

Strategic Directions 2018 – 2020

OPAN Vision

A society where older people are heard, informed and respected and where they enjoy and exercise their rights.

OPAN purpose

The purpose of OPAN is to facilitate an environment that promotes the rights of older people and the ability for all older Australians to live well and be respected.

We do this through:

- ★ Providing a national voice for aged care advocacy and to promoting excellence and national consistency in the delivery of advocacy services under the NACAP
- ★ Facilitating of the delivery of consistent high quality and accessible services by the OPAN network members, in particular to older people who are vulnerable or from special needs groups
- ★ Collecting and communication of the experience and voice of older people through the evidence and activities of the OPAN network
- ★ Expanding awareness of aged care rights with older people, their families and the aged care sector and promoting empowering ways to exercise those rights

Who we are

OPAN is a national network of services funded by the Australian Government's National Aged Care Advocacy Program (NACAP) to deliver independent information, education and advocacy in support of older people and their representatives to address issues related to Commonwealth funded aged care services. In addition, OPAN Members deliver elder abuse prevention and advocacy support under an agreed national framework.

OPAN consists of nine Members who provide frontline advocacy services, one from each state and territory and two in the Northern Territory.

OPAN Values

- ★ Respect
- ★ Integrity
- ★ Justice & equity
- ★ Accountability & transparency
- ★ Working & learning together

OPAN service delivery organisation in your state or territory:

ACT	TAS	VIC	NSW	NT – Top End
 ADACAS ADVOCACY	 Advocacy Tasmania	 ERA Elder Rights Advocacy	 Seniors Rights Service	 DARWIN COMMUNITY LEGAL SERVICE
QLD	SA	WA	NT – Central	
 ADAAustralia Your aged and disability advocates	 aras aged rights advocacy service inc.	 Advocare Empowering People	 CatholicCare NT	

OPAN Strategic Directions 2018-2020

1

Deliver on the OPAN Work Plan within quality framework.

Strategic activities

- a. Deliver on the OPAN Work Plan at national and Service Delivery Organisation (SDO) level
- b. Increase the consistency in models and standards for aged care advocacy and elder abuse prevention
- c. Establishing and implementing a framework for best practice consistent standards in aged care advocacy and elder abuse prevention

Strategic Outcomes & Success Indicators

Improved quality and consistency of aged care advocacy

2

Demonstrate influence and outcomes from systemic advocacy strategies.

- a. Collaborate and partner on the national elder abuse policy and program agenda
- b. Contribute to the national agenda on ageing well and aged care quality and safety reform
- c. Facilitate evidence and data informed systemic advocacy on emerging issues for older people

Strategic Outcomes & Success Indicators

Demonstrated contribution and impact in prioritised areas of systemic advocacy

3

Promote recognition of OPAN as a key national body for older persons advocacy.

- a. Invest in strong relationships and partnerships with key stakeholders to grow OPAN's reach and external network
- b. Participation in key national forums related to aged care
- c. Demonstrate credibility through national data and evidence of the benefit of aged care advocacy

Strategic Outcomes & Success Indicators

Evidence of OPAN as the "go to" advocacy agency by key stakeholders

4

Provide a strong, collaborative effective organisation with a flourishing internal network.

- a. Facilitate/support networks and collaboration and two-way flow of information to and across the OPAN SDO network
- b. Grow revenue for aged care advocacy
- c. Facilitate capacity building to support national consistency
- d. Invest in the quantity and quality of collaborative initiatives with SDOs

Strategic Outcomes & Success Indicators

Demonstrated outcomes from OPAN network collaboration

5

Increase the reach and engagement with aged care advocacy by older people and their families.

- a. Enhance consultation and engagement of older people in OPAN's work
- b. Promote awareness of OPAN and aged care advocacy with older people, their families and the aged care sector
- c. Deliver tailored approaches to aged care system navigation and advocacy for vulnerable and special needs groups

Strategic Outcomes & Success Indicators

Growth in awareness and use aged care advocacy, the understanding of, and the exercising of aged care rights