS Community Care Inc.	The Bethanie Group Inc.
Toodyay Community Resource Centre	Town of Cambridge
Town of Narrogin	Tuart Place
Umbrella Multicultural Community Care Services Inc.	University of the Third Age (UWA) Inc.
WA Self-Funded Retirees	Walridge Village Residents Association Inc.
WANSLEA Family Service	Wickepin Community Resource Centre
Wyndham Family Support Inc.	



## About Council on the Ageing Western Australia

COTA (WA) is the peak body for all Western Australians over 50 years of age.

Established in 1959, our vision is for an equitable, just and inclusive society in which older people can flourish through advancing their distinctive rights, needs and interests. COTA (WA) focuses on policy issues affecting seniors and seeks to promote, improve and protect the circumstances and wellbeing of older people in Western Australia.

COTA (WA) is an incorporated, non-for-profit organisation governed by an elected Board, managed and run by professional staff and supported by the generous contributions of many volunteers.

## Acknowledgment of Country

COTA (WA) acknowledges the Traditional Owners of Country. We pay our respects to their Elders both past and present and acknowledge that the land on which we live and work, is and always will be, Aboriginal land.



**COTA**  
WESTERN AUSTRALIA  
for older Australians



### Council on the Ageing Western Australia

**Seniors Peak Body**  
established 1959

*We promote the rights, interests  
and good futures of Western  
Australians as they age.*

**08 9472 0104**  
[www.cotawa.org.au](http://www.cotawa.org.au)

<div><p><b>COTA</b> WESTERN AUSTRALIA for older Australians</p></div> <p><b>Our Strategic Plan 2021-2023</b></p>		<p><b>Our Vision</b></p> <p>Ageing is a time of possibility, opportunity and influence within an equitable, just and inclusive society in which the voices of older Western Australians are respected and strong.</p>		<p><b>Our Purpose</b></p> <p>We promote the rights, interests and good futures of Western Australians as they age.</p>		
<p><b>PILLAR 1</b> <b>Demonstrate Leadership</b></p> <ul style="list-style-type: none"><li>Establish Alliances with state and local government, seniors sector and industry leaders to educate, inform and raise awareness of issues facing older Western Australians.</li><li>Engage directly with the community on issues of importance to older Western Australians.</li><li>Influence policy development through effective advocacy.</li></ul>		<p><b>PILLAR 2</b> <b>Support Older Western Australians</b></p> <ul style="list-style-type: none"><li>Deliver initiatives and programs that support older Western Australians.</li><li>Inform and empower older Western Australians through information and resources.</li><li>Protect and champion the rights of older Western Australians through CEO and Board representation on forums and committees.</li></ul>		<p><b>PILLAR 3</b> <b>Grow the COTA (WA) Brand</b></p> <ul style="list-style-type: none"><li>Boost awareness of COTA (WA) role and activities through increased visibility.</li><li>Enhance COTA (WA) reputation through productive engagement and partnerships.</li><li>Promote positive ageing in Western Australia as part of the National COTA agenda.</li></ul>		<p><b>PILLAR 4</b> <b>Ensure Organisational Sustainability</b></p> <ul style="list-style-type: none"><li>Maintain funding stability and diversify revenue streams.</li><li>Improve stakeholder engagement and cohort satisfaction by displaying our value and relevancy.</li><li>Demonstrate good governance through a contemporary and agile business model.</li></ul>

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