

ANNUAL GENERAL REPORT

2017/18

of

The Croatian, Ukrainian & Belarusian Aged Care Association of SA INC



OUR MISSION

The Croatian, Ukrainian and Belarusian Aged Care Association of South Australia Inc., strives to be a leading accredited provider of culturally sensitive and dedicated Aged Care Services primarily for the Croatian, Ukrainian and Belarusian ethnic communities

St. Anna's RCF Annual General Meeting

Monday 12th November 2018 at 6.15pm

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CORPORATE GOAL
*An Aged Care facility
professionally
managed by
dedicated, multi-
skilled, trained staff*

Board Members 2017/2018



Mr Rob Dempsey

Chairperson
Independent
Representative



Dr John Sniatynskij

Vice Chairperson
Ukrainian Community
Representative



Mrs Natalia Hubczenko

Vice Chairperson
Belarusian
Representative



Mr David Moffatt

Treasurer
Independent
Representative



Mr Kruno Batrac

Croatian Community
Representative



Mrs Delfa Lolic

Secretary
Residents'
Representative



Mr Ted Davis

Co-opted Independent
Representative



Mr Denis Stevanja

Independent
Representative

OUR VISION
"A Place with a
Heart"

Minutes of the Annual General Meeting

Monday, 13th November 2017 at 7.00pm

1. Welcome by Mr Robert Dempsey (Chairman)

Acknowledgements

Acknowledgements were made to Hon. Michael Atkinson; Bohdan Wojawlidka from Dnister Bank; Soo Bin Moon from Bank SA; Sonia Rubacha, Belarusian Community; Jason Siebert from Moore Stephens, Financial Auditors; Jenny Kurko (wife of the late Mr Peter Kurko); Mr David Fraterman, Contract Accountant

Apologies (as per sign-in register)

Community/Volunteers:

Bart O'Brien; Graeme Rodda from Moore Stephens Financial Auditors; Helen Arvins; Mary Dunn; Jacqui Garrard; Edi Lolic

Resident/Client/Representatives:

Ray Murphy; Vern Murphy; Larysa Cheary; Roman Diny; Gerhard and Isabella Isakiewicz; Natalie Kowalski; Olga Langer; Chris Makowiecki; Sophia Ramanauskas; Irene Rasser; Nina and Wally Shermerewich

Staff:

Gurmeet Brar; Ma Teresa Imatani; Grace Kowcza; Ricky Matias; Vanessa Michelin; Natalia Nicola; Melissa Oxford; Jignasha Patel; Jennifer Rice; Melissa Weber

Mr Dempsey acknowledged that the meeting is being held on land traditionally owned by the Kurna people and that their spiritual relationship with this land is respected

Present (as per sign-in register)

Linda Aiston; Trudi Amendola; Sue Armstrong; Hon Michael Atkinson; Tamika Barber; Kruno Batrac; Delaine Belperio; Ekaterina Briffa; Krystina Benfredj; Ted Davis; Renato Despoja; Robert Dempsey; Maria Dnistrijanski; Jurek Dnistrijanski; David Fraterman; Frank Fursenko; Christine Gericke; Anna Hodge; Natalia Hubczenko; Christine Jeffrey; Juliana Krolo; Jenny Kurko; Danielle Little; Delfa Lolic; Jock Malinowski; Alana Millard; Taylor Millard; Alison Mitric; David Moffat; Samantha Morgan; Justine Norton; Vena Penney; Sonia Rubacha; Caroline Saltmarsh; Robynne Shortman; Jason Siebert; Sister Slavica; John Sniatynskyj; Irene Solowij; Denis Stevanja; Graham Stewart; Maria Tkachuk; Patricia Tolley; Elena Volgin; Leeanne Wallfried; Lyn Warnock; Brian Wilson; Bohdan Wojawiaka

2. Introduction of Board Members for the past twelve months

Mr Dempsey (Chairperson) introduced the members of the Board and CEO

Dr John Sniatynskyj	Ukrainian Community Representative
Mr Ted Davis	Independent Representative
Mrs Lyn Warnock	Chief Executive Officer, St. Anna's Residential Care Facility
Mrs Natalia Hubczenko	Belarusian Representative
Mr David Moffatt	Independent Representative
Mrs Delfa Lolic	Independent Representative
Mr Kruno Batrac	Croatian Community Representative
Mr Denis Stevanja	Independent Representative

3. Minutes from previous AGM 2015/2016

Mr Dempsey asked if all present had been able to review the Minutes of the previous AGM held on Monday 14th November, 2016 and if any amendments were required. Caroline Saltmarsh moved that the Minutes of the 2016 AGM Meeting be accepted; seconded Taylor Millard. All in favour; carried.

Minutes of the Annual General Meeting 2017

Continued

4. Chairperson's Report

Mr Dempsey presented an overview of his Report for the year. A full copy of the Chairperson's Report can be viewed in the 2016/2017 AGM Report. Mr Dempsey acknowledged the fact that it is a privilege to be on the Board of the Croatian Ukrainian and Belarusian Association of SA Inc. and to work with the members of the Board who give up their time willingly and voluntarily.

Brian Wilson moved that the Chairperson's Report be accepted; seconded Ekaterina Briffa. All in favour; carried.

5. Treasurer's Report

Mr David Moffatt presented an overview of his Report for the year.

A full copy of the Treasurer's Report can be viewed in the 2016/2017 AGM Report.

Mr Moffatt commented that it had been a challenging year financially but that the Organisation had still made a profit of just in excess of \$14,000.00. Mr Moffatt thanked Mrs Lyn Warnock and the Finance team at St Anna's Residential Care Facility for their great work throughout the 2016/2017 financial year.

Christine Gericke moved that the Report be accepted; seconded David Fraterman
All in favour; carried.

6. Chief Executive Officer's Report

Mrs Lyn Warnock presented an overview of her Report for the year.

A full copy of the Report of the CEO can be viewed in the 2016/2017 AGM Report.

Mrs Warnock commented that over the past few years there had been many challenges for aged care facilities with many more to come.

Mrs Warnock acknowledged the great achievement of Melissa Oxford (HCP Coordinator) together with Sue Armstrong (Senior Manager) and Taylor Millard (Clinical Services Assistant). Mrs Warnock also thanked Leeanne Wallfried (Executive Support) for her assistance to the Management team and the Board. A thankyou was also given to all staff of the Organisation who go above and beyond with their assistance and loyalty to the Organisation.

Mrs Warnock acknowledged all the Volunteers who assisted in the Facility.

It was brought to the AGM advice regarding a recent letter received by the Organisation from the Aged Quality Agency offering a 12 month Accreditation extension of one year to 2019. This is an incredible achievement and a testament to the hard work of the staff employed at St Anna's Residential Care Facility.

A very special thank you was given to the Board for their support over the past year.

Jenny Kurko moved that the Report be accepted, seconded Taylor Millard.

Mr Robert Dempsey thanked all for the presentation of their reports.

7. Constitution Amendment

Mr Dempsey brought to the meeting the fact that the current Constitution implies that Board members are to meet at least 10 times per year. It is proposed that this be changed to provide that the Board meet at least 6 times per year. This will assist in lessening the administrative time and workload involved for all Board members. Mr Dempsey advised that the financial papers will be provided to all Board members monthly and that the Board will maintain a very close watch over the management of St Anna's Residential Care Facility.

Mr Dempsey therefore proposed that a motion be put to the meeting that the frequency of the Board meetings of the Association be amended to now state that the Board are required to meet at least 6 times per year. This motion was carried unanimously.

Minutes of the Annual General Meeting 2017

Continued

8. Acknowledgement of Volunteers 2016/2017

Mr Dempsey gave a special thankyou to the Volunteers of St Anna's Residential Care Facility for their service and who give up their time freely and asked Caroline Saltmarsh to assist with the presentation of a Certificate of Appreciation and chocolates.

Those who attended on the night were:

Delfa Lolic ~ Jock Malinowski ~ Brian Wilson ~ Maria Dnistrjanski

Each Volunteer was applauded for their efforts

Caroline Saltmarsh, Lifestyle Co-ordinator, thanked all volunteers who give of their time at St Anna's Residential Care Facility.

9. Acknowledgement of Volunteers 2017/2018

Mr Dempsey presented the Board members and Community Representatives for 2017/2018

Mr Kruno Batrac	Croatian Community Representative
Mrs Delfa Lolic	Residents' Representative
Mr David Moffatt	Independent Representative
Ms Natalia Hubczenko	Belarusian Community Representative
Mr Robert Dempsey	Independent Representative
Mr Ted Davis	Independent Representative
Dr John Sniatynskij	Ukrainian Community Representative
Mr Denis Stevanja	Independent Representative

Mr Dempsey advised that the two year term of the Independent Representatives has expired and these positions are due for re-election. All Independent Representatives were agreeable to re-stand and have been re-elected unopposed.

10. Open Discussion

Attendees were asked if they would like to raise any matters.

Mr David Fraterman brought to the meeting that he would like to acknowledge the hard work of Patricia Tolley, Finance Officer, at St Anna's Residential Care Facility. David works closely with Patricia and is very grateful for the high quality of her work.

Mrs Irene Solowij advised all present that 12 months on from her mother's admission as a permanent Resident at St Anna's Residential Care Facility she would like to thank all staff for the assistance and care that has been given to her mother during this transition time. Her mother has now settled in well at St Anna's Residential Care Facility and the family are very appreciative.

There were no other issues raised.

11. Meeting Closed : 7.30pm

Mr. Rob Dempsey (Chairperson) thanked all present for attending the Croatian Ukrainian and Belarusian Aged Care Association Annual General Meeting for 2017.

Chairperson's Report 2017/2018



Robert Dempsey

On behalf of the Croatian, Ukrainian and Belarusian Aged care Association it is my great honor to present the 2017/18 Annual Report.

Being trusted to care for an elderly person in either residential aged care or via home care is both an honor and a great responsibility. St Anna's motto of 'A Place With A Heart' symbolizes the commitment the entire organization has to ensuring that the best possible quality of care and life is provided to all residents and recipients of home care.

Apart from complying with the Commonwealth's stringent aged care standards, St Anna's goes so much further to ensure the care and support provided to all residents is both culturally appropriate and sensitive to their needs.

Over the past year we have heard many stories in the media where Aged Care Organisations fail to meet these standards and the impact this has on the lives of their residents and indeed their families. The Board of St Anna's takes a great interest in the welfare of our residents and at every meeting receives updates from resident's meetings as well as updates from the representatives of the Croatian, Ukrainian and Belarusian communities to ensure our focus on the people we care for and support remains strong.

One of the really pleasing aspects of St Anna's, is to see the great joy residents get from the vast array of lifestyle services on offer. Keeping active and being involved is so important to maintaining cultural and spiritual connectedness as well as the added benefits of companionship that come from participating in wellness and social events.

Our dedicated team at St Anna's work hard to create a program of interest for all where our residents can do as little or as much as they want to, all to help them live the best possible life. Both Christian and Orthodox religious special events are observed to ensure everyone is able to participate regardless of their cultural backgrounds.

It seems ironic that whilst the Commonwealth Government and the community as a whole demand the highest level of care and compliance with quality standards they are not prepared to pay for it.

Since the introduction of the Commonwealth's 'Living Longer Living better' reforms several years ago, there has been a gradual but continual reduction in real income and the gap between income indexation and annual cost increases has eroded our annual financial position.

This has resulted in a sharp increase in the number of small to medium sized Aged Care Organisations reporting operating losses where they had previously been making a surplus to reinvest back into the organization.

The aged care peak bodies have made numerous representations to the government but to date there has been no relief and for many Aged Care Organisations they have no alternative other than to cut costs, reduce staffing levels and other expenses such as food, cleaning and residents' amenities.

The Catch-22 is that these Organisations then usually receive complaints from residents and their families and come under the spot light of the Aged Care Quality Agency.

Chairpersons Report Continued

I would like to take this opportunity to again thank my fellow Board members who are all volunteers and give up their time to support the valuable work of St Anna's.

To Lyn Warnock and her team, a big thank you for your amazing commitment and for keeping the organization steaming ahead in these difficult times. I would also like to thank the staff of St Anna's who all work so hard to ensure St Anna's is 'A Place With A Heart'.

A handwritten signature in black ink, appearing to read 'R. Dempsey', written over a horizontal dotted line. The signature is fluid and cursive, with a long, sweeping stroke extending to the right.

Robert Dempsey
Chairperson

Board Meeting Attendance 2017/2018

2017/18

R. DEMPSEY	J. SNIATYNSKYJ	N. HUBCENKO	D. MOFFATT	D. LOLIC	K. BATRAC	T. DAVIS	D. STEVANJA
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2017

3 rd July	√	√	APOLOGY	√	√	√	√	√
14 th August	√	√	√	√	APOLOGY	√	√	√
4 th September	√	√	√	√	√	APOLOGY	√	√
No meeting in October								
AGM – 13 th November	√	√	√	√	√	√	√	√
18 th December	√	APOLOGY	√	APOLOGY	√	√	√	√

2018 (meetings to now be held bimonthly)

No meeting in January								
5 th February	√	√	APOLOGY	√	APOLOGY	√	√	√
No meeting in March								
9 th April	√	√	√	APOLOGY	√	√	√	√
No meeting in May	√	APOLOGY	√	√	√	√	√	√
4 th June	APOLOGY	√	√	√	√	√	√	√

Treasurer's Report 2017/2018



David Moffatt

On the back of strong operating surpluses in 2016-17 and 2015-16, St Anna's had another successful year in 2017-18. The financial success of the business is driven by its ability to sustain very high bed occupancy levels, solid contributions from the care package business and good cost management. The business posted an operating profit before depreciation of \$90k which was slightly under the budgeted profit pre depreciation.

The statement of cashflows shows the business generated \$262k of net cash from operations up from \$61.3k in the June 2017 financial year. Overall the cash position reduced by \$999k from the June 2017 position due to a net repayment of \$874k of accommodation bonds as required under legislation. Capital purchases were \$405k for the year including the purchase of a generator to provide back up power to the facility should there be another catastrophic power failure. Solar panels have also been installed to manage down the increasing electricity costs which have more than doubled over the last few years. Electricity cost savings will come through in the June 2019 financial year.

The accounting loss in the statement of comprehensive income of \$2.16m was due to a non cash \$2.5m reduction in the valuation of the St Anna's bed licences. These bed licences were last valued by Knight Frank licensed valuers in June 2015. At this time the valuers believed each bed licence was worth \$91.7k in a market where there had been trading of bed licences at such values.

The bed licence market has since come right off with little trading of bed licences over the last 12 months. It is incumbent on directors to make the necessary enquiries to ensure assets are stated at fair value at all times. Their enquiries revealed that each bed licence was worth around \$50k in the current market. As such the directors resolved to write down the value of bed licences to \$50k each bed (\$3.0m in total) which reduced accounting profit by \$2.5m for the June 2018 financial year.

Partially offsetting this bed licence de valuation was an increase in the book value of the Brompton land. The directors considered the Valuer General's recent valuation which showed that our site value had increased 10%. As such the directors resolved to increase the land value stated in the books by 10% from \$3.56m to \$3.92m. This resulted in booking a non cash accounting profit of \$360k in the statement of comprehensive income.

The net asset position of \$8.5m shows the business is still in a strong financial position despite it reducing from \$10.7m at 30 June 2017.

This reduction occurred because of the non-cash bed licence revaluation of \$2.5m referenced above.

2017-18 was the first full year under the new care package system rolled out by the government in February 2017. The Association made a strong transition to this new system and was able to generate a good profit contribution from this segment of the business.

The association continues to value its key stakeholder relationships. I can report that all supplier invoices have been paid up to date and that all statutory obligations, including GST, Workcover, Superannuation and PAYG have been complied with at all times throughout the year.

Treasurer's Report Continued

The June 2019 financial year is shaping up to be a very interesting one off the back of the Royal Commission into aged care. The directors are hopeful that this Royal Commission will have a focus on the economic model of running an aged care business in these times of increasing regulation and compliance. In real terms income growth has not kept pace with expense growth making it increasingly difficult to generate operating profits and to create reserves which can be re-invested back into the facility.

The Association's auditor, Graeme Rodda from Moore Stephens has audited the annual financial report. His opinion is that the Annual Report presents fairly the financial position of the Association as at 30 June 2018 and he has issued an unqualified audit report once again. I would like to thank Graeme and his team for their ongoing work with the Association.

The successful financial management of the Association's business is a team effort from the Board, David Fraterman our financial advisor, Patricia Tolley our Finance Manager and the work undertaken by the Association's staff in managing the day to day financial issues that arise. In particular, I would like to thank the Association's Chief Executive Officer, Lyn Warnock for her oversight of the finance function.



Mr David Moffatt
BEC (Comm)MBA FCPA GAICD
Board Treasurer



Mr David Fraterman
BBus (Acc) ACA GDIP (MKTG)
Consultant to the Board

The Croatian, Ukrainian & Belarusian Aged Care Association of SA Incorporated

ABN 40 077 109 029 NAPS ID: 590 NAPS ID 590

Financial Statements

For the Year Ended 30 June 2018

The Croatian, Ukrainian & Belarusian Aged Care Association of SA Incorporated

ABN 40 077 109 029 NAPS ID: 590

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For the Year Ended 30 June 2018

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The Croatian, Ukrainian & Belarusian Aged Care Association of SA Incorporated

ABN 40 077 109 029 NAPS ID: 590

Board Report

30 June 2018

The board members submit the financial report of the Association for the financial year ended 30 June 2018.

Board members

The names of board members throughout the year and at the date of this report are:

Rob Dempsey John	Chairperson
Sniatynskj Natalia	Vice Chairperson Vice
Hubczenko David	Chairperson Treasurer
Moffatt Delfa Lolic	
Kruno Batrac Ted	
Davis Denis	
Stevanja	

Principal activities

The principal activities of the Association during the financial year were providing a residential care facility and home care services.

Significant changes

No significant change in the nature of these activities occurred during the year.

Benefits as a result of contracts

During the financial year, there were no benefits received or entitled to be received as a result of a contract between an officer, firm or body corporate and the Association.

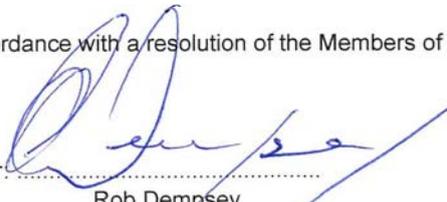
Payments and other benefits

No payments or benefits of a pecuniary value were received by any officers of the Association during the financial year, apart from Ted Davis who received \$22,874 for industrial relations consulting services on normal commercial terms and conditions no more favourable than those available to other parties.

Operating result

The surplus/(deficit) of the Association for the financial year amounted to \$ (19,529)(2017: \$ 14,153).

Signed in accordance with a resolution of the Members of the Board:

Board member: 
Rob Dempsey

Board member: 
David Moffatt

Dated this ^{8th} day of October 2018

MOORE STEPHENS

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The Croatian, Ukrainian & Belarusian Aged Care Association of SA Incorporated

ABN 40 077 109 029 NAPS ID: 590

Auditor's Independence Declaration under Section 60-40 of the Australian Charities and Not-for-profits Commission Act 2012 to the Board of The Croatian, Ukrainian & Belarusian Aged Care Association of SA Incorporated

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2018, there have been:

- (i) no contraventions of the auditor independence requirements as set out in section 60-40 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.

MOORE STEPHENS



Graeme Rodda
Director

05 October 2018

Adelaide

The Croatian, Ukrainian & Belarusian Aged Care Association of SA Incorporated

ABN 40 077 109 029 NAPS ID: 590

Statement of Profit or Loss and Other Comprehensive Income For the Year Ended 30 June 2018

	Note	2018 \$	2017 \$
Revenue and other income	4	5,557,020	5,336,395
Administration expenses		(97,729)	(103,937)
Facility operating expenses		(603,221)	(565,601)
Medical expenses		(319,494)	(329,028)
Regulatory expenses		(7,129)	(5,575)
General operating expenses		(253,599)	(247,025)
Equipment expenses		(351,176)	(305,650)
Motor vehicle expenses		(8,272)	(5,416)
Contractor expenses		(71,602)	(51,561)
Payroll expenses		(3,758,706)	(3,643,730)
Other staff expenses		(108,911)	(68,488)
Gain on sale of non-current assets		3,290	3,769
Surplus / (deficit) for the year		(19,529)	14,153
Other comprehensive income			
Revaluation of bed licences		(2,500,000)	-
Revaluation of land		359,560	-
Other comprehensive income for the year		(2,140,440)	-
Total comprehensive income for the year		(2,159,969)	14,153

The Croatian, Ukrainian & Belarusian Aged Care Association of SA Incorporated

ABN 40 077 109 029 NAPS ID: 590

Statement of Assets and Liabilities

As At 30 June 2018

	Note	2018 \$	2017 \$
ASSETS			
Cash and cash equivalents	6	5,717,932	6,716,781
Trade and other receivables	7	748,575	450,120
Current tax receivable	8	25,270	10,563
Other assets	9	33,552	33,922
Property, plant and equipment	10	11,441,640	10,909,037
Intangible assets	11	3,000,000	5,500,000
TOTAL ASSETS		20,966,969	23,620,423
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	12	258,917	241,308
Employee benefits	13	319,705	277,132
Borrowings	14	11,851,639	12,405,306
TOTAL LIABILITIES		12,430,261	12,923,746
NET ASSETS		8,536,708	10,696,677
EQUITY			
Reserves		2,200,704	4,341,144
Accumulated surplus		6,336,004	6,355,533
TOTAL EQUITY		8,536,708	10,696,677

The Croatian, Ukrainian & Belarusian Aged Care Association of SA Incorporated

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Statement of Changes in Equity For the Year Ended 30 June 2018

2018

	Accumulated Surplus	Asset Revaluation Reserve	Grant Establishment Reserve	Total
	\$	\$	\$	\$
Balance at 1 July 2017	6,355,533	2,582,744	1,758,400	10,696,677
Deficit attributable to members of the entity	(19,529)	-	-	(19,529)
Net revaluation decrement	-	(2,140,440)	-	(2,140,440)
Balance at 30 June 2018	6,336,004	442,304	1,758,400	8,536,708

2017

	Accumulated surplus	Asset Revaluation Reserve	Grant Establishment Reserve	Total
	\$	\$	\$	\$
Balance at 1 July 2016	6,341,380	2,582,744	1,758,400	10,682,524
Surplus attributable to members of the entity	14,153	-	-	14,153
Balance at 30 June 2017	6,355,533	2,582,744	1,758,400	10,696,677

The Croatian, Ukrainian & Belarusian Aged Care Association of SA Incorporated

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Statement of Cash Flows For the Year Ended 30 June 2018

	2018	2017
Note	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from residents, clients and Government	5,425,350	5,134,944
Payments to suppliers and employees	(5,317,207)	(5,213,253)
Interest received	153,460	139,621
Net cash provided by operating activities	<u>261,603</u>	<u>61,312</u>
CASH FLOWS FROM INVESTING ACTIVITIES:		
Proceeds from sale of plant and equipment	18,737	14,838
Purchase of property, plant and equipment	(405,346)	(204,322)
Net cash used in investing activities	<u>(386,609)</u>	<u>(189,484)</u>
CASH FLOWS FROM FINANCING ACTIVITIES:		
Proceeds from borrowings	1,988,000	5,340,000
Repayment of borrowings	(2,861,843)	(3,067,960)
Net cash provided by financing activities	<u>(873,843)</u>	<u>2,272,040</u>
Net increase/(decrease) in cash and cash equivalents held	(998,849)	2,143,868
Cash and cash equivalents at beginning of year	6,716,781	4,572,913
Cash and cash equivalents at end of financial year	6 <u>5,717,932</u>	<u>6,716,781</u>

The Croatian, Ukrainian & Belarusian Aged Care Association of SA Incorporated

ABN 40 077 109 029 NAPS ID: 590

Notes to the Financial Statements For the Year Ended 30 June 2018

The financial statements cover The Croatian, Ukrainian & Belarusian Aged Care Association of SA Incorporated as an individual entity. The Croatian, Ukrainian & Belarusian Aged Care Association of SA Incorporated is a not-for-profit Association incorporated in South Australia under the *Associations Incorporation Act (SA) 1985* ('the Act').

The functional and presentation currency of The Croatian, Ukrainian & Belarusian Aged Care Association of SA Incorporated is Australian dollars.

Comparatives are consistent with prior years, unless otherwise stated.

1 Basis of Preparation

The Croatian, Ukrainian & Belarusian Aged Care Association of SA Incorporated Inc applies Australian Accounting Standards – Reduced Disclosure Requirements as set out in AASB 1053: Application of Tiers of Australian Accounting Standards and AASB 2010-2: Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements and other applicable Australian Accounting Standards – Reduced Disclosure Requirements.

The financial statements are general purpose financial statements that have been prepared in accordance with the Australian Accounting Standards - Reduced Disclosure Requirements of the Australian Accounting Standards Board, the *Associations Incorporation Act 1985* and the *Australian Charities and Not-for-profits Commission Act 2012*.

The financial statements, except for the cash flow information, have been prepared on an accruals basis and are based on historical costs modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities. The statement of financial position has been prepared on a liquidity basis as this presentation provides more reliable and relevant information.

Significant accounting policies adopted in the preparation of these financial statements are presented below and are consistent with prior reporting periods unless otherwise stated.

2 Summary of Significant Accounting Policies

(a) Income Tax

The Association is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997*.

(b) Fair value of assets and liabilities

The association measures some of its assets at fair value on a recurring basis.

Fair value is the price the association would receive to sell an asset or would have to pay to transfer a liability in an orderly (ie unforced) transaction between independent, knowledgeable and willing market participants at the measurement date.

As fair value is a market-based measure, the closest equivalent observable market pricing information is used to determine fair value. Adjustments to market values may be made having regard to the characteristics of the specific asset or liability. The fair values of assets and liabilities that are not traded in an active market are determined using one or more valuation techniques. These valuation techniques maximise, to the extent possible, the use of observable market data.

To the extent possible, market information is extracted from either the principal market for the asset or liability (ie the market with the greatest volume and level of activity for the asset or liability) or, in the absence of such a market, the most advantageous market available to the entity at reporting date (ie the market that maximises the receipts from the sale of the asset or minimises the payment made to transfer the liability, after taking into account transaction costs and transport costs).

The Croatian, Ukrainian & Belarusian Aged Care Association of SA Incorporated

ABN 40 077 109 029 NAPS ID: 590

Notes to the Financial Statements For the Year Ended 30 June 2018

2 Summary of Significant Accounting Policies

(b) Fair value of assets and liabilities

For non-financial assets, the fair value measurement also takes into account a market participant's ability to use the asset in its highest and best use, or to sell it to another market participant that would use the asset in its highest and best use.

The fair value of liabilities and the entity's own equity instruments (excluding those related to share-based payment arrangements) may be valued, where there is no observable market price in relation to the transfer of such financial instrument, by reference to observable market information where such instruments are held as assets. Where this information is not available, other valuation techniques are adopted and, where significant, are detailed in the respective note to the financial statements.

(c) Property, plant and equipment

Each class of property, plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation and impairment.

Land and buildings

Land and buildings are measured using the revaluation model. Independent valuations are required at least every three years. In years where an independent valuation is not performed, the board will assess whether the value is appropriate. Buildings are not depreciated where significant expenses are incurred in maintaining their condition.

Plant and equipment

Plant and equipment are measured using the cost model and are therefore carried at cost less accumulated depreciation and any accumulated impairment losses. In the event the carrying amount of plant and equipment is greater than its estimated recoverable amount, the carrying amount is written down immediately to its estimated recoverable amount and impairment losses recognised either in profit or loss or as a revaluation decrease if the impairment losses relate to a revalued asset.

Depreciation

Property, plant and equipment, excluding freehold land, is depreciated on a straight-line basis over the assets useful life to the Association, commencing when the asset is ready for use.

The depreciation rates used for each class of depreciable asset are shown below:

Fixed asset class	Depreciation rate
Plant and Equipment	20 - 30%
Motor Vehicles	25%

At the end of each annual reporting period, the depreciation method, useful life and residual value of each asset is reviewed. Any revisions are accounted for prospectively as a change in estimate.

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2 Summary of Significant Accounting Policies

(d) Leases

Leases of fixed assets where substantially all the risks and benefits incidental to the ownership of the asset, but not the legal ownership that are transferred to the Association are classified as finance leases.

Finance leases are capitalised by recording an asset and a liability at the lower of the amounts equal to the fair value of the leased property or the present value of the minimum lease payments, including any guaranteed residual values. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period.

Lease payments for operating leases, where substantially all of the risks and benefits remain with the lessor, are charged as expenses on a straight-line basis over the life of the lease term.

Lease incentives under operating leases are recognised as a liability and amortised on a straight-line basis over the life of the lease term.

(e) Financial instruments

Initial recognition and measurement

Financial instruments are recognised initially using trade date accounting, i.e. on the date that the Association becomes party to the contractual provisions of the instrument.

On initial recognition, all financial instruments are measured at fair value plus transaction costs (except for instruments measured at fair value through profit or loss where transaction costs are expensed as incurred).

Financial Assets

Financial assets are divided into the following categories which are described in detail below:

- loans and receivables;
- financial assets at fair value through profit or loss;
- available-for-sale financial assets; and
- held-to-maturity investments.

Financial assets are assigned to the different categories on initial recognition, depending on the characteristics of the instrument and its purpose. A financial instrument's category is relevant to the way it is measured and whether any resulting income and expenses are recognised in profit or loss or in other comprehensive income.

All income and expenses relating to financial assets are recognised in the statement of profit or loss and other comprehensive income in the 'finance income' or 'finance costs' line item respectively.

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Notes to the Financial Statements For the Year Ended 30 June 2018

2 Summary of Significant Accounting Policies

(e) Financial instruments

Loans and receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. They arise principally through the provision of goods and services to customers but also incorporate other types of contractual monetary assets.

After initial recognition these are measured at amortised cost using the effective interest method, less provision for impairment. Any change in their value is recognised in profit or loss.

The Association's trade and other receivables fall into this category of financial instruments.

In some circumstances, the Association renegotiates repayment terms with customers which may lead to changes in the timing of the payments, the Association does not necessarily consider the balance to be impaired, however assessment is made on a case-by-case basis.

Financial assets at fair value through profit or loss

Financial assets at fair value through profit or loss include financial assets:

- acquired principally for the purpose of selling in the near future
- designated by the entity to be carried at fair value through profit or loss upon initial recognition or
- which are derivatives not qualifying for hedge accounting.

The Association has some derivatives which are designated as financial assets at fair value through profit or loss.

Assets included within this category are carried in the statement of assets and liabilities at fair value with changes in fair value recognised in finance income or expenses in profit or loss.

Any gain or loss arising from derivative financial instruments is based on changes in fair value, which is determined by direct reference to active market transactions or using a valuation technique where no active market exists.

Held-to-maturity investments

Held-to-maturity investments are non-derivative financial assets with fixed or determinable payments and fixed maturity. Investments are classified as held-to-maturity if it is the intention of the Association's management to hold them until maturity.

Held-to-maturity investments are subsequently measured at amortised cost using the effective interest method, with revenue recognised on an effective yield basis. In addition, if there is objective evidence that the investment has been impaired, the financial asset is measured at the present value of estimated cash flows. Any changes to the carrying amount of the investment are recognised in profit or loss.

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Notes to the Financial Statements

For the Year Ended 30 June 2018

2 Summary of Significant Accounting Policies

(e) Financial instruments

Available-for-sale financial assets

Available-for-sale financial assets are non-derivative financial assets that do not qualify for inclusion in any of the other categories of financial assets or which have been designated in this category.

All available-for-sale financial assets are measured at fair value, with subsequent changes in value recognised in other comprehensive income.

Gains and losses arising from financial instruments classified as available-for-sale are only recognised in profit or loss when they are sold or when the investment is impaired.

In the case of impairment or sale, any gain or loss previously recognised in equity is transferred to the profit or loss.

Losses recognised in the prior period statement of profit or loss and other comprehensive income resulting from the impairment of debt securities are reversed through the statement of profit or loss and other comprehensive income, if the subsequent increase can be objectively related to an event occurring after the impairment loss was recognised in profit or loss.

Financial liabilities

Financial liabilities are classified as either financial liabilities 'at fair value through profit or loss' or other financial liabilities depending on the purpose for which the liability was acquired.

The Association's financial liabilities include borrowings, trade and other payables (including finance lease liabilities), which are measured at amortised cost using the effective interest rate method.

Impairment of financial assets

At the end of the reporting period the Association assesses whether there is any objective evidence that a financial asset or group of financial assets is impaired.

Financial assets at amortised cost

If there is objective evidence that an impairment loss on financial assets carried at amortised cost has been incurred, the amount of the loss is measured as the difference between the asset's carrying amount and the present value of the estimated future cash flows discounted at the financial assets original effective interest rate.

Impairment on loans and receivables is reduced through the use of an allowance accounts, all other impairment losses on financial assets at amortised cost are taken directly to the asset.

Subsequent recoveries of amounts previously written off are credited against other expenses in profit or loss.

Available-for-sale financial assets

A significant or prolonged decline in value of an available-for-sale asset below its cost is objective evidence of impairment, in this case, the cumulative loss that has been recognised in other comprehensive income is reclassified from equity to profit or loss as a reclassification adjustment. Any subsequent increase in the value of the asset is taken directly to other comprehensive income.

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Notes to the Financial Statements For the Year Ended 30 June 2018

2 Summary of Significant Accounting Policies

(f) Intangibles

Bed licences

Bed licences carried at market value based on an independent valuation to be performed at least every three years. In years where an independent valuation is not performed, the board will assess whether the value is appropriate. The value of licences acquired are initially brought in through income as a contribution. Subsequent revaluations will be recorded directly in equity in a reserve, to the extent that the value is not lower than the initial contribution recognised.

(g) Employee benefits

Provision is made for the Association's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits that are expected to be wholly settled within one year have been measured at the amounts expected to be paid when the liability is settled .

Employee benefits expected to be settled more than one year after the end of the reporting period have been measured at the present value of the estimated future cash outflows to be made for those benefits. In determining the liability, consideration is given to employee wage increases and the probability that the employee may satisfy vesting requirements. Cashflows are discounted using market yields on high quality corporate bond rates incorporating bonds rated AAA or AA by credit agencies, with terms to maturity that match the expected timing of cashflows. Changes in the measurement of the liability are recognised in profit or loss.

(h) Cash and cash equivalents

Cash and cash equivalents comprises cash on hand, demand deposits and short-term investments which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.

Bank overdrafts also form part of cash equivalents for the purpose of the statement of cash flows and are presented within current liabilities on the statement of assets and liabilities .

(i) Accounts receivable and other debtors

Accounts receivable and other debtors include amounts due from members as well as amounts receivable from customers for goods sold in the ordinary course of business. Receivables expected to be collected within 12 months of the end of the reporting period are classified as current assets. All other receivables are classified as non-current assets.

Accounts receivable are initially recognised at fair value and subsequently measured at amortised cost using the effective interest method, less any provision for impairment. Refer to Note 1(f) for further discussion on the determination of impairment losses.

(j) Accommodation bonds

The association enters into Right to Occupy Agreements with residents who pay a bond. This liability is recognised in the statement of financial position as a liability under accommodation bonds. The liabilities are held at face value.

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Notes to the Financial Statements For the Year Ended 30 June 2018

2 Summary of Significant Accounting Policies

(k) Borrowing costs

Borrowing costs that are directly attributable to the acquisition, construction or production of a qualifying asset are capitalised as part of the cost of that asset.

All other borrowing costs are recognised as an expense in the period in which they are incurred.

(l) Revenue and other income

Revenue is recognised when the amount of the revenue can be measured reliably, it is probable that economic benefits associated with the transaction will flow to the Association and specific criteria relating to the type of revenue as noted below, has been satisfied.

Revenue is measured at the fair value of the consideration received or receivable and is presented net of returns, discounts and rebates.

Grant revenue

Grant revenue is recognised in the statement of profit or loss and other comprehensive income when the entity obtains control of the grant, it is probable that the economic benefits gained from the grant will flow to the entity and the amount of the grant can be measured reliably.

When grant revenue is received whereby the entity incurs an obligation to deliver economic value directly back to the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the statement of assets and liabilities as a liability until the service has been delivered to the contributor, otherwise the grant is recognised as income on receipt.

Rendering of services

Revenue in relation to rendering of services is recognised depending on whether the outcome of the services can be estimated reliably. If the outcome can be estimated reliably then the stage of completion of the services is used to determine the appropriate level of revenue to be recognised in the period.

If the outcome cannot be reliably estimated then revenue is recognised to the extent of expenses recognised that are recoverable.

Gain on disposal of non-current assets

When a non-current asset is disposed, the gain or loss is calculated by comparing proceeds received with its carrying amount and is taken to profit or loss.

Other income

Other income is recognised on an accruals basis when the Association is entitled to it.

Donations

Donations and bequests are recognised as revenue when received.

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Notes to the Financial Statements For the Year Ended 30 June 2018

2 Summary of Significant Accounting Policies

(l) Revenue and other income

Interest revenue

Interest is recognised using the effective interest method.

(m) Goods and services tax (GST)

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payable are stated inclusive of GST.

The net amount of GST recoverable from, or payable to, the ATO is included as part of receivables or payables in the statement of assets and liabilities .

Cash flows in the statement of cash flows are included on a gross basis and the GST component of cash flows arising from investing and financing activities which is recoverable from, or payable to, the taxation authority is classified as operating cash flows.

(n) Accounts payable and other payables

Accounts payable and other payables represent the liabilities outstanding at the end of the reporting period for goods and services received by the association during the reporting period that remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

(o) Provisions

Provisions are recognised when the Association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

(p) Adoption of new and revised accounting standards

The Association has adopted all standards which became effective for the first time at 30 June 2018, the adoption of these standards has not caused any material adjustments to the reported financial position, performance or cash flow of the Association.

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Notes to the Financial Statements For the Year Ended 30 June 2018

3 Critical Accounting Estimates and Judgments

The board make estimates and judgements during the preparation of these financial statements regarding assumptions about current and future events affecting transactions and balances.

These estimates and judgements are based on the best information available at the time of preparing the financial statements, however as additional information is known then the actual results may differ from the estimates.

The significant estimates and judgements made have been described below.

Key estimates - Property held at fair value

An independent valuation of property (land and buildings) carried at fair value-in-use was obtained on 30 June 2015. The board have reviewed this valuation and increased the fair value of the land after testing the value against properties in the area. The valuation is an estimation which would only be realised if the property is sold whilst maintaining the operations and licences of the organisation.

Key estimates - bed licences

Bed licences carried at market value based on an independent valuation to be performed at least every three years. The board have reviewed this valuation and decreased the fair value of the land after assessing the current market for bed licences.

Key estimates - receivables

The receivables at reporting date have been reviewed to determine whether there is any objective evidence that any of the receivables are impaired. An impairment provision is included for any receivable where the entire balance is not considered collectible. The impairment provision is based on the best information at the reporting date.

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Notes to the Financial Statements For the Year Ended 30 June 2018

4 Revenue and Other Income

	2018	2017
	\$	\$
Revenue		
- interest income	153,460	139,621
- aged care services	5,319,387	5,171,576
- donations	2,604	1,031
- income from staff activities	10,851	18,683
- other income	70,718	5,484
	<u>5,557,020</u>	<u>5,336,395</u>

5 Key Management Personnel Remuneration

The totals of remuneration paid to the key management personnel of The Croatian, Ukrainian & Belarusian Aged Care Association of SA Incorporated during the year are as follows:

The total remuneration paid to key management personnel of the Association is \$ 400,098 (2017: \$ 448,950).

6 Cash and Cash Equivalents

	2018	2017
	\$	\$
Cash at bank and in hand	842,938	841,780
Short-term deposits	4,874,994	5,875,001
	<u>5,717,932</u>	<u>6,716,781</u>

7 Trade and Other Receivables

	2018	2017
	\$	\$
Trade receivables	88,953	131,723
Bonds Receivable	625,000	250,000
Other receivables	34,622	68,397
Total current trade and other receivables	<u>748,575</u>	<u>450,120</u>

8 Tax

	2018	2017
	\$	\$
GST receivable	25,270	10,563

9 Other Assets

	2018	2017
	\$	\$
Prepayments	33,552	33,922

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Notes to the Financial Statements For the Year Ended 30 June 2018

10 Property, plant and equipment

	2018	2017
	\$	\$
LAND AND BUILDINGS		
Freehold land		
At fair value	3,919,560	3,560,000
Buildings		
At fair value	6,700,000	6,700,000
At cost	336,916	180,641
Total buildings	<u>7,036,916</u>	<u>6,880,641</u>
Total land and buildings	<u>10,956,476</u>	<u>10,440,641</u>
PLANT AND EQUIPMENT		
Plant and equipment		
At cost	1,529,683	1,434,304
Accumulated depreciation	(1,116,509)	(1,019,808)
Total plant and equipment	<u>413,174</u>	<u>414,496</u>
Motor vehicles		
At cost	86,105	78,455
Opening balance	(14,115)	(24,555)
Total motor vehicles	<u>71,990</u>	<u>53,900</u>
Total plant and equipment	<u>485,164</u>	<u>468,396</u>
Total property, plant and equipment	<u>11,441,640</u>	<u>10,909,037</u>

Movements in carrying amounts of property, plant and equipment

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year:

	Land	Buildings	Plant and Equipment	Motor Vehicles	Total
	\$	\$	\$	\$	\$
Year ended 30 June 2018					
Balance at the beginning of year	3,560,000	6,880,641	414,496	53,900	10,909,037
Additions	-	156,275	95,379	43,092	294,746
Disposals - written down value	-	-	-	(15,369)	(15,369)
Depreciation expense	-	-	(96,701)	(9,633)	(106,334)
Revaluation increment	<u>359,560</u>	-	-	-	<u>359,560</u>
Balance at the end of the year	<u>3,919,560</u>	<u>7,036,916</u>	<u>413,174</u>	<u>71,990</u>	<u>11,441,640</u>

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Notes to the Financial Statements For the Year Ended 30 June 2018

10 Property, plant and equipment

Movements in carrying amounts of property, plant and equipment

	Land \$	Buildings \$	Plant and Equipment \$	Motor Vehicles \$	Total \$
Year ended 30 June 2017					
Balance at the beginning of year	3,560,000	6,774,854	454,511	33,419	10,822,784
Additions	-	105,787	55,521	43,014	204,322
Disposals	-	-	-	(11,069)	(11,069)
Depreciation expense	-	-	(95,536)	(11,464)	(107,000)
Balance at the end of the year	3,560,000	6,880,641	414,496	53,900	10,909,037

11 Intangible Assets

	2018 \$	2017 \$
Bed licences Intangible assets	<u>3,000,000</u>	<u>5,500,000</u>

Movements in carrying amounts of intangible assets

	Bed licences \$
Year ended 30 June 2018	
Bed licences	<u>5,500,000</u>
Revaluation decrement	<u>(2,500,000)</u>
Closing value at 30 June 2018	<u>3,000,000</u>

12 Trade and Other Payables

	2018 \$	2017 \$
Trade payables	70,988	55,781
Sundry payables and accrued expenses	<u>187,929</u>	<u>185,527</u>
	<u>258,917</u>	<u>241,308</u>

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Notes to the Financial Statements For the Year Ended 30 June 2018

13 Employee Benefits

	2018	2017
	\$	\$
Long service leave	189,670	179,971
Annual leave	130,035	97,161
	<hr/> 319,705	<hr/> 277,132

14 Borrowings

	2018	2017
	\$	\$
Unsecured liabilities:		
Accommodation bonds held	11,819,221	12,318,064
Retentions received in advance	32,418	87,242
	<hr/> 11,851,639	<hr/> 12,405,306

15 Operating Segments

Identification of reportable segments

The Association has identified its operating segments based on the internal reports that are reviewed and used by the Board (chief operating decision maker) in assessing performance and determining the allocation of resources.

The Association is managed primarily on the basis of product category and service offerings as the diversification of The Croatian, Ukrainian & Belarusian Aged Care Association of SA Incorporated 's operations inherently have notably different risk profiles and performance assessment criteria. Operating segments are therefore determined on the same basis.

Types of services by reportable segment

(i) Residential Aged Care

(ii) In Home Aged Care

Basis of accounting for purposes of reporting by operating segments

(a) Accounting policies adopted

Unless stated below, all amounts reported to the Board, being the chief operating decision maker with respect to operating segments, are determined in accordance with accounting policies that are consistent with those adopted in the annual financial statements of The Croatian, Ukrainian & Belarusian Aged Care Association of SA Incorporated.

(b) Segment assets

Where an asset is used across multiple segments, the asset is allocated to the segment that receives the majority of economic value from the asset. In the majority of instances, segment assets are clearly identifiable on the basis of their nature and physical location.

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Notes to the Financial Statements

For the Year Ended 30 June 2018

15 Operating Segments

(c) Segment liabilities

Liabilities are allocated to segments where there is direct nexus between the incurrence of the liability and the operations of the segment. Borrowings and tax liabilities are generally considered to relate to The Croatian, Ukrainian & Belarusian Aged Care Association of SA Incorporated as a whole and are not allocated. Segment liabilities include trade and other payables and certain direct borrowings.

(d) Segment performance

	Residential Aged Care		In Home Aged Care		Total	
	2018	2017	2018	2017	2018	2017
	\$	\$	\$	\$	\$	\$
REVENUE						
Operating grants	3,313,003	3,414,296	571,077	389,506	3,884,080	3,803,802
Facilities and associated charges	1,359,435	1,294,411	76,538	64,566	1,435,973	1,358,977
Bond retentions	47,333	56,484	-	-	47,333	56,484
Interest	153,392	139,621	68	-	153,460	139,621
Donations	2,604	1,031	-	-	2,604	1,031
Insurance claims	-	312	-	-	-	312
Other income	74,628	27,937	10,232	-	84,860	27,937
Total segment revenue	4,950,395	4,934,092	657,915	454,072	5,608,310	5,388,164
Care employee expenses	(3,450,185)	(3,332,345)	(310,812)	(311,384)	(3,760,997)	(3,643,729)
Administration expenses	(97,729)	(99,928)	-	(4,009)	(97,729)	(103,937)
Facility operating expenses	(587,901)	(555,566)	(48,000)	(10,035)	(635,901)	(565,601)
Medical expenses	(319,494)	(310,436)	(25,930)	(18,592)	(345,424)	(329,028)
General operating expenses	(250,026)	(210,107)	(74,518)	(84,919)	(324,544)	(295,026)
Equipment expenses	(153,321)	(181,528)	(36,159)	(16,944)	(189,480)	(198,472)
Depreciation	(106,334)	(88,642)	-	(18,535)	(106,334)	(107,177)
Other expenses	(167,430)	(126,070)	-	(4,971)	(167,430)	(131,041)
Total segment expenses	(5,132,420)	(4,904,622)	(495,419)	(469,389)	(5,627,839)	(5,374,011)
Segment operating result	(182,024)	29,470	162,496	(15,317)	(19,529)	14,153

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Notes to the Financial Statements For the Year Ended 30 June 2018

15 Operating Segments

(e) Segment assets

	Residential Aged Care		In Home Aged Care		Total	
	2018	2017	2018	2017	2018	2017
	\$	\$	\$	\$	\$	\$
Cash and cash equivalents	5,515,678	6,700,319	202,254	16,462	5,717,932	6,716,781
Trade and other receivables	742,802	432,141	5,773	17,979	748,575	450,120
Tax receivable	25,270	10,563	-	-	25,270	10,563
Other assets	33,552	33,922	-	-	33,552	33,922
	<u>6,317,302</u>	7,176,945	<u>208,027</u>	34,441	<u>6,525,329</u>	<u>7,211,386</u>
Property, plant & equipment	11,441,640	10,909,037	-	-	11,441,640	10,909,037
Bed licences	3,000,000	5,500,000	-	-	3,000,000	5,500,000
Total segment assets	20,758,942	23,585,982	208,027	34,441	20,966,969	23,620,423

(f) Segment liabilities

	Residential Aged Care		In Home Aged Care		Total	
	2018	2017	2018	2017	2018	2017
	\$	\$	\$	\$	\$	\$
Trade and other payables	143,110	226,352	115,807	14,956	258,917	241,308
Accommodation bonds held	11,819,221	12,318,064	-	-	11,819,221	12,318,064
Retentions payable	32,418	87,242	-	-	32,418	87,242
Employee benefits	319,705	277,132	-	-	319,705	277,132
	<u>12,314,454</u>	12,908,790	<u>115,807</u>	14,956	<u>12,430,261</u>	12,923,746
Total segment liabilities	12,314,454	12,908,790	115,807	14,956	12,430,261	12,923,746

Notes to the Financial Statements

For the Year Ended 30 June 2018

16 Permitted Uses Statement

Bond money received

	2018	2017
	\$	\$
Total of accommodation bond monies received between the period 1 July 2017 to 30 June 2018	<u>1,988,000</u>	<u>5,340,000</u>

Expenditure on permitted uses

	2018	2017
	\$	\$
Total on capital expenditure	294,746	204,322
Refunds of bond and entry contribution balances	<u>2,861,843</u>	<u>3,067,960</u>
Total	<u>3,156,589</u>	<u>3,272,282</u>

17 Contingencies

In the opinion of the Board, the Association did not have any contingencies at 30 June 2018 (30 June 2017:None).

18 Events after the end of the Reporting Period

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Association, the results of those operations or the state of affairs of the Association in future financial years.

19 Related Parties

The Association's main related parties are as follows:

(i) Key management personnel:

Any person(s) having authority and responsibility for planning, directing and controlling the activities of the entity, directly or indirectly, including any board member (whether executive or otherwise) of that entity are considered key management personnel.

For details of remuneration disclosures relating to key management personnel - refer to Note 5, Key Management Personnel Disclosures.

Other transactions with Key Management Personnel and their related entities are shown below.

(ii) Other related parties:

Other related parties include close family members of key management personnel and entities that are controlled or significantly influenced by those key management personnel or their close family members.

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Notes to the Financial Statements For the Year Ended 30 June 2018

19 Related Parties

Transactions with related parties

Transactions between related parties are on normal commercial terms and conditions no more favourable than those available to other parties unless otherwise stated.

The following transactions occurred with related parties for the year ended 30 June 2018:

Ted Davis, a board member, received \$22,874 in consulting fees for industrial relations services.

20 Financial Risk Management

The Association's financial instruments consist mainly of deposits with banks, short-term investments, accounts receivable and payable and bank loans.

The totals for each category of financial instruments, measured in accordance with AASB 139 as detailed in the accounting policies to these financial statements, are as follows:

	2018	2017
	\$	\$
Financial Assets		
Cash and cash equivalents	5,717,932	6,716,781
Trade and other receivables	748,575	450,120
Total financial assets	6,466,507	7,166,901
Financial Liabilities		
Financial liabilities at amortised cost		
Trade and other payables	258,917	241,308
At amortised cost	11,851,639	12,405,306
Total financial liabilities	12,110,556	12,646,614

21 Statutory Information

The registered office and principal place of business of the association is:

The Croatian, Ukrainian & Belarusian Aged Care Association of SA Incorporated

41 Burley Griffin Boulevard
Brompton SA 5007

The Croatian, Ukrainian & Belarusian Aged Care Association of SA Incorporated

ABN 40 077 109 029 NAPS ID: 590

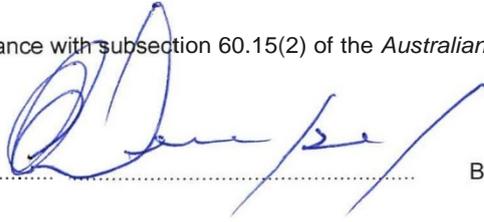
Statement by Members of the Board

In the opinion of the board the financial report as set out on pages 3 to 23:

1. Present fairly the results of the operations of The Croatian , Ukrainian & Belarusian Aged Care Association of SA Incorporated as at 30 June 2018 and its state of affairs for the year ended on that date in accordance with the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.
2. At the date of this statement, there are reasonable grounds to believe that The Croatian, Ukrainian & Belarusian Aged Care Association of SA Incorporated will be able to pay its debts as and when they fall due.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profits Commission Act 2012*

Board member



Board member



Dated this

8th

.... day of October 2018

Moore Stephens Audit (SA & NT) Pty Ltd
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The Croatian, Ukrainian & Belarusian Aged Care Association of SA Incorporated

Independent Audit Report to the members of The Croatian, Ukrainian & Belarusian Aged Care Association of SA Incorporated

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of The Croatian, Ukrainian & Belarusian Aged Care Association of SA Incorporated (the Association), which comprises the statement of assets and liabilities as at 30 June 2018, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the statement by members of the board.

In our opinion, the accompanying financial report presents fairly, in all material respects, including:

- (i) giving a true and fair view of the Association's financial position as at 30 June 2018 and of its financial performance and its cash flows for the year ended; and
- (ii) complying with Division 60 of the *Australian Charities and Not-for-profits Commission regulations 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Association in accordance with the auditor independence requirements of Division 60 of the *Australian Charities and Not-for-profits Commission regulations 2013* 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 our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management and Those Charged with Governance

Management is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and Division 60 of the *Australian Charities and Not-for-profits Commission regulations 2013*, and for such internal control as management determines is necessary to enable the preparation of the financial report is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the Association'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 Association or to cease operations, or has no realistic alternative but to do so.

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

The Croatian, Ukrainian & Belarusian Aged Care Association of SA Incorporated

Independent Audit Report to the members of The Croatian, Ukrainian & Belarusian Aged Care Association of SA Incorporated

Auditor's Responsibilities for the Audit of the Financial Report

Our 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 the 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 this financial report.

A further description of our responsibilities for the audit of the financial report is located on the Auditing and Assurance Standards Board website at: www.auasb.gov.au/auditors_responsibilities/ar4.pdf. This description forms part of our auditor's report.

MOORE STEPHENS



Graeme Rodda
Director

Adelaide

10 October 2018

Chief Executive Officer's Report 2017/18



Lyn Warnock CEO, RN, JP

The Organisation has again this year continued to work within the parameters of a forever changing aged care system, which is driven by Government reforms and changing consumer needs and expectations. The challenge is to meet and satisfy all; while maintaining a sound business.

Commonwealth funding received for each individual care recipient over the past 2 years has not been increased at the same rate as expenses. This negative impact has had a major effect on end of year financial results for the Organisation, and the aged sector as a whole.

However, the Organisation is committed to maintaining quality individualized care for every care recipient both residential and living at home.

The Board and Management over the next 12 months will be undertaking a major review of the Organisation's Strategic Plan. Outcomes of the Royal Commission into aged care will hopefully result in funding that will keep pace with expenditures.

Home Care Packages are also a major concern due to the limited availability of services. The current national system for prioritising access to home care is now managed by the "My Aged Care" entry portal. Thus a significant number of individuals are unable to access services to support them in living independently within their own home.

After 25 years of service with the Organisation, Robynne Shortman has announced she will be retiring in November 2018. Robynne has been a very loyal staff member who has worked both as a careworker and within the Lifestyle Team.

Also, Robynne served for several years as the Staff Representative on the Board of the Organisation; as well as on the Board of Multil-Cultural Aged Care.

This is an outstanding achievement.

Thank you to our volunteers who give so freely of their own time to enrich the lives of residents and clients.

Much appreciation and thanks go to other "Senior" team members for their outstanding care and support.

Thank you Sue Armstrong, Leeanne Wallfried, Alana Millard, Caroline Saltmarsh, Dani Little and Taylor Millard.

Thank you to the Board, who continually give support; as well as David Fraterman, Consultant Accountant.

A handwritten signature in dark ink that reads "Lyn Warnock".

Lyn Warnock
CEO, RN, JP

Staff Service Acknowledgement

5 years or more as at 30/06/2018



Robynne Shortman
24 years
commencement
10 November 1993



Lyn Warnock
21 years
commencement
12 September 1996



Juliana Krolo
21 years
commencement
17 March 1997



Maria Tkachuk
20 years
Commencement
10 December 1997



Grace Kowcza
12 years
commencement
3 March 2006



Bronwyn Pollard
11 years
commencement
15 March 2007



Vena Penney
8 years
commencement
10 March 2010



Brian Wilson
11 years
commencement
14 May 2007



Sue Armstrong
10 years
commencement
16 July 2007



Jignasha Patel
10 years
commencement
2 November 2007



Linda Aiston
10 years
commencement
24 June 2008



Shitalben Thakar
7 years
commencement
29 April 2011



Chris Jeffrey
8 years
commencement
2 February 2010



Justine Norton
8 years
commencement
14 February 2010



Kerry Yon
8 years
commencement
28 June 2010



Caroline Saltmarsh
6 years
commencement
15 February 2012



Trudi Amendola
5 years
commencement
21 May 2013



Melissa Ryles
5 years
commencement
21 June 2013

CORPORATE GOAL
*To encourage a
harmonious
relationship between
the ethno-specific
communities and the
wider community*

Continuous Improvement Report 2017/2018



Sue Armstrong

It has been a very busy and successful year, despite the challenging regulatory and funding environment; where unfortunately we are expected to do more with less.

St Anna's prides itself on our high quality of care that we deliver to our residents. One of our strengths, being a dignified palliative care approach.

The comfort and dignity of our residents on palliative care is paramount. Both the Clinical and Lifestyle departments play a significant role in supporting not only the resident, but the families and representatives of that resident as well.

Residents are consulted on admission about active treatment, symptom control, choice of Funeral Director and any other personal, cultural or religious preferences they wish for the Facility to maintain during this time. This allows the resident to remain in control and direct their care as they would like. The dignity of our residents is of the upmost priority and supported at all times.

Pain Management and Clinical Care

To assist in maintaining our residents comfort, appropriate referrals to Medical Officers and external bodies are engaged in consultation with the family, i.e. The Palliative Care Team.

The facility owns two "Niki Pump" Syringe Driver devices which allow residents to receive continuous administration of medicines at therapeutic levels to enable effective symptom control when medicines given by other routes are inappropriate or no longer effective.

The Facility will also roster on additional staff to provide 1:1 support as required. This ensures the resident remains comfortable, dignified and has quality of care.

Lifestyle

Lifestyle play a significant role in quality palliative care for residents, and also in supporting families. Lifestyle will provide 1:1 support to residents, and ensure that their room is peaceful and comfortable for the resident and their families. Lifestyle will also ensure that any special wishes or directions the resident had previously requested is carried out – this includes any community or church support.

Feedback on Palliative Care in particular has always been positive. Below are some excerpts from feedback received from families and representatives:

"Just a quick note to say thank you to everyone at St Anna's for looking after my father during his stay at St Anna's. All staff were kind, patient and respectful to Dad and our family. Many thanks"

"Thank you to the kind and caring staff who looked after my mother whilst she was a resident of St Anna's."

"My sister had been under your care since early 2017. Her feedback always indicated that she was looked after by kind, considerate nursing staff, giving her the opportunity to assist in some of the happenings. Unfortunately, her health decayed and she had to be attended to differently. For this, and her general care - I thank you all and wish you well."

"To all the staff and carers of St Anna's, thank you for all your care and support for Mum. Mum enjoyed her time here and the company of the residents and staff. Thank you."

Continuous Improvement Report Continued

May I take this opportunity to sincerely thank all of the wonderful staff for their support and dedication to their work here at St. Anna's.

To Leeanne Wallfried, Taylor Millard, Alana Millard, Caroline Saltmarsh, Daniell Little and Justine Norton.

A special thank you to The Board of Management and Ly Warnock for their personal support.

St. Anna's truly is "A Place With A Heart" and continues to provide quality care and services.



Sue Armstrong

Home Care Package Report 2017/2018



Taylor Millard

My name is Taylor, and I have taken over the position of Home Care Package Coordinator here at St Anna's Residential Care Facility in April of 2018.

I am extremely proud of St Anna's Home Care Packages, our team and our wonderful clients and representatives.

At St Anna's HCP, we are driven by our client's choice and direction, offering a wide range of care options to support clients in staying at home safely and independently.

Our Home Care Packages are individualised to meet the specific needs of each of our clients, ensuring that they remain in the 'driving seat' of their Care Plan.

The types of support we can provide include, but are not limited to:

✓ PERSONAL CARE

Helping with showering, personal hygiene / grooming or other activities of daily living

✓ DOMESTIC DUTIES

Assisting clients to ensure their home remains clean and tidy. This may also include laundry duties.

✓ SOCIAL SUPPORT AND TRANSPORT

There is a large focus on social and community engagement within our Home Care Package team. We encourage clients to socially engage within their community and support them in doing so. Whether it be taking clients out shopping, assisting them to medical appointments, going for a drive along the beach or even accompanying clients to social events and activities, we strongly emphasise maintaining social connections and networks.

Clients are regularly encouraged to attend St Anna's for lunch, events or lifestyle activities. HCP Events are held twice a year, where all clients are invited to come to the facility for an afternoon or go out for an excursion.

✓ MEAL PREPERATION

We will assist clients to prepare nutritious meals, following their chosen recipes. We encourage clients to participate in the cooking process, to keep their hands and minds active!

✓ GENERAL HOME AND GARDEN MAINTENANCE

We have recently introduced a home maintenance program – clients who have leaky taps, broken light bulbs or other minor home maintenance duties can be referred onto our friendly maintenance team at St Anna's who will come out and do the job, instead of brokering out to handyman services. We are also able to offer gardening and facilitate any home modifications required.

✓ EQUIPMENT

We can assess, refer and purchase assistive equipment and technology that will relate directly back to our client's care.

✓ ALLIED HEALTH

We offer Podiatry, Physiotherapy, Occupational Therapy, Dietetics, Speech Pathology services to our clients and recently, we have also been able to start facilitating Hydrotherapy and in-home Massage Therapy!

✓ WOUND CARE AND MEDICATION MANAGEMENT

We broker out any specialised nursing, wound care and medication management to one of our trusted providers.

Home Care Package Report Continued

How do you get a Home Care Package?

Older people who wish to obtain a Home Care Package are required to contact the government body "My Aged Care" to arrange for an ACAT assessment.

During the ACAT assessment, the assessor will ask questions about that person's health, capabilities and what type of assistance they feel they need.

The assessor will then make the decision for approval of a Level 1, 2, 3 or 4 Home Care Package.

Level 1

supports people with basic care needs.

Level 2

supports people with low care needs.

Level 3

supports people with intermediate care needs.

Level 4

supports people with high care needs.

Once the assessment has been completed and finalised, the client will receive a letter from My Aged Care confirming this, and will be required to contact My Aged Care to elect to be on the **National Priority Queue** for a Home Care Package.

How long will you need to wait for a home care package?

Unfortunately, people are likely to wait between the time they are approved for care and the time that they are assigned a home care package.

The length of time they will need to wait, will depend on the date they were approved for home care, their needs and circumstances and their assessment.

Clients who are approved for a Level 3 or 4 Home Care Package, will generally receive a Level 1 or 2 package first while they wait for a package at their approved level to become available. This is called an 'interim package'.

Due to the high demand for home care packages, for most people, the expected wait time for allocation of packages as per "My Aged Care" are:

Approved Home Care Package	Expected Wait Time for an Approve Package
Level 1	1 – 3 months
Level 2	9 – 12 months
Level 3	12+ months
Level 4	12+ months*

**St Anna's HCP Coordinator has conducted her own research into wait times and found that the wait time for a Level 4 package allocation is 24 months + since date of approval.*

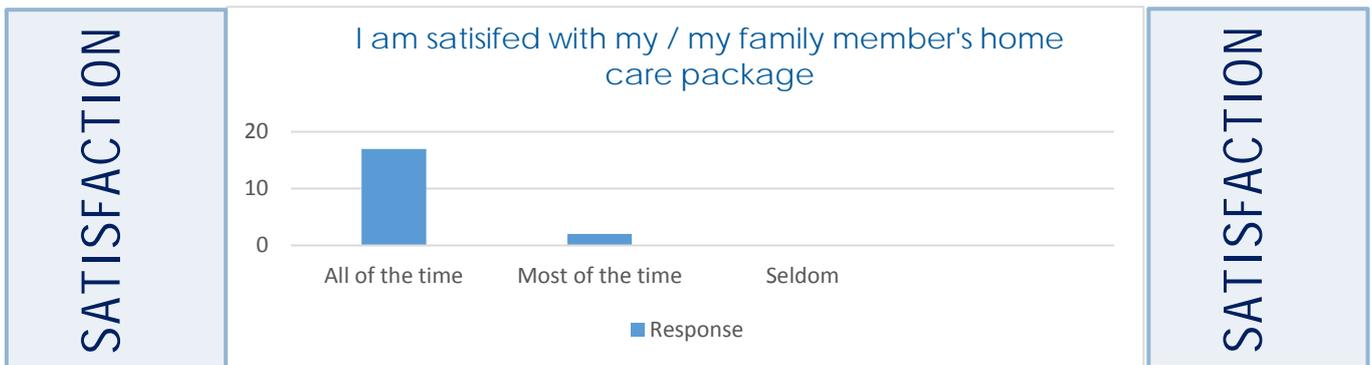
The government has most recently released a 'Home Care Package Program Data Report', last issued in September 2018 which looks in depth at wait times, approvals and allocations for Home Care Packages. Some of the key points include:

- Home Care Packages are becoming a more competitive market, with 869 approved home care providers with a home care service as at 30 June 2018. This represents an increase of 1.9% since 31 March 2018
- The waitlist for Home Care Packages continues to grow, despite the release of 148,672 packages in 2017-2018
- As of 30 June 2018, there were 64, 668 people waiting for a home care package
- In South Australia alone, as of 31st March 2018, there were 6, 382 people in a home care package. This figure continues to grow steadily.
- At 30 June 2018, there were 121,418 people in the queue for a home care package. 53% of those people were either already in or assigned a lower level home

Home Care Package Report Continued

Despite the challenges we face with government budget constraints, we do our best to ensure our clients are satisfied and happy.

This is echoed through our Client Satisfaction Surveys. Every 12 months, we conduct a client satisfaction survey. At the time of report, 76% of clients have been surveyed, below are some of the results:



"Most of the time" response related to the wait times for a higher home care package allocation from the Government.



"Most of the time" response related to the wait times for a higher home care package allocation from the Government.



Comments:

"They always help me when it's needed"

Home Care Package Report Continued



Comments:

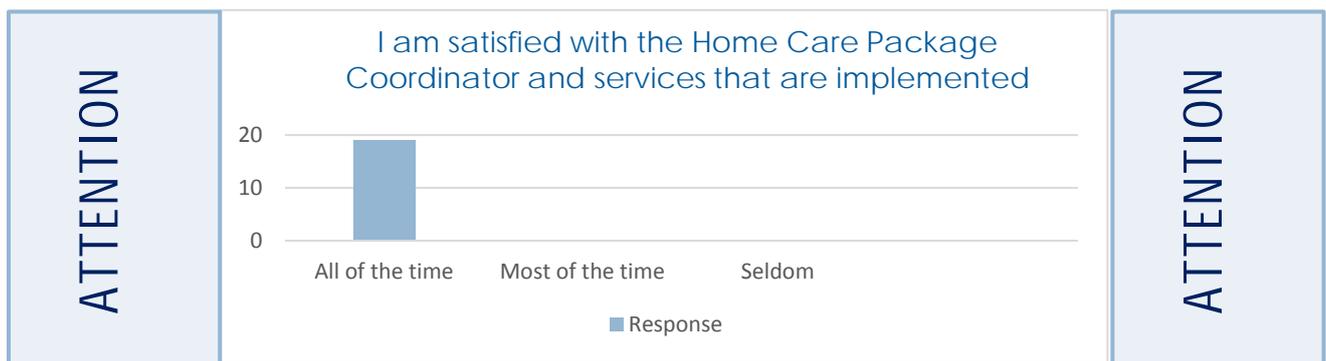
"Care-workers are very helpful and the Coordinator is very helpful."

"They do whatever is asked of them and always there to help."

"St Anna's staff always help me whenever I need"

"Very happy with my Carer."

"My Carer is very good – very helpful. I am happy with all the carers that attend, the service and the external services."



Comments:

"She gets things done in a timely fashion"

"She is a beaut. Listens and pays attention to you."

"Very impressed. Always attends to questions / queries and organises what is required. Extremely friendly and happy to be of assistance."

"Very satisfied with all she does for me."

Despite the struggles of a competitive market with budget constraints, St Anna's Home Care Packages will continue to deliver quality of care in line with our vision and mission statements to ensure our clients are able to live at home safely and independently for as long as possible.

References:

https://www.gen-agedcaredata.gov.au/www.aihwgen/media/Home_care_report/HCP-Data-Report-2017%E2%80%934th-Qtr-revised.pdf

Home Care Packages Program Data report 2018 4th Quarter
My Aged Care Website

Taylor Millard
Home Care Coordinator

Overview of Residents' Lifestyle 2017/2018



Caroline, Sam, Robynne and Nicole

Our Lifestyle team has provided a year of stimulating enjoyable and meaningful activities for our residents at St Anna's. From planning, implementing, participation and evaluation our team works tirelessly to ensure the individual needs of our residents are met.



The initial assessment process on entering St Anna's provides a welcoming nurturing environment to ensure that each person's choices are valued. We strive to make this process as welcoming as possible for each individual and their representatives.



St. Anna's acknowledge the difficulties people face leaving their own home and moving to a new environment, whether it be respite or permanent care.



Our Lifestyle team provide support to adapt to these changes providing a diverse program that supports the cultural, spiritual, emotional and social needs of individuals. An individualised Lifestyle Care Plan is created to enhance resident's lifestyle in their new home or respite stay.



Family and friends play a vital role in resident's life and we encourage involvement and participation in our Lifestyle programs.

Cultural celebrations and special events are highlights of our annual program where community connections are fostered and maintained.

We are fortunate to have a team of volunteers that work with our Lifestyle team to provide friendships, personal company and group programs. Their dedication to our residents is valued and we acknowledge the time they spend taking afternoon drives, cultural and spiritual groups as well as the companionship that they provide.



When you walk around St. Anna's you will see the beautiful artwork that has been created by our residents, together with one of our volunteers. One of our resident's family members has generously framed our large artworks. We are grateful for the time given so freely by family, volunteers and representatives that bring so much enjoyment to the lives of our residents.



Overview of Residents' Lifestyle Continued

The Lifestyle program ensures residents are supported to maintain their interests and social needs in activities that engage and nurture individual choices.

Our team is passionate about taking the time to find out resident's preferences and hobbies.



Residents are encouraged to participate and share their suggestions at regular Resident's Meetings. Surveys are conducted on a regular basis to ensure we are meeting the individual needs of our residents.



Our Lifestyle program is diverse and offers a range of activities which are enjoyed by residents 6 days a week:

- ✿ 1-1 with residents with a focus on individual needs and requests
- ✿ Cultural celebrations
- ✿ Community outings (Croatian, Ukrainian Clubs)
- ✿ Church/Spiritual Programs
- ✿ Individual cultural/spiritual programs and groups
- ✿ Resident meetings/ ARAS visit
- ✿ Music Appreciation
- ✿ Pet Therapy
- ✿ Pamper group
- ✿ Art/ craft group
- ✿ Men's group
- ✿ Knitting group
- ✿ Cooking/ gardening group
- ✿ Afternoon teas
- ✿ Individual outings
- ✿ Travel the world
- ✿ Movie afternoons
- ✿ Shopping trips
- ✿ Rap ball, bowls, bocce
- ✿ Finska, quoits
- ✿ Show week celebrations
- ✿ Afternoon drives
- ✿ Bus trips
- ✿ Magical Moments
- ✿ Daily Supervised walks
- ✿ Emma Exercise
- ✿ Thai Chi/ Yoga
- ✿ Concerts
- ✿ Karaoke sing alongs
- ✿ Bingo
- ✿ Captains Table
- ✿ Make a Wish program
- ✿ Celebrating resident birthdays

Mental stimulation groups:

- ✿ Scattegories
- ✿ Newspaper discussion



As part of the Accreditation process we strive to meet the requirements of Standard 3: Care Recipients Lifestyle. We ensure that we are always looking at continuous improvement and ways we can implement positive changes to our Lifestyle program that meet the individual needs of our residents.



This year we have introduced the Make a Wish program. Residents have expressed a desire to participate in a wish they have, which the Lifestyle team support them to achieve.



Thus far Residents have taken part in a Tour of Adelaide Oval, a Chinese Banquet and visits to the Migration Museum and Art Gallery. We will continue to make wishes a reality for our residents.



Overview of Residents' Lifestyle Continued

Lifestyle have implemented "This is me" is a profile on residents which is placed in individual rooms for those that require additional support with their Activities of daily living. This snapshot of who the resident is enables care givers to engage on a more personal level.



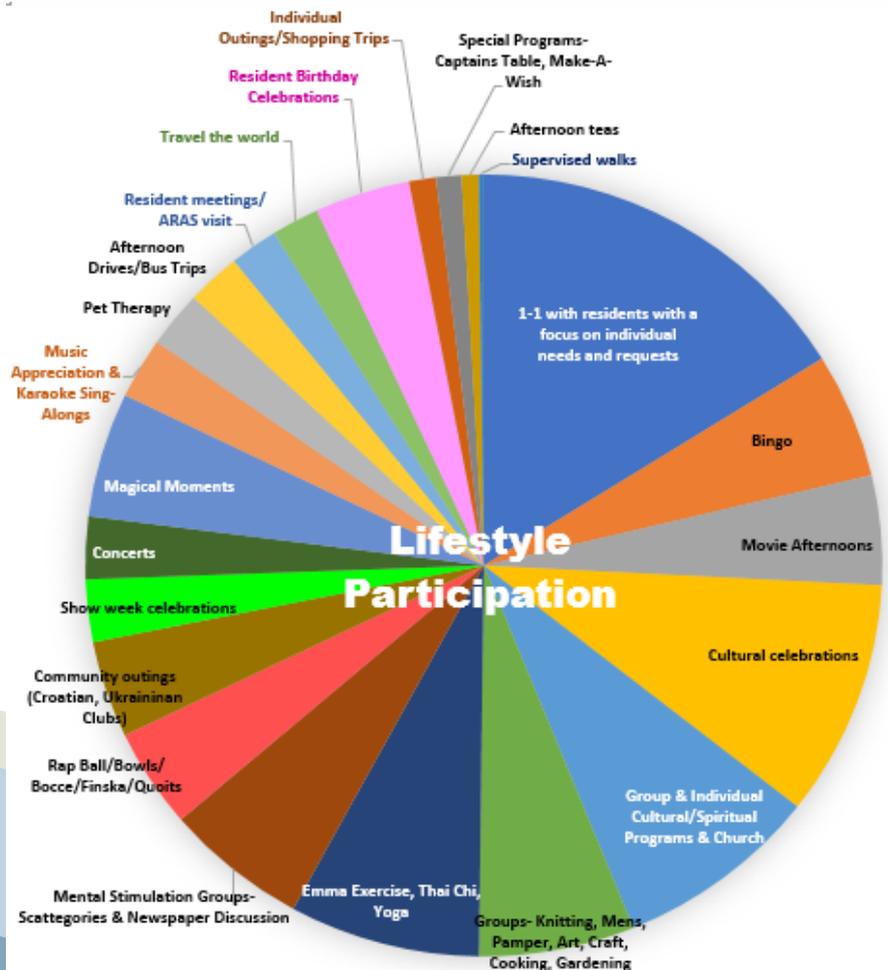
The Captains Table has also been introduced and brings together residents, family, representatives, friends and our Senior Management staff in a lunch that is hosted by nominated individual. There has been positive feedback from both of these additions to our Lifestyle program which embrace a sense of community and a feeling of wellbeing for our residents.



Our Lifestyle team support residents in maintaining their Independence, choice and decision making, social, cultural, spiritual and emotional needs.

We acknowledge the uniqueness of individual residents and provide encouragement and support to participate in a wide range of activities and interests.

Residents feel a sense of accomplishment when they have meaning and purpose in their lives and a holistic approach to their care needs.



Overview of Residents' Lifestyle Continued



Resident and representative testimonials:

"St Annas became mum's home, we are blessed that St. Anna's provided mum with the love and care and compassion that mum had given all her life to others and now to receive herself".

Rosemary Schneenilch

"I enjoy living at St Anna's. I have made many friends and enjoy the company and there is such a variety of activities to attend".

Mrs Valma Anderson

"St Annas provides very high standard of living and it has a very homely feel. There is always so much to do and I have made many friends. Staff are wonderful and it's lovely the way Management are involved with the residents".

Mrs June Stewart

"I am happy at St Annas and I am very well looked after. The carers take good care of me. I enjoy the variety of activities offered".

Mrs Anna Kurpita

"It is very nice at St Annas, I am happy with everything".

Mrs Jadwiga Solowij

"I am very happy living at St Annas".

Mrs Alexandra Mystiuk

"Everything is beautiful here, the entertainment is so good and the staff are so helpful".

Mr Tom Karas



We thank Management and the Board for their ongoing support in enabling the Lifestyle team to provide such a diverse program to our residents.

Disclaimer:

all persons have given permission to have their comments published.

Caroline Saltmarsh
Lifestyle Coordinator

CROATIAN, UKRAINIAN AND BELARUSIAN AGED CARE ASSOCIATION OF SOUTH AUSTRALIA INC

BOARD MEMBERS 2018/2019

Mr Robert Dempsey

Independent
Representative

Dr John Sniatynskyj

Ukrainian
Community
Representative

Mrs Natalia Hubczenko

Belarusian
Representative

Mr David Moffatt

Independent
Representative

Mrs Delfa Lolic

Residents'
Representative

Mr Kruno Batrac

Croatian
Community
Representative

Mr Ted Davis

Independent
Representative

Mr Denis Stevanja

Independent
Representative

CORPORATE GOAL

To accept we have a responsibility to ourselves, the Croatian, Ukrainian and Belarusian Communities and the wider community

CORPORATE GOAL

To identify, access and utilise the specific needs, skills, knowledge, cultures, language and resources within the wider community to ensure all services are culturally. Linguistically and spiritually appropriate

CORPORATE GOAL

To advocate on behalf of individuals and groups within the community who are elderly and primarily from non-English speaking backgrounds

CORPORATE BELIEF

The rights of all individuals to maintain, develop, express and share their cultural heritage

CORPORATE BELIEF

The right to privacy, dignity and confidentiality where people have the right to make choices

CORPORATE BELIEF

To provide a safe and caring environment free of harassment and discrimination on the basis of race, ethnicity, religion, language, culture and socio-economic status

CORPORATE BELIEF

Being innovative and changing for the better