

## ANNUAL REPORT 2015-2016



*We would like to thank the following government and philanthropic organisations for their funding and organisations for their support and partnering of COTA Victoria's work. Our activities and achievements could not have happened without this support.*

## DONORS

- COTA Australia – Home Care Today
- Department of Health & Human Services
- Equity Trustees Limited – Wicking Trust and ANZ Trust
- Epilepsy Foundation of Victoria
- Ian Potter Foundation
- Lord Mayor's Charitable Foundation
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- Alzheimers Australia Victoria
- Australian Super
- Carers Victoria
- Centre for Cultural Diversity in Ageing
- City of Casey
- City of Melbourne
- Country Women's Association
- Ethnic Communities Council of Victoria
- Epilepsy Foundation
- Fair Go for Pensioners Coalition
- Gay and Lesbian Foundation
- Golden Days Radio 95.7 FM
- Housing for the Aged Action Group
- Life Activities Clubs Victoria
- Minter Ellisons
- Municipal Association of Victoria
- National Ageing Research Institute (NARI)
- Neighbourhood Houses Victoria
- Office of the Public Advocate
- Palliative care Victoria
- RACV Community Foundation
- Residents of Retirement Villages Victoria
- Senior Newspaper
- Transgender Victoria
- University of the Third Age (U3A0)
- Val's Café, Latrobe University
- Victorian Equal Opportunity and Human Rights Commission
- Victorian Law Foundation
- Victorian Women's Benevolent Trust

*COTA Victoria is supported by financial assistance from the Commonwealth and Victorian Governments.*

# PRESIDENT'S REPORT

***"At Seniors Rights Victoria, we were invited to speak at the Royal Commission into Family Violence, successfully getting elder abuse recognised within this context."***



**This year has been one of intense activity and change as we continue to expand our outreach and community engagement work.**

For almost half a century COTA's seniors' information line has been at the centre of our work. But with changes over time, we also need to focus on communicating through new technologies, community-based partnerships and targeted engagement with rural and harder-to reach communities. We have grown our Facebook and Twitter followers, and a survey of readers of our fortnightly e-newsletter COTA Connects shows it is highly valued.

We continued our age friendly work in rural communities and with the Chinese community. Our partnership with the Municipal Association of Victoria (MAV) has assisted us in this work.

In our advocacy work we campaigned to safeguard the age pension and to engage and represent the voices of older Victorians around end of life, housing and workforce discrimination through key submissions to government and major consultative events such as our Seniors Conference and Housing Engagement Forum.

At Seniors Rights Victoria, we were invited to speak at the Royal Commission into Family Violence, successfully getting elder abuse recognised within this context. We also hosted the 4th National Elder Abuse Conference in February.

Another significant change occurred when we said farewell to our long standing CEO, Sue Hendy who made an outstanding contribution over the last twenty years. There is a tribute to Sue elsewhere in this report.

As we waited for the appointment of a new CEO, we had the privilege of having Jack Sach assist us by filling in for three months. Jack who had just retired from Alzheimer's Victoria contributed much to COTA Victoria in his short time with us and we thank him.

Finally we were joined by our new CEO, Ronda Held who comes to us from COTA Australia and before that with UnitingCare. We will benefit from her considerable experience in the ageing area. Welcome Ronda and we wish you all the best in this challenging role.

We thank our funders and our many partner organisations for ensuring our work continues. Their generosity to us is very much appreciated.

I would like to thank the Board of Management, our volunteers and staff for helping to make this year a successful one. Without the dedication of all these people, COTA Victoria would simply not exist.

**CATHY MEAD**  
President



*Members of the Board 2015-2016 – from left: Mike Lescai, Graeme Bird, Robert Yung, Lynette Moore, Ian Jungwirth, Cathy Mead, Gary Henry.*



Volunteers at Government House for the Seniors Awards.

## PARTICIPATION OF OLDER VICTORIANS – VOLUNTEERS

COTA Victoria is an organisation that has always been run for and by older people. We could not exist without our 130 volunteers.

COTA makes sure that volunteers are given roles that match their interests, skills and time. Volunteers work at COTA events at Seniors' Festival, expos and special events. They work at reception and in administration, in policy development and peer educators deliver COTA's information and education programs besides representing COTA Victoria on many organisations.



**40**

**peer educators**  
who provided



**150**

**speaker sessions**  
to a variety  
of community  
groups



**70**

**sessions**  
were given on  
Consumer  
Directed Care

## THE COTA VICTORIA BOARD OF MANAGEMENT

**CATHY MEAD**  
President and Chair,  
Policy Council

**LYNETTE MOORE**  
Deputy President

**GRAEME BIRD**  
Treasurer

**ROBERT BARRON**  
to November 2015

**SYLVIA GEDDES**  
from February 2016

**GARY HENRY**

**IAN JUNGWIRTH**

**MIKE LESCAI**

**ROBERT YUNG**



## FAREWELL TO SUE HENDY

**CEO Sue Hendy left COTA on March 16 after almost 20 years to take up a position with the YMCA. It was a sad day for her COTA colleagues at the state and national level as Sue's contribution has been enormous.**

Sue's extraordinary understanding of the issues facing older people came from her experiences during her journey which began as a ward assistant in a large geriatric centre (as it was called back then) and saw her working in large hospitals, residential care, local and state governments to arrive at COTA as an Education Officer in 1997 and to go on to be the longest serving CEO in COTA Victoria's 65 year history.

Sue Hendy's major contribution has been her advocacy for the rights of older people at a time when ageism has become more widespread. She has been a spokesperson for those older Australians who have been marginalised, forgotten or discriminated against.

On the International level her work has been tireless and she has been the chair of the Global Alliance on the Rights of Older people in Australia and attended the UN working group advocating for a Charter on the Rights of Older People. In 2013, Sue was elected Vice President of the IFA (International Federation on Ageing).

Sue's tireless advocacy on behalf of older Australians will be missed by the COTA family and the many community organisations who work with COTA.

# SENIORS INFORMATION VICTORIA

For more than half a century, COTA Victoria has provided an information service with support from the Victorian Government. Many thousands of older people have received information over the phone and in hundreds of information sessions across the state. This year there was an emphasis on diversity and reaching groups who find it difficult to access information: groups such as older prisoners; indigenous and migrant groups. There was also a focus on developing new electronic services such as Webinar and Skype.

## PRISON DIARY

This was a unique project involving old prisoners at Langi Kal Kal Prison. The prisoners were concerned that they would not be able to navigate the world upon their release after serving long sentences. We spent many hours with them talking about their fears and concerns and they came up with the idea of producing a diary with information and tips that the men could use when returning to the community. They took total ownership of the project - from deciding the agenda and topics for discussion and they had the final say on the content, images, format of the diary. Corrections Victoria has now made the diary available to all prisoners being discharged across Victoria.

## ABORIGINAL AGED CARE WORKERS

A training program for Aboriginal aged care workers in partnership with the Victorian Aboriginal Community Controlled Health Organisation (VACCHO) was produced. There was active support and input from members of the Victorian Committee for Aboriginal Aged Care and Disability.

closely with rural shires' rural access and engagement officers. We worked with Nhill, Jeparit, Dimboola and Rainbow.

## SOCIAL ISOLATION IN RURAL AREAS

SIV conducted an information road-show with Hindmarsh Shire's Aged and Disability Services Department. Hindmarsh scores 946.6 on the Index of Disadvantage. It was an opportunity for us to understand the social isolation experienced by older people in rural areas and to start working

## CHINESE SENIORS INFORMATION LINE PILOT

This new pilot service was established in September 2015. Each Friday from 10.00 am to 1.00 pm for two months Chinese speaking volunteers assisted callers with information on a range of topics. The launch of the service received wide coverage in the Chinese media and volunteers Helen Wu and Jenny Gan were interviewed by Chinese radio.



**12,888**

**people**

made contact by phone, attended information sessions and expos or visited the office



**4,478**

**phone calls**

to information line



**210**

**information sessions**



**260**

**consultations**

to assist older people with digital media



**23**

**Age Friendly sessions**

with **400 participants**



Volunteer co-ordinator Karen Ivanka with volunteers Mary Walsh and Kathleen Devine.



COTA, through SIV is proving itself to be a needed, supportive and honourable ally, willing to advocate for us and to support us. COTA will assist us to ensure high quality services for Aboriginal older people.

**Victorian Aboriginal Community Controlled Health Service**

# SENIORS RIGHTS VICTORIA

Seniors Rights Victoria is the key state-wide service dedicated to stopping elder abuse. As a program of COTA Victoria, SRV provides information, support and education to help prevent elder abuse.

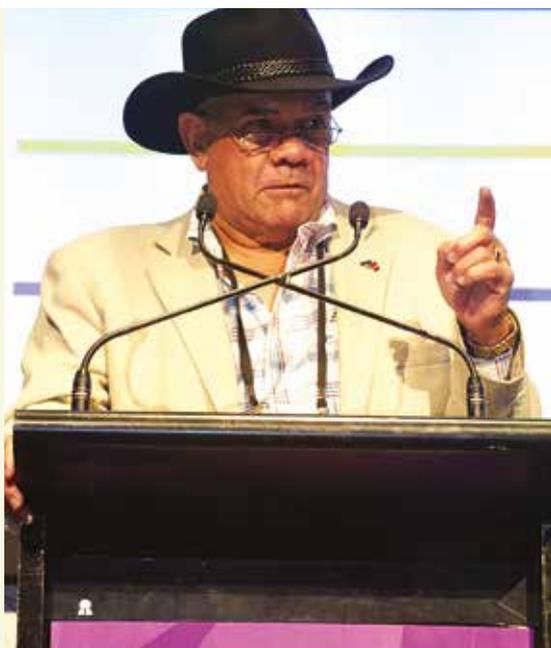
## HIGHLIGHTS

- Hosted the successful National Elder Abuse Conference attended by 345 delegates.
- Successfully lobbied to ensure that elder abuse was recognised as a form of family violence in the Royal Commission into Family Violence. Invited to join the Victorian Government's Family Violence Steering Committee.
- Organised a successful World Elder Abuse Awareness Day.
- Established the Elder Abuse Roundtable of experts.
- Received **2696 calls on our Helpline**, 1933 of which were related to elder abuse. Women made up 75 per cent of all callers, and callers overall came from 46 different countries of origin.
- Provided **3429 instances of information**, 631 advices (legal and advocacy), 144 secondary consultations to other organisations, and opened a total of 156 new cases.
- Most commonly dealt with issues of financial and emotional/psychological elder abuse. The two types of abuse often go together.

## COMMUNICATION AND EDUCATION

- Delivered **84 community education sessions** to 2313 participants. Of these, 14 sessions were to Culturally and Linguistically Diverse communities and 28 were to 780 participants in regional/rural Victoria.
- Presented **45 professional education sessions** to 1368 participants, including 6 presentations to CALD service providers and 15 presentations in regional/rural Victoria.

*Seniors Rights Victoria acknowledges the support of the Victorian Government, Victoria Legal Aid and the Commonwealth of Australia Attorney-General's Department.*



Aboriginal leader Professor Mick Dodson addresses the conference.

## NATIONAL ELDER ABUSE CONFERENCE GETS RESULTS

A very successful National Elder Abuse Conference opened with the announcement from the Commonwealth Government of a National Inquiry into Elder Abuse.

The conference attended by over 300 people received considerable media coverage particularly from the ABC and firmly put elder abuse on the national agenda.

Attorney General Senator Brandis in his keynote address said he would ask the Australian Law Reform Commission to report by May 2017

on the laws and frameworks needed to keep older people safe.

*"Elder abuse is, regrettably, indicative of social attitudes which reflect a lack of respect or recognition of older persons as full participants in the community."*

*"Transforming cultural attitudes and fostering intergenerational respect is central to combatting abuse."*

Other speakers pointed out that ageism was the basis of elder abuse and that a concerted effort must be made to combat ageism.



John with his wife Mary, son Michael and the Governor of Victoria, Hon. Linda Dessau.

## SENIOR'S AWARD

Last December at Government House, COTA Victoria peer educator, John Douch received a **COTA Senior Achiever Award** for his extensive volunteering work in his local community at the City of Casey and his enormous contribution as a trainer and mentor with COTA. His award also recognised his pioneering initiative in establishing OMNI (Older Men; New Ideas) groups throughout Victoria.

## OPERATION LOLA

**Operation LOLA** is about building social connections that help older LGBTI people feel valued and respected. COTA Vic held a special morning tea on May 17th, International Day Against Homophobia and Transphobia (IDAHOT).



## LET'S TALK ABOUT IT

**Let's Talk about Sex Conference** initiated a long overdue public conversation about issues of sexuality and ageing. COTA co-sponsored the conference with Alzheimer's Australia Vic.

*From left: CEO of Alzheimer's Australia Vic Maree McCabe and CEO of COTA Victoria Sue Hendy at the Let's Talk about Sex Conference held in Melbourne in September 2015.*



## CHINESE INFORMATION LINE

The cutting of the ribbon for the **Chinese information line** staffed by Mandarin speaking volunteers to provide information to Chinese Seniors.

*From left to right: Helen Wu, Sue Hendy and Robert Yung.*





## OM:NI BUSINESS

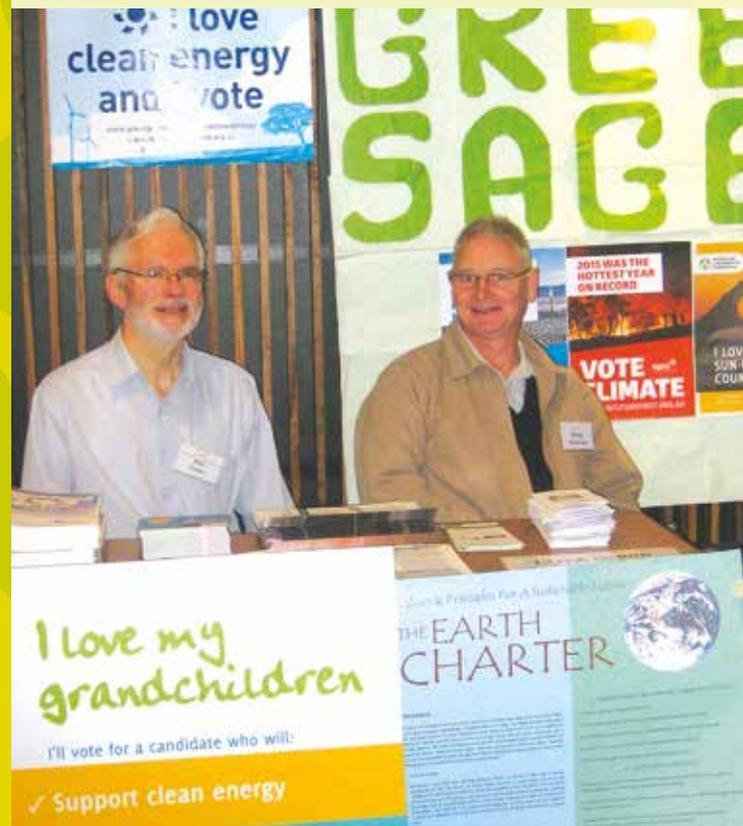
The Afghani and Sikh **OM:NI** group from the City of Casey. There are 22 OM:NI groups - COTA Victoria's Men's Discussion Groups - throughout Victoria.



### HELP WITH THE DIGITAL WORLD

**Basil Theophilos** has given ten years of service to COTA. Every Tuesday fortnight he assists people with their smart phones and tablets.

This year he helped over 200 people.



## BOB'S LIFE MEMBERSHIP

Robert (Bob) Barron is one of COTA Victoria's longest serving volunteers and he began by helping COTA staff with computer training.

Bob's term as a Board member concluded at the 2015 AGM.

Bob has received a **life membership** for his 18 years' voluntary service as a Policy Council member and Board member.

Bob continues as a volunteer.



### ACTION ON CLIMATE CHANGE

**COTA Green Sages** are older Victorians concerned about climate change and the environmental legacy we are leaving future generations. Green Sages contribute to COTA policy on environmental issues and play a leading part in educating people on the issues.

# POLICY, ADVOCACY AND ENGAGEMENT

## POLICY COUNCIL

The Policy Council is an important advisory group to the COTA Victoria Board made up of older people with diverse skills and backgrounds who inform and guide our submissions to State Government and set policy priorities. This year's priorities were housing affordability, end of life care and choices, ageing and gender equality and employment discrimination. Alongside these priorities we continued our advocacy work on accessible transport, financial hardship and cost of living issues. Older Victorians contributed through the Seniors Conference, forums and an online survey.

## HIGHLIGHTS

### Housing

COTA Victoria worked alongside RRVV (Residents of Retirement Villages Victoria), CALC (Consumer Action Law Centre), HAAG (Housing for the Aged Action Group) on the serious issues facing residents of retirement housing in Victoria. The Victorian Parliamentary Inquiry into Retirement Living has been the focus of joint work for most of this year.

### A Home to Age well: Towards an Older Persons Housing Strategy

In partnership with Housing for the Aged Action Group (HAAG) we held an older persons' housing forum in April 2016. The forum provided an opportunity to share ideas and experiences of housing issues and an opportunity for older people to input directly into the development of an Older Persons' Housing Strategy.

### Seniors' Conference

The 2016 COTA Victoria Seniors' Conference addressed the issue of older Australians working into their 70s and facing age-discrimination in employment. Marlene Krasovitsky from the *Willing to Work National Inquiry into Employment Discrimination Against Older Australians* was the keynote speaker.

### Social inclusion: Operation Lola

COTA Victoria with Val's Café at the Australian Research Centre in Sex, Health and Society, La Trobe University launched Operation LOLA - a social inclusion strategy connecting older lesbian, gay, bisexual, trans and intersex Australians with other older people in their local communities.

### Key submissions

Review of the Multi Purpose Tax Program December 2015.

Victoria Ten Year Mental Health September 2015.

Review of the Residential Tenancies Act 1997 August 2015.

Modernising Victoria's Health Complaints Legislation August 2015.

Joint submission Housing Productivity Commission Response July 2015.

Victorian Parliamentary Inquiry into End of Life Choices 2015.

Victorian End of Life Care Framework 2016.

Victorian Gender Equality Strategy 2016.

Parliamentary Inquiry into the Retirement Housing Sector 2016.

State Budget Submission 2015-2016, State Treasury.

Staff, Policy Council representatives and COTA volunteers have represented COTA Victoria on a range of government and cross sector - committees and reference groups.

### National Representation

Consumer Engagement in Aged Care reference group.

COTA Australia's Health Policy working group.

Australian Energy Regulator's consumer advisory body and National Energy Roundtable.

### State Government Committee Participation

Public Transport Victoria (PTV) Accessibility Strategic Reference Group.

Personal Electric Transportation Device's group.

Yarra Water Consultative Committee.

Victorian Utilities Network.

Australian Gas Network.

Energy and Water Ombudsman Community Consultation Group.

Department of Health Aged Care Branch – Elder Abuse Professional Education.

### Sector alliance collaboration and committees

Ethnic Communities Council of Victoria: Elder Abuse Project Steering Committee and Advisory Groups.

Epilepsy Foundation of Victoria.

Statewide Family Violence Reference Group.

Victoria Police Seniors' Portfolio Reference Group.

Office of the Public Advocate Policy and Research Reference Group.

Fair Go for Pensioners Coalition.

National Ageing Research Institute (NARI)

Clinical Leadership Group on Care of Older People in Hospital DHHS.

Victorian Dementia Action Plan Ministerial Round Table.

Wyndham Community Aged Services Forum.

Housing Action for the Aged Action Group.

### Reports/Publications

COTA's 2016 Voices of Older People Series:

*Older Women on Gender*

*Older Men on Gender*

## COTA VICTORIA POLICY COUNCIL

From left: Sally Stabback, David Brant, Marion Lau, Cathy Mead, Randal Harkin, Robert Barron, Ken Parker, Patrick Moore. Absent: Sheryl McHugh, Peter Wilcox.



# ACTIVE AGEING



## CAMP COTA

**COTA Victoria is working with the National Ageing Research Institute (NARI) to come up with an outdoor education program in a residential camp setting that will be attractive and challenging to older people.**

So far, two camps have been held, both in an ideal setting at the historic Lord Somers Camp on the beach at Westernport Bay.

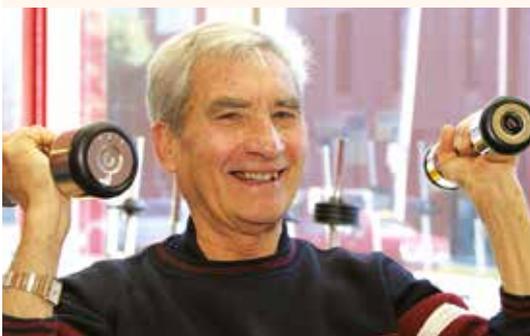
Dr Elizabeth Cyarto is the researcher with NARI and with COTA's Alan Bull facilitates the camp and conducts the research.

The aim is to come up with the best possible program to engage older people and get them committed to a more active and healthy life. It is all about staying healthy and flourishing.

The camp consists of three days of physical activity and this is underpinned by an interesting theory, Dr Cyarto refers to as PERMA which stands for engagement, relationships, meaning and accomplishments.

It is about enabling the positive which encourages people to reflect on their own attitudes towards ageing.

*Participants at the first CAMP COTA.*



## LIVING LONGER LIVING STRONGER

This year marked the 15th year of *Living Longer Living Stronger* since it was established by COTA Victoria. LLLS is now available in 100 centres.

New providers this year included:

- Ormond Health and Fitness
- Aquanation in Ringwood
- Pinnacle Physiotherapy & Pilates in Dromana
- My 24/7 Gym in San Remo.

Many thousands continue to benefit from the program.



*COTA CYCLING: The COTA Cycling group continues to attract a dedicated and active group. Here they are in their new COTA cycling gear.*



## AMANDA XU



Amanda Xu came to Australia 20 years ago from China where she coached the national women's basketball team.

Amanda has attracted many older Chinese to COTA's program of physical activities and has made a real difference to COTA's relationship with the Chinese community.

# AGE FRIENDLY VICTORIA

This year COTA Victoria worked with older people throughout Victoria to make our towns and communities more age friendly.

During November 2015 and March 2016 Information forums were held in in East Gippsland at Paynesville, Bairnsdale, Orbost, Lakes Entrance, Bonang, Cann River and Sale.

The forums looked at the myths and stereotypes of ageing and what is needed to create an age friendly community. They discussed how they can bring about change in their communities.

Older residents in those areas nominated community support and health services as priorities.

Age Friendly forums for the Chinese community were held in the Melbourne suburbs of Kensington and Springvale, Doveton and Preston.

This work was funded by Equity Trustees.



TOP: COTA's Alan Bull with community members at Bonang in Gippsland.

BOTTOM: At the signing of the Declaration of Age Friendly Communities. In front, Cathy Mead President of COTA Victoria with Minister of Ageing, Martin Foley and Commissioner for Senior Victorians, Gerard Mansour.



# RESEARCH

COTA's Volunteer Research Committee has been involved identifying gaps and opportunities around research through our involvement with HARG (Healthy Ageing Research Group), a network of research organisations and researchers based at La Trobe University.

The major projects we have supported this year:

## DELPHI STUDY OUTCOME

Smart Aged Care online survey 2015:

## NARI RESEARCH ON OLDER VOLUNTEERS FROM CALD BACKGROUNDS

Interviews with three COTA peer educators and volunteer coordinator.

## VICTORIA UNIVERSITY PHD STUDY

Looking at the experiences of older people with depression and in particular the self-management strategies they develop to maintain their quality of life.

## MELBOURNE UNIVERSITY MASTER THESIS ON SOCIAL INTEGRATION OF ELDERLY CITIZENS

On how the experiences of older citizens living in age-segregated apartment housing such as retirement villages may differ from those living in more inter-generational apartment housing.

## MONASH ALFRED PSYCHIATRY RESEARCH CENTRE PHD RESEARCH PROJECT

investigating the ability to enhance cognitive performance and neural plasticity following brain stimulation in older adults with mild cognitive impairment (MCI).

## AUSTRALIAN CATHOLIC UNIVERSITY: PHD CANDIDATE, INSTITUTE FOR HEALTH AND AGEING

The Older Adult Sexuality and Intimacy Study is a series of three research studies in which Australian men and women aged 50 and above are being asked to discuss what sexuality and intimacy means to them, and its place in their lives.

# TREASURER'S REPORT

**On behalf of the Board of Management I have great pleasure in presenting the Treasurer's Report for the financial year ended 30 June 2016.**

The final result at 30th June 2016 was a deficit of **\$37,527** (14-15 deficit of \$15,698).

Although COTA (Vic) recorded a deficit for the year, it was nonetheless a satisfying result, given some of the external and internal pressures that impacted on COTA (Vic) during the year. This included a federal election, general economic instability and the resignation of the longstanding COTA (Vic) CEO.

It is pleasing to note that during this time of change and uncertainty there continued to be a steady growth in revenue – with an 11% increase in Grants income over the year and a small increase in Program fees. Offsetting this was a decline in Investment income by 15% due to continued low interest rates as well as a reduction in Membership, Commission and Sales fees by 11% due to a change in the methodology of allocating membership fees by the centralised Insurance and Membership Services (IMS) body.

The growth in Senior Rights Victoria required additional personnel – causing an increase in salary and related costs. Additional salary costs were also incurred as part of the strategic plan to promote events and the marketing of COTA (Vic). Further costs were incurred in the recruitment and temporary replacement of the CEO. Added to this was a 2.5% pay increase paid to staff at the start of the year, and a further 2.5% was paid part way through the year as part of the Equal Remuneration Offer (ERO).

The strategic focus to grow the revenue base was successful during the 15-16 year with a number of new projects commencing. Corrections Victoria provided funding for a Pre-release diary, State Trustees funded a research project, funding was received from the RACV Community Foundation for Aged Friendly Training and the Department of Health provided funds for a new project (the 50+ Survey). Finally, funds received (initially for a pilot program titled "Step Forward") from COTA Australia will now transition into a full project in 16-17.

Progress was made in the sponsorship sphere with funds received from Australian Super, Lord Mayor's Charitable Foundation and the Department of Health to name but a few.

We would like to thank all the organisations who kindly supported our various events over the course of the year.

There was a small - 3% - increase in operational costs. Additional office space was required for the growing Senior Rights team – increasing rent paid for the last 6 months of the year. IT and computer maintenance costs increased – this was mainly due to the purchase of licence fees for the Electronic, Digital Records (& Information) Management System – part of the Knowledge Management project undertaken by COTA Vic (*this cost was offset by grant income*). Seminar running costs were also higher in the 15-16 year as three seminars were held during the year compared to the usual two.

The following table has been provided to give an overview of the key income and expenditure items of COTA Victoria for the 15/16 year and a comparison with the prior year's results.

The table highlights the result from ordinary activities before depreciation. This shows a small deficit before depreciation, this is a decline on last year's result by \$22,000. The operating result after depreciation is a deficit of **\$38,000** compared to a deficit of \$16,000 last year.

Please refer to the financial statements and notes for a more detailed explanation of the financial position as summarised in the table. At balance date, COTA's net asset position is \$771,537. In conclusion, these reserves currently provide an adequate safeguard against unexpected or significant future costs or sudden decline in income.

The 15-16 year has confirmed that COTA Vic has the strength and focus to meet any challenges it faces with confidence and the ability to prevail. The Board, Management and staff are committed to the future of COTA (Vic). The staff group, led by the new CEO - have recently reviewed the strategic plan and have a renewed sense of purpose and enthusiasm to ensure that the 16-17 year and beyond will see COTA (Vic) maintain its peak body status, meeting the needs of its stakeholders; in tandem with this – is the ongoing focus of establishing COTA (Vic)'s financial future as a sustainable and adaptable Organisation.

Thank you to the dedicated finance team for their commitment and providing excellent and reliable management of the finances. Their support and loyalty to COTA is much appreciated.



**GRAEME BIRD**  
Treasurer

KEY RESULTS	2015/2016 000's	2014/2015 000's	VARIANCE 000's
<b>INCOME</b>			
Grants	2,408	2,173	235
Investment Income	46	54	(8)
Program Fees	17	14	3
Membership, Commission and Sales Income	264	297	(33)
Other Income	49	18	31
<b>TOTAL INCOME</b>	<b>2,784</b>	<b>2,556</b>	<b>228</b>
<b>EXPENDITURE</b>			
Staff Costs	1,694	1,480	(214)
Other Operating Costs	1,112	1,076	(36)
<b>TOTAL EXPENDITURE</b>	<b>2,806</b>	<b>2,556</b>	<b>(250)</b>
Total Ordinary Operating profit/(loss) before depreciation	(22)	0	(22)
Less: Depreciation	(16)	(16)	0
<b>TOTAL OPERATING PROFIT/(LOSS) INC DEPRECIATION</b>	<b>38</b>	<b>16</b>	<b>(22)</b>



## COUNCIL ON THE AGEING VICTORIA

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