

Ukrainian Elderly Peoples Home

2017 ANNUAL REPORT



Kalyna Care

Personal and Compassionate Care

*Ukrainian dancers perform at the International
Folklore Festival, Bulgaria 2009*





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34TH ANNUAL REPORT

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CHAIR'S REPORT



With a change of government and a change of Aged Care Minister this past year, many of the intended plans for aged care in the 2016–17 financial year were deferred. Perhaps this is an acknowledgement of the severity of their impact on the industry. Consequently, our year-end financial results were better than forecast. But consumer-directed care in residential aged care remains very much front and centre of the government's intentions. This change has already started in the home care space.

We managed a high level of occupancy throughout the year and underwent a successful audit by the Australian Aged Care Quality Agency, retaining 44 out of 44 accreditations. Following some scandalous and disturbing incidents in some interstate facilities over the past year, there is more intense focus on compliance and governance in aged care facilities. We are confident our standards are good and that our staff uphold them.

Some significant business modelling was undertaken by the Board in relation to the possibility of providing transitional care services within our facility. The outcome showed this concept may have potential in the long term, but it is not a viable option for Kalyna Care in the short term. Kalyna Care would have to enter into a partnership-type agreement with the Australian Department of Health to collaborate on such a service, but profitability under the current arrangements would be marginal and Kalyna Care would have no control over

the occupancy rates in relation to providing such a service. There is also little interest from the Department of Health in these arrangements, even though there seems to be a demand for this service in our region. Kalyna Care's business model needs to diversify to provide more than one source of revenue, but still allow us full operational control.

However, in October 2016 we submitted an application to the Department of Health for an allocation of 40 residential care places and a \$3M capital grant, and were successful in receiving both in what is called the Aged Care Approvals Round.

This is good news and changes everything for us. There are stringent terms and conditions attached to these grants, but it is a significant capital injection to develop the Delahey site further. We already have a master plan, which can be modified to capture the best efficiencies of building for our specific needs.

The older parts of our building need refurbishment and Kalyna Care was also successful in its application for pre-approval for a significant refurbishment. This works on the basis of us carrying out the necessary work, and then effectively receiving a rebate as each phase is completed.

Our Capital Projects Committee has begun assessing and prioritising needs and embarking on the all-important financial and logistical aspects of these projects. This next phase will be quite exciting.

Kalyna Care continues to be part of an international volunteer program, and will be welcoming the third round of four young German volunteers in August. We explored the possibility of engaging in such a program with Ukraine, but unfortunately there are no government-to-government links between Australia and Ukraine that enable us to do so.

This year saw the inaugural presentation of the Maja Hrudka Nursing Scholarship, part of a legacy left by the woman instrumental in the establishment of Kalyna Care. The scholarship is presented to an employee of Kalyna Care to enable further nursing studies. This year's recipient will be undertaking a Diploma in Nursing.

This scholarship is a fitting occurrence in this year, 2017, which sees the Ukrainian community celebrating the 70th anniversary of Ukrainian settlement in Australia.

I thank my fellow directors for their work on the Board and all our committee members for the work and effort they continue to give, on a voluntary basis. I also thank our senior executive team for their work at the helm.

Halja Bryndzia
Director & Chair

We managed a high level of occupancy throughout the year and underwent a successful audit by the Australian Aged Care Quality Agency, retaining 44 out of 44 accreditations.



CHIEF EXECUTIVE OFFICER'S REPORT



We once again entered 2016–17 with many unknowns, in particular the future surrounding government funding and how this would impact on Kalyna Care and the aged care sector as an industry. I am pleased to report that it was very welcoming to be informed by government that planned dramatic cuts, which would have had an impact of around 30% of our income, would be delayed until many major issues impacting both rural and remote aged care providers were addressed. While some reductions did occur, these were minimal and not significant.

Therefore, with all things being equal and through a great deal of hard work and dedication by many at the organisation, Kalyna Care was once again able to continue to provide a high quality service to our ageing residents.

During the year as planned, the government also engaged Mr David Tune AO and the Chair of the Aged Care Section Committee to undertake a review of the Living Longer Living Better reforms that were introduced to the aged care sector in July 2013. Mr Tune's report on this rather complex system is expected in August 2017. We as well as all other aged care providers are certainly waiting for the release of this report following a government review as to the outcomes. One thing we do know and expect is that it is highly probable that aged care will remain as a user-pays system into the future.

I refer everyone to other reports contained within this annual report that relate to the many events, celebrations, activities and improvements that we have undertaken throughout the year.

The organisation during the year addressed the potential IT impact to Kalyna Care in relation to cyberattacks that could

place private and confidential resident and business information at risk of being obtained by unknown third parties. Most individuals and businesses are aware that these attacks via viruses and ransomware occur frequently to many small and large businesses throughout the world. While we cannot remain complacent and always believe that we are absolutely protected from attacks, we have rightfully added some additional layers of protection on our internet and email systems that do minimise this risk.

The Board and its subcommittees during the year also directed that we address any future risk of extended electricity outages to the facility given, as with most businesses, we are heavily reliant on power. As a result of recent works, Kalyna Care now has the capacity for an external generator to provide electricity to the whole facility if needed.

Many other capital improvements also occurred during this reporting year, with many additional equipment needs purchased due to the higher acuity of our current and new residents, including:

- For residents – digital weight scales, bladder scanner, vital signs monitors for all four wings, crash mats, beds and mattresses, dementia-specific sensory chairs, recliner chairs, lifting machines, and smart TVs now in all four wings
- For the kitchen – industrial meat slicer and food processor, fridges and freezers
- Air conditioning in the front reception area
- Ride-on lawn mower
- Electricity to the maintenance shed.

While Kalyna Care is currently financially able to provide a quality service, we must

remain vigilant and seek additional revenue as well as control costs should we wish to remain a viable aged care provider. Through the Board, we are regularly looking at options and opportunities that could potentially fit Kalyna Care.

Before closing, on behalf of the residents I would like to sincerely thank each and every one of our volunteers for their commitment and dedication in making a difference to the lives of our residents. Further, I thank immensely all donors irrespective of the amount of the financial pledge. All those who donated through the year have been listed in this annual report separately and thanked for their very kind generosity.

I wish to also thank our voluntary Board of Directors and subcommittees for their time and effort in trying to ensure that Kalyna Care, as a stand-alone not-for-profit provider, remains strong, focused and viable into the future. A very special mention and thank you once again to Care Manager Deb D'Costa for her absolute dedication, strong organisational focus, guidance and support that is regularly provided to staff members as well as our residents and their representatives. A great many thanks are also warranted for the Kalyna Care senior staff team, Office Manager Tammy Scurlock and her administration team, as well as every facility staff member. Without staff at all levels, it would be impossible for us to continue to support our residents as our absolute priority.

Darren Leech
Chief Executive Officer



*I thank immensely all donors
irrespective of the amount
of the financial pledge.
All those who donated have
been thanked for their very
kind generosity.*



CARE MANAGER'S REPORT



It has been a great privilege to lead a resilient and committed team through another year. The whole aged care landscape is increasingly being market driven and consumers are already customising their own care in the home care space. It is only a matter of time before consumer-directed care is introduced into the residential aged care sector. Our challenge for the future is to design an innovative model of care that is not reliant on government funding, is dementia friendly and will provide the full suite of services required to age well. The shift from a government funded welfare paradigm to a customer driven, competitive market paradigm will be challenging but also offers new opportunities for residents to contribute to the cost of their own care where they can afford it. Kalyna Care has a

strong focus on supporting people across the eastern European cultural continuum and also those with low means. By maintaining this focus, we have been able to develop valuable expertise and experience in meeting needs and preferences across many different ethnicities. Our aim over the next 12 months is to provide residents with more control, choice and flexibility in how, when and what type of care and hotel services they receive.

We have also been faced with recent cuts to the Aged Care Funding Instrument that have resulted in reductions to direct care services including medication assistance and pain-relieving treatments. As intended under the Living Longer Living Better reforms, we are living longer and seniors are entering

care with more advanced chronic health conditions requiring more complex care services. Our team and in particular Lucia Diener (Clinical Nurse) together with Peter Nguyen (Physiotherapist) are to be congratulated on their efforts in ensuring the care needs of our residents are captured and documented appropriately to make sure that care staff hours meet our increasing resident acuity. The physiotherapy pain management program has provided enormous relief to our residents, who actively look forward to the various treatment programs conducted by our physiotherapy team. Treatment programs include massage, exercise, tai chi and movement groups. These programs build muscle strength, improve balance and decrease the risk of falls.

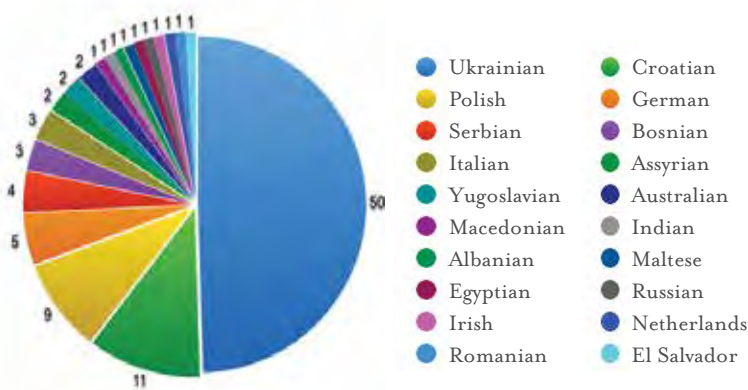
The physiotherapy pain management program has provided enormous relief to our residents.



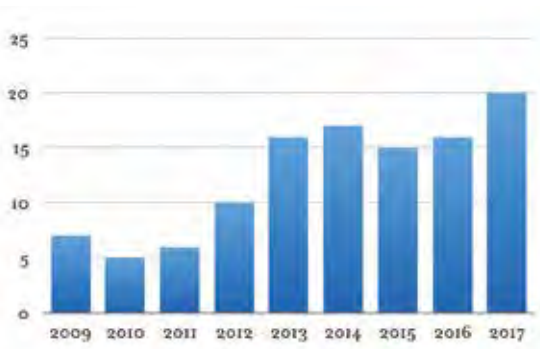


We are living longer and seniors are entering care with more advanced chronic health conditions requiring more complex care services.

RESIDENT NATIONALITIES 2017



RESIDENT NATIONALITIES BY YEAR



RESIDENT PROFILE

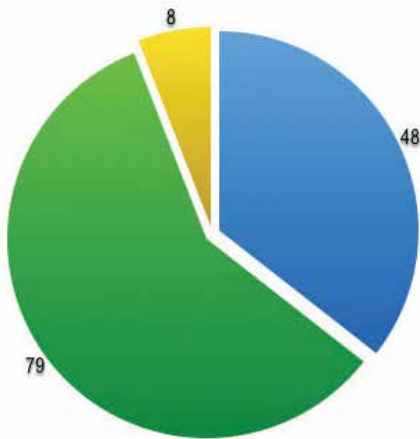
There have been 40 resident admissions over the last 12 months, as compared to 28 for the previous year. Of the new admissions, 25% were of Ukrainian descent as compared to 53% for the previous year. The other 75% were from various cultural backgrounds as per the resident profile. The average age of people entering our care over the past year was 87.8 years as compared to 86.4 the previous year. This is indicative of future projections whereby seniors are staying at home for longer with more control and choice around the services they want and need.

Our Behind Closed Doors initiative, which was introduced over the past year by Linda, our Person Centred Care Coordinator, shows the true essence of caring by some of our devoted staff. These stories of staff going above and beyond the call of duty to do something special for a resident are published in our monthly newsletters.

STAFF PROFILE

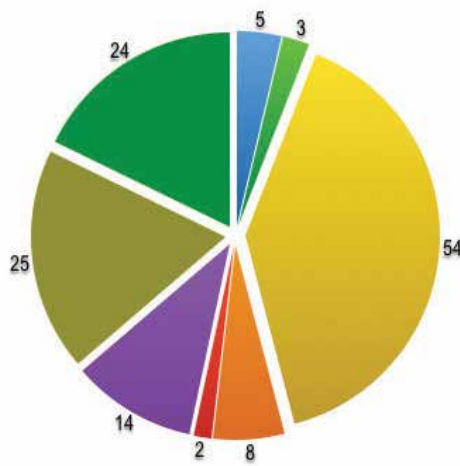


EMPLOYMENT TYPE



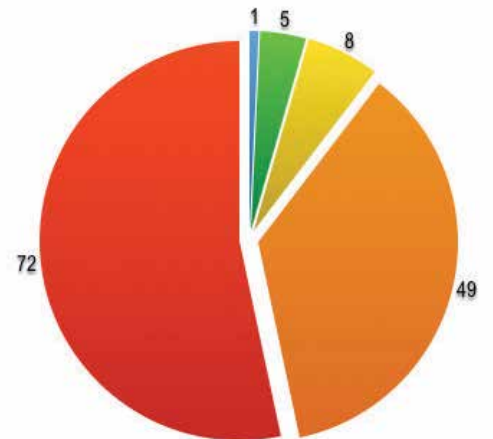
- Casual
- Part time
- Full time

EMPLOYMENT CATEGORY



- Management
- Administration
- Carers
- Leisure & Lifestyle
- Maintenance & Gardening
- Registered Nurse
- Enrolled Nurse
- Hospitality

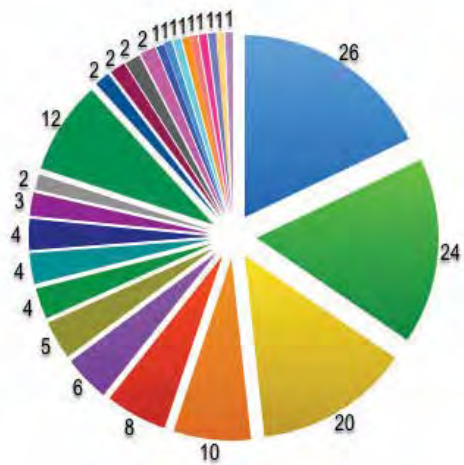
YEARS OF SERVICE



- More than 20 years
- 15 to 20 years
- 10 to 14 years
- 5 to 9 years
- 0 to 4 years

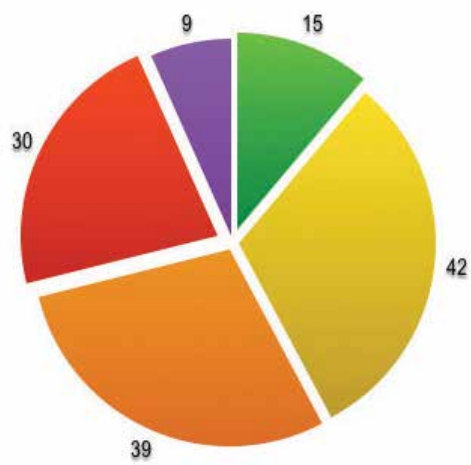


STAFF ETHNICITY



- | | | |
|--|---|---|
| ● Philippines | ● India | ● Australia |
| ● Ukraine | ● Serbia | ● Sri Lanka |
| ● Ethiopia | ● Macedonia | ● El Salvador |
| ● New Zealand | ● Croatia | ● Slovakia |
| ● Bosnia | ● Former Yugoslavia | ● Poland |
| ● Fiji | ● Zimbabwe | ● Nigeria |
| ● Chinese/Malay | ● Greece | ● Nepal |
| ● Congo | ● Italy | ● England |
| ● Malta | ● Vietnam | |

EMPLOYMENT AGE



- | |
|--|
| ● Under 20 years |
| ● 20 to 29 years |
| ● 30 to 39 years |
| ● 40 to 49 years |
| ● 50 to 59 years |
| ● 60 to 69 years |
| ● 70+ years |



TRAINING AND DEVELOPMENT

The past year has seen a steady flow of students from Melbourne Polytechnic, the Migrant Resource Centre and Selmar Institute of Education. These students have been undertaking clinical placements for Certificate III and IV in Individual Support (Ageing, Home and Community) and Certificate IV in Allied Health. Exposing students to aged care is pivotal if we are to attract and retain skilled and committed staff now and into the future. Students not only learn from us but we also learn from them and these clinical placements help us all to remain abreast of contemporary practice.

Ensuring that our staff have the most up-to-date skills and knowledge is imperative if we are to ensure that we deliver a high quality of care and services. The 2016–2017 training program focused on the introduction to a consumer-directed model of care (CDC) and we are developing a pathway as to how this will be implemented. Time and energy will be devoted to making sure that current and potential employees fit with the new world of CDC. One of the determining factors in our recruitment and selection process will be a candidate's ability to provide our residents with genuine choice, flexibility and control. Gone are the days when every resident did the same thing at the same time.

As we enlarge our service footprint and grow as an organisation it is essential that we maintain organisational culture across different services. The key to culture is having a workforce that is aligned and engaged. Staff position descriptions across all designations are now under review to include the skill set required for CDC.

Last year saw the successful introduction of the following nursing portfolios:

- Palliative Care
- Wound Management
- Management of Diabetes
- Behaviour Management
- Continence Management

The staff responsible for each portfolio have received specialist training and act as a resource person for other staff to access when in need of help to problem solve and develop individualised care plans.

Both direct care staff and hospitality staff have undergone training on the Montessori method of care, which provides a framework for realising the vision of independence and high self-esteem. When you come to visit Kalyna Care you will notice some residents are engaged in setting tables, making sandwiches, shredding documents, cleaning duties, folding laundry, watering the garden and filling up tumblers with water for tables.

WORK HEALTH AND SAFETY

There were two WorkCover claims during the last reporting period. Both claims were as a result of staff falling over and incurring mid- to long-term injuries. We maintain a robust hazard identification and management system and injuries within the workplace are kept to a minimum. A staff health and wellness resource area in the library is being developed.

I wish to take this opportunity to thank all staff and volunteers for their support, invaluable contributions and dedication in our efforts to provide personalised and compassionate care.





MAJA HRUDKA NURSING SCHOLARSHIP



A large portion of the late Maja Hrudka's estate was left to Kalyna Care and, given Maja's efforts in establishing Kalyna Care along with her passion for nursing as a career, the Board of Directors decided to allocate a part of Maja's bequest to a perpetual nursing scholarship. The scholarship is not only a testament to Maja's achievements as she climbed the corporate ladder in her nursing career but will also ensure her legacy lives on.

Criteria were developed for the scholarship with an emphasis on merit and performance. Five applications were received from a range of staff designations including enrolled nurses, carers and hospitality staff. The senior staff team undertook a stringent assessment of all applications.

The recipient of the inaugural Maja Hrudka Nursing Scholarship, Mary Kumar, was announced at a general staff meeting on Monday 27 February 2017.

Mary has been working at Kalyna Care as a carer since 2011 and will soon be undertaking her Diploma in Nursing qualification.

We congratulate Mary and know that she will take this opportunity that Maja has provided and do her legacy proud.

Handwritten signature of Deborah D'Costa.

Deborah D'Costa
Care Manager



Maja Hrudka, 2013



QUALITY MANAGER'S REPORT



To stay abreast with competition, Kalyna Care is already making small changes to slowly shift the culture of the way we think in terms of traditional institutionalised care to the new consumer-directed care (CDC) model. Well before the building project is finalised, we have been moving into the Montessori model of care, giving to residents a purpose and sense of belonging within daily routines.

Resident and representative satisfaction has increased this year with feedback driving up our continuous improvement program. This year we engaged more relatives in the survey process by offering the survey online, and gaining more feedback by improving the process of questionnaires after discharging residents from respite. One representative comment added to a survey stated, *"All staff are caring of the residents and residents have been given the freedom to do what they wish."*

Staff satisfaction also increased from 79.68% to 83.03% with all categories seeing a rise this year. Staff comments regarding

satisfaction offered a wonderful insight into how happy staff and residents alike are.

Seeing the compassionate care given by our staff and watching them grow, our staff provide a lot of person-centred care which is beautiful to see – seeing how well our residents settle into aged care because of this, seeing our residents who show behaviours on arrival and then quickly become calm and settle into being a part of a big family with little or no behaviour.

Ensuring that our care is safe and systems are continuously evolving with improvements enhances our quality systems and ensures the future of Kalyna Care, with staff, residents and representatives all playing a pivotal role in the overall quality of the service we provide.

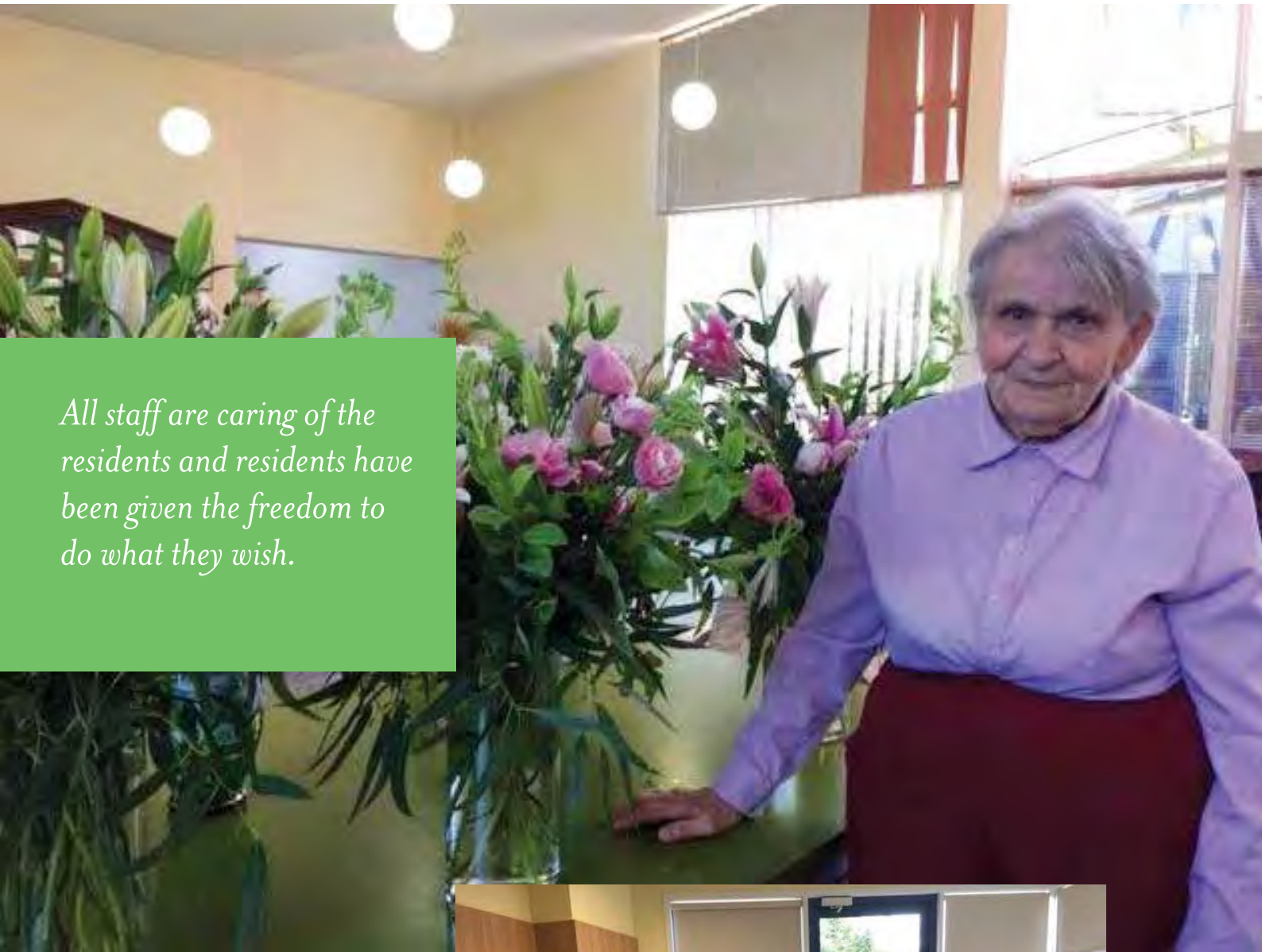
A few specific quality initiatives that have been undertaken in the last 12 months are:

- a volunteer social worker to help residents with their affairs and develop social cohesion

- live streaming of Sunday Mass for residents
- the purchase of a bin lifter to help staff with waste management and reduce work, health and safety injuries
- the introduction of the Carers Passport to allow one-to-one time between residents and staff
- the introduction of resident laundries for residents wishing to continue to attend to their own personal items.

In conclusion, an exciting but challenging future of consumer-directed care is now upon us. In preparing staff, residents and representatives we must continue to strive for excellence.

Lauren Hehir
Quality Manager



All staff are caring of the residents and residents have been given the freedom to do what they wish.



LEISURE & LIFESTYLE PROGRAM

Our Leisure & Lifestyle Program encompasses the social, physical, emotional, intellectual and spiritual aspects of our residents' lives and promotes the person-centred care provided at Kalyna Care. Planned activities cater to the individual needs of the resident based on their interests, lifestyle and background and are designed with the resident's capabilities in mind. Residents also contribute to the creation of the lifestyle program through suggestions at the monthly resident meetings.

Small and large group activities include church services, gentle exercises, seated aerobics, concerts, bus trips and shopping, bingo, art and craft. Just as important are the individual activities, some of which are based on activities of daily living such as setting and clearing tables, gardening, buttering bread and simple laundry folding to continue with meaningful tasks that were done at home. We have also adopted the Montessori approach for dementia-specific activities, which *'can reduce anxiety for people with dementia by providing them with engaging activities that they find rewarding'*.

NEW ACTIVITIES IN THE LAST 12 MONTHS

Flower Arranging

Residents are taught about different flowers and foliage, and how to arrange them. These arrangements are displayed throughout the facility and have gained many admirers.

Wheelchair Walks to the Local Bakery

During the warmer months a group of volunteers and staff walk able-bodied and wheelchair residents to the local bakery for afternoon tea.

Garden Club

Staff and volunteers work with residents to care for some of the gardens and raised planters. These have produced herbs and plants, and some of the beautiful flowers used in our flower arranging sessions.

Succulent Terrariums

Mini gardens created by residents to sell at the Christmas fete. This activity was a hit, with many staff buying the items as they were being created.

Mosaic

A labour of love, led by our German volunteers and created by various residents throughout the facility. Once completed, the mosaic will be displayed to remind us of the volunteers and residents who helped create this work of art.

Men's Happy Hour

The men in Kalyna have a chance to talk and spend the afternoon with other male residents and staff over drinks and snacks.

CELEBRATIONS AND HIGHLIGHTS

Christmas Fete

We had 11 stalls selling everything from Tupperware, table cloths, beauty products and Christmas decorations, to food and bric-a-brac. Residents, family and staff enjoyed the day, with monies raised used to buy equipment to enhance the resident lifestyle program.

Christmas and Easter Celebrations

Celebrations included the residents' Christmas lunches, Svieta Vecheira [Holy Evening] and the Blessing of the Baskets.

Multicultural Day

Multicultural Day showcased the talents of residents, staff and family members. Indian dancers and a smorgasbord of food completed the event.

2017 Life Story Book Launch

A successful event to honour the residents featured in this year's book and to promote the purpose of the Life Story Book to families of residents who will feature in future publications.

Community Morning Tea

This event has become a monthly highlight, with the hall being set up like a restaurant for residents and family members.





VOLUNTEERING AT KALYNA CARE



The volunteers at Kalyna Care dedicate their time to helping the Leisure & Lifestyle team create a comprehensive program for residents. Our volunteers come from varied cultural backgrounds to match our culturally diverse residents. From running small and large group programs to individual help for some residents or running the kiosk, our volunteers are valuable resources who help to enhance the residents' lives. We even have a volunteer who cares for the beautiful courtyard garden outside the Chapel and the Maja Hrudka sensory garden.

Our volunteers provide residents with experiences such as pet therapy, gardening,

cooking or simply holding a hand and giving comfort. We have also seen a second group of German volunteers who have lived onsite and worked in various departments of the facility. Volunteering is not an easy task – particularly when a young person moves away from their family and friends and lives in a new country to work in a challenging area such as aged care. Our residents have grown very fond of these young people, and the volunteers in turn have learned more than valuable work experience, and have also seen the residents as extra grandparents with whom they love to spend time.

Kalyna Care also offers placement students from high schools and universities a workplace in which they can put their studies into practice. We have enjoyed a good working relationship with local schools and colleges, and students who volunteer their time outside school hours to spend time with our residents.

We thank and commend our volunteers for their commitment, compassion and dedication in creating meaningful activities and wonderful places for our residents and their families to enjoy.

INTERNATIONAL VOLUNTEERING PROGRAM

It is very hard to find the proper words to give you a short review about my time here, because there are so many things I would like to mention and I don't know where to start. So maybe just start at the beginning.

Well, it didn't take a long time to feel comfortable here; everybody welcomed us with opened arms. And if we had a problem or needed help, there was always somebody who had an open ear for us or could give us a hand. At this point, thank you so much!

Also, thanks to those who took us during the year with them on trips and events, so we could have the chance to see and experience many things, like getting close to Australian wildlife, attending a concert or musical, or flying over the water behind a boat on a 'biscuit'. By the way, that was so much fun, you cannot believe!

I really enjoyed my time working here. In that time, you get really close to some residents and staff members, and to realise now that I have to say very soon goodbye to all of them makes me sad. I will definitely miss it to work together with Anna in her garden, or to see someone start smiling as soon as I enter the room for a visit.

I am glad that I also had the opportunity to visit a lot of different places in Australia. I didn't expect that nature here can so variable. And, having seen quite a view cities,

I can say there is no other place I would rather have been for this year. I really appreciate this multicultural city and that there is always something going on in Melbourne.

I hope that I will keep in touch with all the new friends I've met here and, who knows, maybe one day I'll come back, even if it is just for a short visit.

- NADJA



It's always unbelievable how quick a year goes by. So after one year creating new experiences with our friends in Kalyna Care it's already almost time for me to say my final goodbyes and to say thank you so much to all the people in Kalyna Care who always helped and supported us as much as they could.

After one year in Kalyna Care I think of the time when I first arrived. I remember feeling so excited but also pretty unsure of what to expect. I didn't really know my roommates yet, as well as residents and staff in the facility. Now I can say I had nothing to worry about because this year couldn't have been any better. I met so many nice people who were willing to welcome me and the other volunteers with open arms and helped to build ourselves a new home.

It was so much fun working in the different areas with Tammy, Michelle and Boris, who were always understanding and helpful when there were issues coming up. It was interesting to see how the facility works and I'm really glad that I was able to work in many areas, which gave me a lot of variety in my work schedule.

I am so grateful for all the amazing people who guided us throughout the whole year, especially the residents who welcomed us so warmly and made me feel like I had a few more grandmothers and grandfathers. I enjoyed listening to their life stories and to just talk and laugh with them, as for instance with Wira and Anna, who I knew always had a friendly ear when needed.

I'm so glad that I got the chance to spend one entire year here. I saw so many beautiful things, let alone Melbourne, which is one of the most incredible and fascinating cities I've seen up until now. The wonderful memories I was able to create here will always be precious to me and I will never forget this year as long as I live, as well as the people who were a part of it. I will miss you all and thank you so much for being so heartfelt and supportive during this entire time.

— MICHELLE



The time is flying and the end comes closer and closer.

The days are passing and the thought of "That's it, back to Germany" just feels strange. I see the pictures clear in front of my eyes - Deb picked us up from the airport and I couldn't believe that I would live here for one year. It still feels like yesterday ...

But now we have to look forward. This will be the last weeks that I'll walk daydreaming through the wings of Kalyna Care. I am so grateful for all the beautiful moments with the residents. But not just with the residents ... also for the whole little family of Kalyna Care. For Boris and Toni, who showed me how to fix things without even changing much. For Sam, who spent with us a lot of his time and tried to show us much as possible. Since I met him, he has treated me like a friend he has known for years. I really appreciate this. For Deb, who tried her best to be a good exchange mum.

For Ronny, Sumit, Ruben, Aida, Ilja, Tammy, Leanne, Shamilla, Lucy ... I'll miss all of you.

But not just the people. I already miss the ocean and my board. I'm so glad that I could fulfil my childhood dream here - to learn surfing.

However, the biggest perception that I could make is, that every single resident is unforgettable and has a unique character. It doesn't matter how old he or she is or where they're from.

I'm thankful for the good and not so good moments, for the easy and also for the difficult works. And if I'm not so optimistic then I try to see it like Boris and just say, "Well, I'm just a slave here."

Thank you for all.

— TOM

IT IS REALLY HARD FOR ME TO COMPREHEND THAT MY YEAR HERE AT KALYNA CARE SLOWLY COMES TO AN END - WHAT A TRULY BEAUTIFUL AND MEANINGFUL EXPERIENCE IT WAS. I DON'T THINK THAT I CAN PUT EVERY RELEVANT THOUGHT THAT I HAVE GOT ON MY MIND INTO WORDS THOUGH, ESPECIALLY SINCE A LOT OF MY MEMORIES ARE OF A SENTIMENTAL VALUE TO ME. I BUILT UP FRIENDSHIPS, I FELT LIKE I COULD REALLY MAKE A DIFFERENCE FOR SOME PEOPLE AND I THINK I'VE MADE A TON OF LIFE EXPERIENCE WHICH I WILL NOT EVER BE ABLE TO FORGET. WHAT'S MORE IS THAT I EVOLVED AS A PERSON, LEARNED HOW TO BE MORE RESPONSIBLE FOR WHAT I DO AND I'M CERTAIN THAT MY TIME HERE WILL INFLUENCE HOW I'LL LIVE MY LIFE IN THE FUTURE. I AM ESPECIALLY GRATEFUL FOR HOW I'VE BEEN TREATED BY ALL THOSE LOVELY PEOPLE I MET OVER THE PAST MONTHS (MANY OF THEM I CONSIDER FRIENDS NOW, WHICH MAKES THE FAREWELL EVEN HARDER).

WORK WISE, I COULD LEND A HAND TO MANY AREAS, WHICH RESULTED IN A VERY DIVERSE WORKDAY LIFE. MOREOVER, DEB, TAMMY, RONNIE AND SO MANY MORE PEOPLE ALWAYS MADE SURE THAT WE FELT WELL AND HAD A GOOD TIME UNDER THEIR SUPERVISION, WHICH MADE THE WHOLE WORKING EXPERIENCE VERY PLEASANT AND FUN. THE INTERNATIONAL VOLUNTEER PROGRAM WAS NOT ONLY A REALLY GOOD INITIATIVE FOR US TO PARTICIPATE IN BUT IT ALSO WAS VERY BENEFICIAL FOR THE RESIDENTS, WHO GOT TO KNOW US OVER THE MONTHS AND WHO ENJOYED JOINING OUR ACTIVITIES OR HAVING SOMEONE TO TALK TO (CASUALLY SINCE STAFF ARE OFTEN VERY BUSY. RESIDENTS HAD THE OPPORTUNITY TO (HAT ABOUT NON-WORK-RELATED TOPICS WITH US (WHICH THEY GENERALLY ENJOYED A LOT, I FOUND). TOGETHER WITH MICHELLE, THE LIFESTYLE COORDINATOR, WE INTRODUCED MANY NEW IDEAS, ACTIVITIES AND CRAFTS (GARDENING, HAPPY HOUR, MEDITATION AND TAI CHI, MOSAIC ...) AND WE WERE ALWAYS ENCOURAGED TO DO SO, WHICH I THINK WAS VERY MOTIVATING.

I REALLY HOPE THAT THE THIRD GENERATION OF VOLUNTEERS WILL CONTRIBUTE TO AND EVEN FURTHER IMPROVE THIS REALLY VALUABLE PROGRAM, SINCE IT WILL NOT ONLY BE A VERY INTERESTING EXPERIENCE FOR THEM BUT IT WILL ALSO BE IMPORTANT FOR THE RESIDENTS AS THEY REALLY SEEMED TO ENJOY IT.

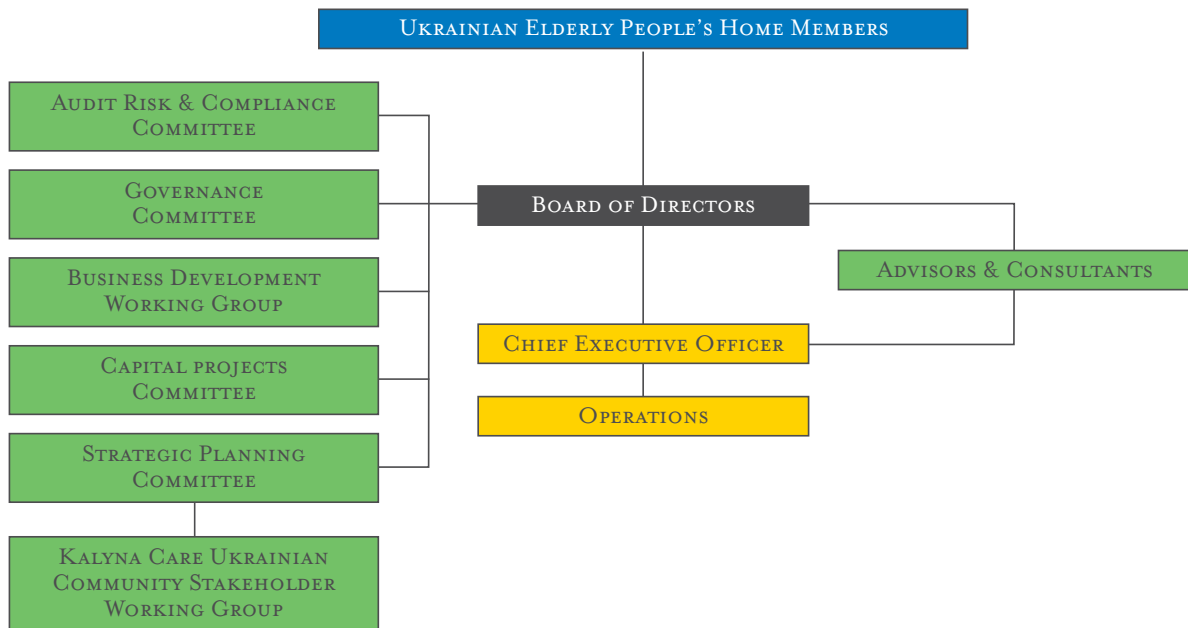
A GENUINE "THANK YOU!" TO EVERYONE WHO I GOT TO KNOW IN THE PAST YEAR AND WHO ENRICHED THIS LOVELY TIME I HAD.

— SIMON

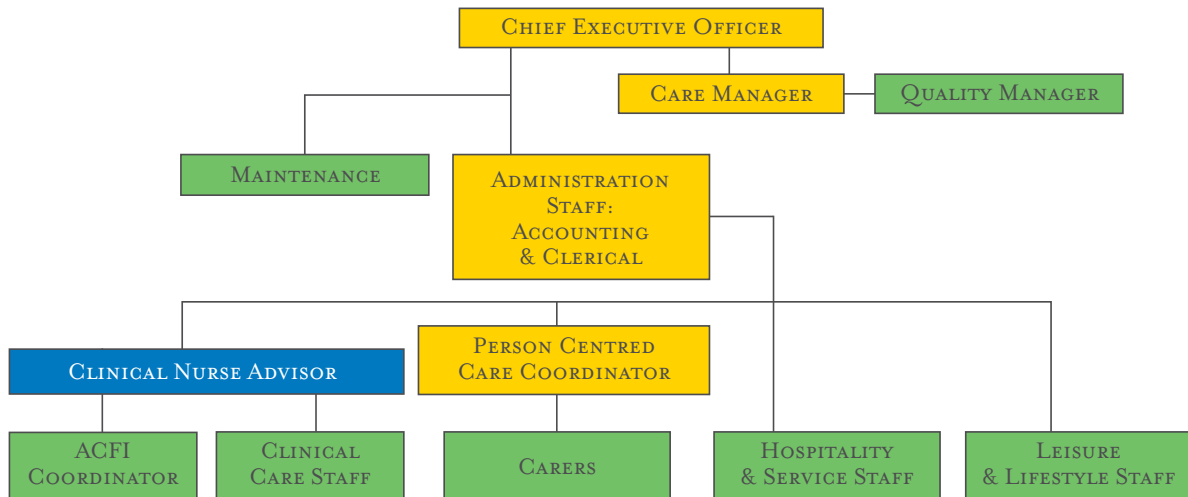


OUR GOVERNANCE

GOVERNANCE STRUCTURE



OPERATIONS STRUCTURE



MEET OUR BOARD

HALJA BRYNDZIA
Chair



ANDREW MATISZAK
Deputy Chair



MANNY STAMATOPOULOS
Director



BASIL CHAMULA
Director



BORYS ANIN
Director



JAMES MILLER
Director



MARKO MISKO
Director



ANNA MUSZAK
Director



DR IGOR JAKUBOWICZ
Director



DIRECTORS' REPORT

Your Directors present their report on the company for the financial year ended 30 June 2017.

PRINCIPAL ACTIVITIES

The company's principal activities are the provision of aged care services to the community using self-generated and federal funds. These principal activities assist in achieving the short-term and long-term objectives of the company by:

- enabling Kalyna Care to continue to be the provider of choice for the Ukrainian and broader multicultural community
- allowing Kalyna Care to continue to embrace its Ukrainian heritage and remain true to the vision set by our founding members
- providing non-financial outcomes in response to funding body agreements
- providing turnover, cash flow and surplus to meet the financial objectives of the company.

There were no significant changes in the principal activities of the company during the year.

SHORT-TERM OBJECTIVES

The company has identified the following short-term objectives:

- To meet service outcomes required under funding agreements with federal and state governments.
- To meet continued financial viability and accountability requirements.
- To provide a workplace that is compliant with industry standards and the Fair Work Act.

The company has adopted the following strategies to achieve these short-term objectives:

- The preparation of a work plan to achieve the service outcomes identified under the funding agreements and allocation of the expected service outcomes over the funding period for periodic reporting to funding bodies, management and the Directors.
- The preparation of an annual budget for financial performance and the regular review of the company performance against the budget by management and Directors.
- The review of the company's compliance with work health and safety, and compliance with employment law including the Fair Work Act.

LONG-TERM OBJECTIVES

The company has identified the following long-term objectives:

- To grow awareness and resources to promote and provide residential and community care services across Victoria.
- To remain financially sustainable.
- To grow the company operations in accordance with member and community interests.

The company has adopted the following strategies to achieve these long-term objectives:

- The preparation of a business and strategic plan to identify the opportunities and strengths of the company to provide sustainable residential and community services across Victoria.
- The preparation of a marketing plan to communicate long-term objectives to the community, funding bodies, government and employees.
- The preparation of long-term budgets that consider the uncertainty of recurrent government grant funding, infrastructure needs, service delivery, employment costs and maintaining prudent levels of working capital and liquidity in investment of funds surplus to current needs.
- The establishment of a governance framework that ensures policies of the company are acted upon and applied in practise.

KEY PERFORMANCE INDICATORS

The company uses the following key performance indicators to measure performance.

1. Service Outcomes

Service outcomes for the 2017 financial year were in accordance with standards set for the delivery of aged care. Funding body requirements were met according to accreditation standards (non-financial requirements) set for the funding of aged care services.

2. Operating Surplus

Surplus for the financial year was \$845,078 (including bequests of \$10,500).

3. Cash Flow from Operating Activities

Cash flow from operating activities for the financial year was \$1,565,735 (compared to cash flow from operating activities for 2016 of \$1,799,589).

4. Membership

Membership for the financial year was 145 (compared to membership for 2016 of 142).

5. Compliance

- a. The company has complied with all work health and safety, employment and environmental reviews.
- b. The company maintained full compliance with all covenant requirements imposed by external financiers, with mortgage debt declining from \$1,972,916 in 2016 to \$1,449,625 in 2017.

MEMBERSHIP DETAILS

The company is incorporated as a company limited by guarantee that requires the members of the company to contribute an amount not exceeding \$100 per member towards the company liabilities on the winding up of the company.

MEMBERSHIP CLASS	NUMBER OF MEMBERS	CONTRIBUTION ON WINDING UP	
		INDIVIDUAL MEMBER	TOTAL MEMBERS
Life Members	7	\$100	\$700
Ordinary Members	138	\$100	\$13,800
Total	145		\$14,500

DIRECTORS' INFORMATION

The names of the Directors in office at any time during, or since the end of the year and the period that each Director has been in office:

DIRECTOR'S NAME	SPECIAL RESPONSIBILITIES	PERIOD AS DIRECTOR	QUALIFICATIONS AND EXPERIENCE
Halja Bryndzia	Chair	Appointed 26/04/2012 Appointed to Chair 16/11/2014	Associate Dip. Business (Marketing), Cert. Governance Practice (CSA). Has a sales and marketing background obtained in book publishing, food manufacturing and retail industries.
Andrew Matiszak	Deputy Chair	Appointed 30/11/2008	Dip. Civil Engineering, Grad. Cert. in Performance Based Building and Fire Codes. Registered Building Surveyor, Building Inspector and Draftsperson. Directorships: Building Practitioners Board of Victoria, M&K Building Consultants P/L, Matas Investment P/L. Member of AIBS, IIEA and IAA. Over 30 years' experience in community-based board and committees.
Manny Stamatopoulos		Appointed 25/11/2012	Experienced businessman with semi-legal background, 10 years' experience in risk management insurance, claims and 6 years' experience in sales and marketing. Has 16 years' experience as a board member in not-for-profit organisations, with 10 years as chair. Is Chair of the Board of a publicly listed company and a director of 5 companies.

Basil Chamula	Appointed 24/04/2013	B.Sc. (Monash), B.Ec. (Latrobe), MHA (UNSW). Is the Executive Director of Sovereign Health, 10 years' experience as a clinical biochemist, 5 years' experience as a Manager Human Resources at Royal Children's Hospital, Director, General Services & Special Projects (RCH), 20 years' experience as an independent consultant in management of diagnostic services, 5 years' experience as a manager and director of private health and hospital services.
Borys Anin	Appointed 19/03/2015	B.Ec. (Monash), LLB (Melbourne). An Australian legal practitioner with 32 years' experience specialising in insurance and personal injury law. Managed private practice and currently operating as a legal costs consultant.
James Miller	Appointed 03/08/2015	MBA, CPA. Has practiced accounting for over 45 years including as an auditor and forensic accountant. Former member of the Board of Coles Myer Ltd, former member of the Coles Myer Board Audit Committee and former Director of Coles Myer Finance.
Marko Misko	Appointed 24/08/2015	Partner of national law firm Clayton Utz since 1999 where he heads the Commonwealth infrastructure practice. Marko is also on the board of the Dnister Ukrainian Credit Co-operative Limited; the Chair of the Ukrainian Studies Support Fund; and on the boards of Roads Australia and the Infrastructure Sustainability Council of Australia.
Anna Muszak	Appointed 28/04/2016	As a qualified accountant (Dip. Business Studies and CPA), Anna has held many senior management roles in the private (large multinational company), public and not-for-profit sectors. General Manager of Kalyna Care (formerly known as the Ukrainian Elderly Peoples Home) from 2007 to 2010; previous Director of Kalyna Care for 8 years, including as Chair of the Board; and Director of Dnister Credit Co-operative Limited for around 2 years.
Dr Igor Jakubowicz	Appointed 28/04/2016	Dr Jakubowicz's associations and qualifications include LMusA (AMEB), MBBS (Melbourne), MFM (Monash), GDForMed (Monash), GAICD and MRACGP. A full-time general practitioner with extensive aged care experience, and over 20 years' experience as director in various roles for not-for-profit community health organisations.

COMMITTEE MEMBERSHIP 2016-2017

Composition to 31/12/2016

AUDIT, RISK & COMPLIANCE	GOVERNANCE	STRATEGIC PLANNING	REMUNERATIONS & NOMINATIONS	CAPITAL PROJECTS
J Miller (c)	M Stamatopoulos (c)	B Chamula (c)	H Bryndzia (C)	A Matuszak (c)
H Bryndzia	H Bryndzia	H Bryndzia	A Matuszak	B Chamula
A Matuszak	A Matuszak	A Matuszak	M Stamatopoulos	A Muszak
M Stamatopoulos	J Miller	M Stamatopoulos		
A Melnychuk (resigned 31/12/2016)	B Anin	J Miller		
I Jakubowicz	I Jakubowicz	B Anin		
		M Misko		
		A Muszak		
		I Jakubowicz		

Composition from 1/1/2017

AUDIT, RISK & COMPLIANCE	GOVERNANCE	STRATEGIC PLANNING	REMUNERATIONS & NOMINATIONS	CAPITAL PROJECTS
J Miller (c)	A Muszak (c) (n)	M Stamatopoulos (c)	H Bryndzia (c)	A Matuszak (c)
A Matuszak	M Stamatopoulos	H Bryndzia	A Matuszak	B Chamula
M Stamatopoulos	B Anin	A Matuszak	M Stamatopoulos	A Muszak
B Chamula (n)	M Misko (n)	J Miller		M Misko (n)
		G Sawczyn (n)		

(c) Chairman of the Committee

(n) New member

MEETINGS OF DIRECTORS

During the financial year, 11 meetings of Directors (including committees of Directors) were held. Attendances by each Director are shown below.

	DIRECTORS' MEETINGS		AUDIT, RISK & COMPLIANCE		GOVERNANCE		STRATEGIC PLANNING		REMUNERATION & NOMINATIONS		CAPITAL PROJECTS	
	Eligible	Attended	Eligible	Attended	Eligible	Attended	Eligible	Attended	Eligible	Attended	Eligible	Attended
Halja Bryndzia	11	11	2	2	1	1	2	2	4	4	-	-
Andrew Matuszak	11	11	5	5	1	1	2	2	4	4	2	2
Manny Stamatopoulos	11	10	5	5	4	4	2	2	4	4	-	-
Basil Chamula	11	9	3	3	-	-	1	1	-	-	2	2
Borys Anin	11	9	-	-	4	4	1	1	-	-	-	-
James Miller	11	9	5	3	1	1	2	2	-	-	-	-
Marko Misko	11	9	-	-	3	3	3	1	1	-	1	-
Anna Muszak	11	11	-	-	3	3	1	1	-	-	2	2
Dr Igor Jakubowicz	11	8	2	1	1	-	1	-	-	-	-	-

The Directors act in an honorary capacity and are not paid for services as Directors to the company.



FINANCIAL SUMMARY
2016-2017



FINANCIAL SUMMARY 2016-2017

STATEMENT OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30 JUNE 2017

	2017	2016
Income	\$	\$
Resident fees	2,556,460	2,421,162
Government subsidies	6,671,317	6,536,596
Donations and bequests	19,752	178,043
Interest received	203,999	164,116
Other income	420,778	47,153
Total income	9,872,306	9,347,070
Expenses	\$	\$
Resident care	448,131	301,826
Overheads	1,349,581	1,271,485
Depreciation and amortisation	521,793	501,591
Repairs and maintenance	277,785	302,271
Employee benefits	6,310,210	5,837,674
Loan interest	119,728	167,870
Total expenses	9,027,228	8,382,717
Surplus for the year	845,078	964,353
Other comprehensive income/(expenses)		
revaluation decrement	0	0
Total comprehensive income for the year	845,078	964,353

STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2017

	2017	2016
Current assets	\$	\$
Cash and investments	7,420,621	6,350,599
Debtors and other receivables	170,604	145,799
Other current assets	91,692	65,226
Total current assets	7,682,917	6,561,624
Non-current assets	\$	\$
Investments	21,125	20,581
Property, plant, equipment & intangibles	16,944,447	17,333,463
Total non-current assets	16,965,572	17,354,044
Total assets	24,648,489	23,915,668
Current liabilities	\$	\$
Trade and other payables	341,836	409,697
Borrowings	10,811,807	10,483,194
Provisions	861,170	737,470
Other liabilities	135,585	138,641
Total current liabilities	12,150,398	11,769,002
Non-current liabilities	\$	\$
Borrowings	1,449,625	1,972,916
Provisions	109,591	79,953
Total non-current liabilities	1,559,216	2,052,869
Total liabilities	13,709,614	13,821,871
Net assets	10,938,875	10,093,797
Equity	\$	\$
Assets revaluation reserve	2,314,059	2,314,059
Bequest reserve	747,824	737,324
Accumulated funds	7,876,992	7,042,414
Total equity	10,938,875	10,093,797

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 JUNE 2017

	2017	2016
	\$	\$
Cash flows from operating activities		
Payments (inclusive of goods and services tax)	(8,299,824)	(7,580,075)
Receipts (inclusive of goods and services tax)	9,865,559	9,379,664
Net cash provided by operating activities	1,565,735	1,799,589
Cash flows from investing activities	\$	\$
Payments for:		
Property, plant and equipment	(271,180)	(376,148)
Intangible assets	(9,068)	–
Proceeds on disposal of property, plant and equipment	(8,691)	3,631
Net cash provided in investing activities	(288,939)	(372,517)
Cash flows from financing activities	\$	\$
Proceeds of resident/unit bonds/RADs	1,041,925	2,561,878
Repayment of mortgage loans/finance leases	(1,248,699)	(695,639)
Net cash provided by financing activities	(206,774)	1,866,239
Net increase / (decrease) in cash held	1,070,022	3,293,311
Cash at the beginning	6,350,599	3,057,288
Cash at the end	7,420,621	6,350,599

Donations register

On behalf of our residents, Kalyna Care sincerely thanks our wonderful donors for their financial support during the year.

Kothapalli	Barkha
Dudinski	Olya
Hnatjuk	Mr & Mrs
Mychajlyszyn	Jaroslav
Semkiw	Jurij & Marta
Rakonic	Tony
Muszak	Anna
Weyers	Kate
Kirlik	Ivan
Mansour	Sonja
Mychajlyszyn	Jaroslav
Suszek	Leo
Logoida	Stefan
Moskaljuk	Mr & Mrs
Rybalko	A
Kowalyk	Olya
Seeburger	Helga
Slipetsky	Family
Kudilciak	S
Wawryk	Dr & Mrs
Ladzhynsky	J
Pavuk	Anna
Semkiw	Jury
Kirlik	Ivan
Dykj	Leokadia
Boburka	George
Wawryk	Stefan
Bryndzia	Halja
Kostiuk	Oxana
Lang	Teodora
Short	Irene & Romney
Korytsky	Olga
Buczma	Lesia
Dnister Ukrainian Credit Co-operative	





**AUDITOR'S INDEPENDENCE DECLARATION
UNDER 60-40 OF THE AUSTRALIAN CHARITIES AND
NOT-FOR-PROFITS COMMISSION ACT 2012
TO THE DIRECTORS OF
UKRAINIAN ELDERLY PEOPLE'S HOME LTD. TRADING AS KALYNA CARE
A.B.N. 57 006 305 844**

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2017 there have been:

- (i) no contraventions of the auditor independence requirements of the *Australian Charities and Not for Profits Commission Act 2012* in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

Name of Auditor: Frederik R.L. Eksteen CA

Date: 31 August 2017

Address: Collins & Co
127 Paisley Street
Footscray VIC 3011



UKRAINIAN ELDERLY PEOPLE'S HOME LTD. TRADING AS KALYNA CARE

A.B.N. 57 006 305 844

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS

Opinion

I have audited the accompanying financial report of Ukrainian Elderly People's Home Ltd. trading as Kalyna Care (the company), which comprises the statement of financial position as at 30 June 2017, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended on that date, notes comprising a summary of significant accounting policies and other explanatory information and the statement by the Board of Directors.

In my opinion, the accompanying financial report of Ukrainian Elderly People's Home Ltd. trading as Kalyna Care is in accordance with Division 60 of the ACNC Act 2012, including:

- i. giving a true and fair view of the company's financial position as at 30 June 2017 and of its performance and cash flows for the year ended on 30 June 2017; and
- ii. complying with Australian Accounting Standards- Reduced Disclosure Requirements and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

Basis for Opinion

I conducted my audit in accordance with Australian Auditing Standards. My responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of my report. I am independent of the Company in accordance with the auditor independence requirements of the ACNC Act 2012 and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to my audit of the financial report in Australia. I have also fulfilled our other ethical responsibilities in accordance with the Code.

I confirm that the independence declaration required by the ACNC Act 2012, which has been given to the directors of the Company would be on the same terms if given to the directors as at the time of this auditor's report.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Report

Management is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards, and for such internal control as management determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the Corporation's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Entity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Corporation's financial reporting process.



Auditor's Responsibilities for the Audit of the Financial Report

My objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the responsible entity's internal control.

Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the responsible entities.

Conclude on the appropriateness of the responsible entity's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the responsible entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the responsible entity to cease to continue as a going concern.

Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal controls that I identify during my audit.

Name of Auditor: Frederik R.L. Eksteen

Address: Collins & Co
127 Paisley Street
Footscray VIC 3011

Date: 31 August 2017







The manner in which we provide care is one of I Respect U

OUR MISSION

OUR MISSION IS TO PROVIDE AN AGED CARE FACILITY THAT WILL:

1. Become a provider of choice not only for the Ukrainian Community but for others as well
2. Strive to satisfy individual choices
3. Commit to quality services and strive for continuous improvement
4. Promote respect and dignity for all
5. Cultivate a warm, friendly, caring, compassionate and home-like environment
6. Continue to embrace our Ukrainian heritage and to forever remember our founders

OUR VALUES

RESPECT — FOR AND WITH THOSE WE CARE FOR, WORK AND HAVE INVOLVEMENT WITH:

- Respect
- Empathy
- Support and improvement
- Privacy and dignity
- Equity and encouragement
- Compassion
- Trust and understanding



I respect U...



UKRAINIAN ELDERLY PEOPLES HOME

Kalyna Care

344 Taylors Road, Delahey Victoria 3037

T 9367 8055 F 9310 7943 E info@kalynacare.com.au www.kalynacare.com.au

Ukrainian Elderly Peoples Home Trading as Kalyna Care. ABN 57 006 305 844 ACN 006 305 844