Protecting and connecting our community

ANNUAL REPORT
2019-2020

SOUTHCARE

CONTENTS

1 About Us

6 Chair and CEO Report

8 Our Board

11 Our Structure

12 Southcare Spirit Leaders

14 Our Services
Home Aged Care Services
Community Services

30 Our Projects and Programs

33 Our Community Spirit

38 Our Southcarers

44 Treasurer and CFO Report

45 Financials

ACKNOWLEDGEMENT OF COUNTRY

Southcare acknowledges the Whadjuk people of the Noongar nation, the traditional custodians of the land on which we stand, and pay our respects to the elders, past and present.

ABOUT US

Southcare is a community not-for-profit organisation based in Manning, South Perth. We started in 1982 as a small but determined group of some 20 volunteers helping people in need in the local area with emergency assistance of baby blankets and food hampers.

SOUTHCARE

OUR SOUTHCARE

“Southcare is a community not-for-profit organisation based in Manning, South Perth”

Today, we are a diverse collaboration of people, cultures, teams, services, communities and partnerships, all working together to enhance the quality of life of residents. Through the provision of support and aged care services, we aim to help them remain independent and comfortable in their own home and community.

We provide a diverse range of government and community-funded services in aged care, Aboriginal family support, financial counselling, emergency relief, social connection and community amenities.

Southcare leads the community collaboration program, Engaging Young Leaders on Aged Care and Community Boards, and we are also in the process of developing accessible housing for seniors.

In addition, we partner with other community organisations, foundations and universities for research, resource sharing and collaboration to build the capacity of the aged care and not-for-profit sectors.

In the spirit of our tradition, volunteers have a special place in our organisation, assisting us to provide valuable services in the community alongside our staff.

OUR VISION

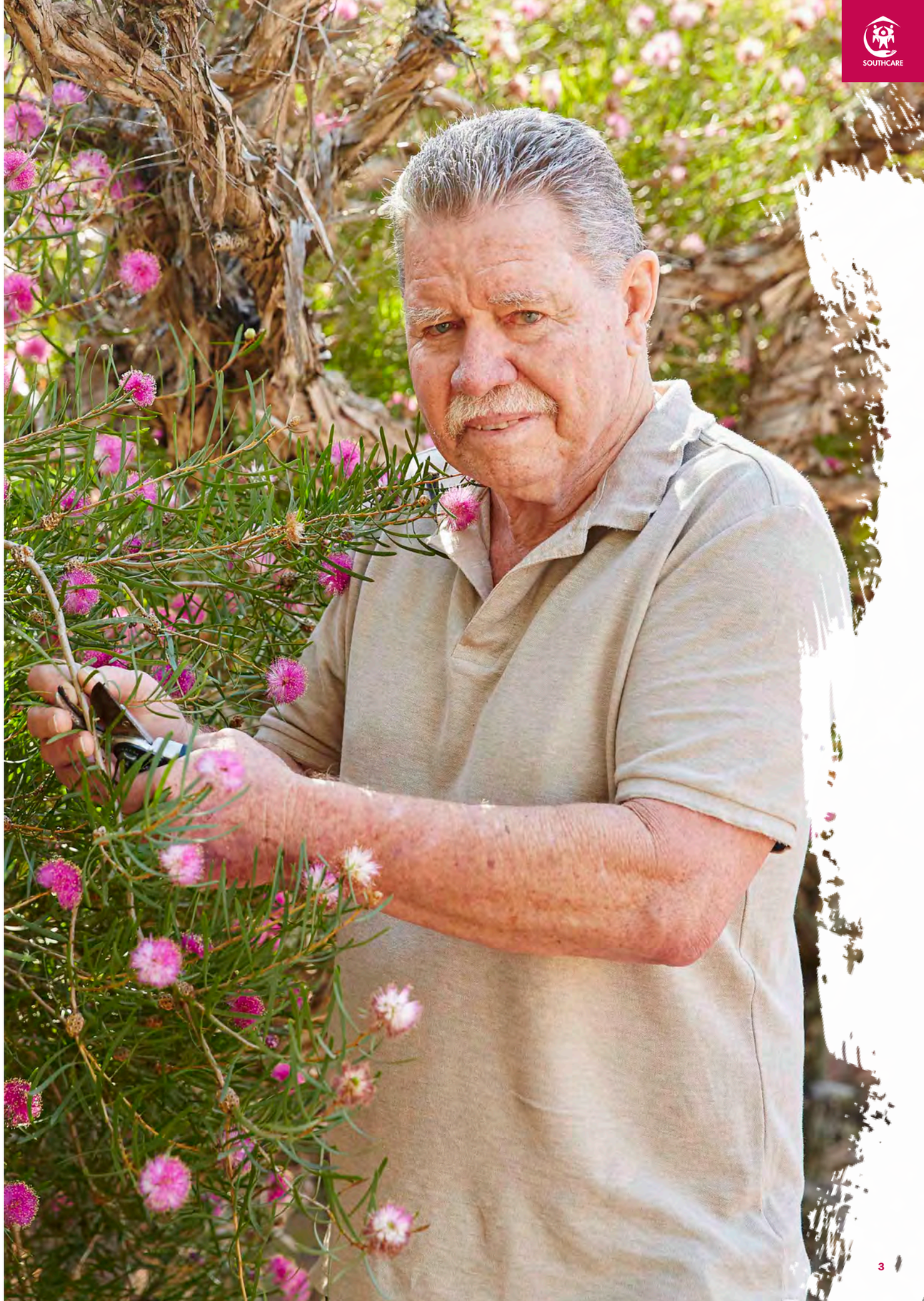
To be the provider of choice for aged care services in our area and the best-in-class in our sector

OUR MISSION

Empowering people enriching lives

OUR VALUES

Values underpin our culture, service delivery and community spirit



OUR GOALS

THE OBJECTIVES OF SOUTHCARE ARE:

CARING COMMUNITY

Assist in the development of a caring community in which fellow members care for and assist one another

CARING SERVICES

To provide caring services for those who are disadvantaged by age, sickness, disability (while at the same time encouraging independence and maintaining function and skills), unemployment, poverty, familial or social stresses

VOLUNTEERS

To bring together volunteers from within member organisations and elsewhere to participate in the delivery of appropriate services.

FOR ALL

To make these services available to all members of the community.

OUR STRATEGIC PLAN

KEY RESULT AREAS:

Financial Sustainability

Create and Maintain a Customer-Centric Organisation

Engaged Staff and Volunteers

Continuous Improvement of Systems and Processes

CHAIR AND CEO REPORT

Mr John Dodman
Chair

Dr Nicky Howe
CEO

The aged care and community services sector continues to work through significant and ongoing change with reforms in aged care, disability and mental health.

This year, we saw the continuation of the Royal Commission into Aged Care Quality and Safety and The Disability Royal Commission. The interface between health, aged care and disability is one that needs government's attention. The Aged Care and the Disability sectors share many of the same issues around funding, complex care needs, staffing and barriers to retention of staff, data collection, integrated and alternative care models and access to services.

In October 2019, the Royal Commission into Aged Care Quality and Safety released their Interim Report (titled Neglect) which sets out the foundations for the fundamental reform and redesign of Australia's aged care system. Three areas were identified as requiring immediate action:

- To provide more Home Care Packages (HCP) to reduce the waiting list for higher level care at home.
- To respond to the significant over-reliance on chemical restraint in aged care, including through the seventh Community Pharmacy Agreement.
- To stop the flow of younger people with disabilities going into aged care and expediting the process of relocating those younger people who are already in aged care.

Southcare welcomed the focus to reduce the waitlist for seniors who need higher levels of care. In November 2019, the Government announced additional funding of $496.3 million. This is to be spent on 10,000 HCP across 2019-20 and 2020-21, with Western Australia receiving an additional 2,976 HCP (9.7% share of the total). We continue to be proactive with suggestions for change and improvement across the industry, including information for the redesign of the aged care sector.

Early in 2020, our focus was on the development of a new Strategic Plan which commenced with a two-phase approach to achieve the following outcomes:

- Clear purpose statement to ensure a shared understanding of why Southcare exists;
- Clarity regarding strategic direction to ensure Southcare fulfils its purpose and meets the needs of its beneficiaries including the community.

Board consultation was undertaken to gather intelligence regarding purpose, current situation and service offering. This included assessing Board members' risk appetite and exploring future strategic challenges and opportunities. Our Spirit Leaders team built on the outcomes of the Board consultation process, and identified the key strategic challenges and opportunities facing Southcare over the next five years.

A review of Southcare's Purpose, Vision and Values was undertaken to ensure a shared understanding. This included a review of our existing service offerings and relevance to our purpose and vision, with the objective to improve Southcare's position in its target markets, and clearly define Southcare's value proposition.

The 6th of March saw the implementation of our COVID-19 Response Plan aimed at ensuring business continuity and the safety of our customers, staff and volunteers. Southcare continues to implement precautionary measures to help minimise the risk of COVID-19 exposure. Our priorities responding to COVID-19 remain:

- Ensuring the health, safety and wellbeing of our customers, staff and volunteers;
- Focusing on providing our customers with high quality services, as far as practicable;
- Taking actions to support slowing the community spread of the virus where there appear to be outbreaks, so that the most vulnerable people can receive the care they need; and
- Closely assessing the impact of COVID-19 on our communities and identifying ways to safely extend support to those in need.

Federal and State governments responded to the increased demands on our sector and made several decisions to support the sector.

"Early in 2020, our focus was on the development of a new Strategic Plan"

These included postponing the implementation of home care payments in arrears, the 2020 Aged Care Approval Round (ACAR) and offering grant opportunities to reimburse approved aged care providers for eligible expenditure incurred in managing direct impacts of COVID-19. We have taken advantage of these opportunities and secured additional one-off emergency (non-recurrent) funding as a result of COVID-19.

Whilst these actions were welcomed, information provided to home care providers had been limited. However, due to our internal controls, we implemented many of the required actions before receiving the Government advices. Southcare incurred significant increased costs due to a range of necessary COVID-19 demands including the purchase of personal protective equipment, cleaning products, COVID-19 response coordination, infection control requirements and ongoing training. The Government needs to devise a mechanism to reimburse additional expenses due to COVID-19 to an industry already under funding stress.

In May, Southcare submitted an online self-assessment survey to the Aged Care Quality and Safety Commission. The questions primarily related to how we were managing the delivery of services during the COVID 19 pandemic. Encouragingly, our survey results showed we had responded with all the required actions to keep our customers, staff and volunteers safe. We also view this as a positive endorsement to our existing internal controls and ability of our staff to quickly embrace and establish the new COVID-19 practices to protect all stakeholders.

Luke Mitchell, our newest Board member, was welcomed to the Board in 2019. We also provided a Board Traineeship to Catrina Wold, a graduate of the 2019 Emerging Leader in Governance Program. Our sincere thanks to all Board members, staff and volunteers for their continuing commitment and contributions in leading and serving those in need within our community. In particular, this includes the successful implementation and ongoing requirements of all COVID-19 related actions.

Mr John Dodman
Chair

Dr Nicky Howe
CEO

OUR BOARD

Patron –
Mrs Ruth Reid

Mr John Dodman
Chair

John completed a successful 37-year career in the Banking and Finance industry working internationally and interstate, holding senior management roles from 1990 to 2005.

On leaving full-time employment in 2009, John become involved as a non-executive director on several local community organisations including Foodbank WA's Finance Committee, and has been an active member of Rotary International since 1998. He has been a Southcare Inc Board member for the last nine years and was elected as Board Chair in 2015.

Ms Veronica Lawrance
Deputy Chair

Veronica is a Public Relations and Marketing professional with extensive experience as a Clinical/ Professional Fellow in Cross Cultural Communications, and Public Relations Planning and Evaluation.

Veronica's previous roles include Executive Manager for Landlink Australia Inc., Director Community Relations, Presbyterian Ladies' College, and Public Relations and Marketing Manager at Fremantle Cemetery Board.

Mr Tim Davey
Treasurer

Tim was a partner for 20 years in the public accounting firm, Byfield's Certified Practising Accountants, where he worked as a Chartered Accountant, Certified Practising Accountant, Registered Tax Agent, Registered Company Auditor, Public Practice Certificate holder with the Institute of Chartered Accountants, and Director and Company Secretary of many companies, Listed, Public Non-Listed and Foreign Controlled (1985-2006).

Since retiring from these roles, Tim has been a non-executive director on a number of not-for-profit Boards.

Ms Ashley Dawson
Secretary

Ashley is a Certified Practising Accountant (CPA) and works as an Associate Director of GeersSullivan, and has over 13 years' experience in a public practice.

Her key objectives are to maintain the existing client base, as well as grow new business opportunities, manage her team's performance and ongoing development of the practice as a whole.

Ashley is also a non-executive director for the Dementia Foundation of WA and Coleman's Academy.

Mr William Marshall
Director

Chair Mankara Development

Bill is the Chief Executive Officer (CEO) Edenlife (part of the Lester Group), a role he commenced in June 2018 following a fulfilling role at National Lifestyle Villages as Group General Manager – Operations.

Bill's previous roles include General Manager, Westridge Australia Pty Ltd (part of the BGC Group), CEO, Aspen Communities (part of the Aspen Group of companies) and CEO of SwanCare Group.

Mr Miguel Gomez
Director

Miguel is an independent Management Consultant specialising in business improvement programs to help drive large scale cost savings and improve organisational effectiveness.

Prior to this, he was Senior Operations Manager/Acting State Manager, WA & SA for Uber Eats Australia, where he drove business expansions, technology-focused customer engagement projects and managed aspects of Australia and NZ policy.

His other recent role was as Business Analysis and Improvement Manager at BGC Australia Pty Ltd, one of the largest private construction and building product manufacturing companies in Australia.

OUR BOARD

Mr Mario Gomes
Director

Mario is the Business Development and Marketing Manager at Holyoake.

His key objectives are to develop, implement, promote and manage corporate programs; promote Holyoake's counselling programs and services; develop strategies to reduce dependence on government funding; coordinate all social media activity; increase brand awareness; develop and strengthen stakeholder relationships, and contribute to organisational management.

Mario has worked in Dubai for Lowe & Partners Worldwide and holds a Bachelor of Arts with honours in Sociology.

Mr Luke Mitchell
Director

Luke works as a Senior Manager, in PwC's Consulting practice where he brings over 18 years' experience in healthcare and healthcare-related industries.

His role is to oversee strategic improvement projects for public and private healthcare clients related to transformation, operations, and finance.

He is a former clinician and has worked with a range of organisations in management positions as a clinician and delivering projects, both in the UK and Australia.

Ms Catriona Wold
Board Trainee

Catrina is a public health practitioner passionate about empowering people to live healthy lives. Over the past ten years, she has worked in positions that support individual, community and population level health and wellbeing programs, research and initiatives.

With dual Masters degrees in Exercise Science and Public Health, she offers discipline expertise that blends the technical knowledge of health with a comprehensive understanding of the environmental and social factors that influence community wellbeing.

Catrina graduated from the ELGP in 2019 and undertook a Southcare Board Traineeship 2019-2020

OUR STRUCTURE

OUR SPIRIT LEADERS

KATHLEEN SUTHERLAND – MANAGER COMMUNITY HOME SUPPORT

DUNCAN EDGAR – MANAGER COMMUNITY SERVICES

MARY CULLEN-PIKE – HUMAN RESOURCES

LOUISE FRY – MANAGER SPECIAL PROJECTS

NICKY HOWE – CEO

ENDA FAHY – CFO

SUZIE MALONE – MARKETING MANAGER

JODI JOHNS-RAKICH – QUALITY AND RISK ADVISOR

ARIF MUZAFAR – ADMINISTRATION OFFICER

REBECCA DUCLER DES RAUCHES – HOME CARE COORDINATOR

SHILA SHIMKHADA – HOME CARE COORDINATOR

SANDY DE VETRE – HOME CARE COORDINATOR

GARRY GOWER – COORDINATOR OF ABORIGINAL FAMILY SUPPORT SERVICES

OUR SERVICES

HOME AGED CARE SERVICES

"At Southcare, we support people who are older and frail-aged to live independently in their own home"

COMMUNITY HOME SUPPORT

The Commonwealth Home Support Program (CHSP) is based on the philosophy of supporting older people to be more independent at home and in the community, thereby enhancing their quality of life and/or preventing their untimely admission to long-term residential care.

At Southcare, we support people who are older and frail-aged to live independently in their own home and to participate in the local community through supporting them to make social connections that enhance their health and wellbeing.

We use a Wellness Approach which maximises the customer's independence and autonomy by helping them to restore and maintain skills to carry out essential everyday activities and improve their quality of life and social participation.

Southcare provides the following services to the community via funding to deliver the Commonwealth Government's Commonwealth Home Support Program (CHSP):

Meals and other food services Assistance with meal preparation

Personal Care Assistance with showering, self-care, hygiene and grooming

Respite Care Care for our customers while their carer takes a break

Domestic Assistance Assistance with basic chores around the house

Home Maintenance Assistance with keeping customers home and garden safe

Home Modifications Changes to customers' homes to improve safety and access, e.g. ramps and rails

Transport Community transport to attend appointments

Social Support Assistance with shopping or social interaction, one-on-one

Social Support Group – Social Centre attendance

81,525

Total Hours of Care Delivered

5% Increase*

58,475

Home Support Hours of Care Delivered

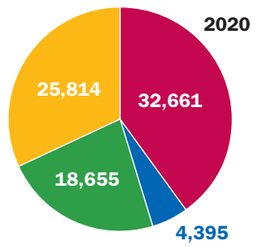
16% Increase

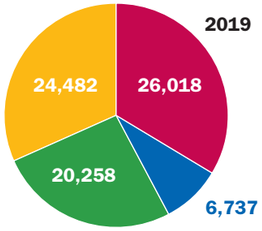
965

Total Customers Supported at home

Total hours per care type

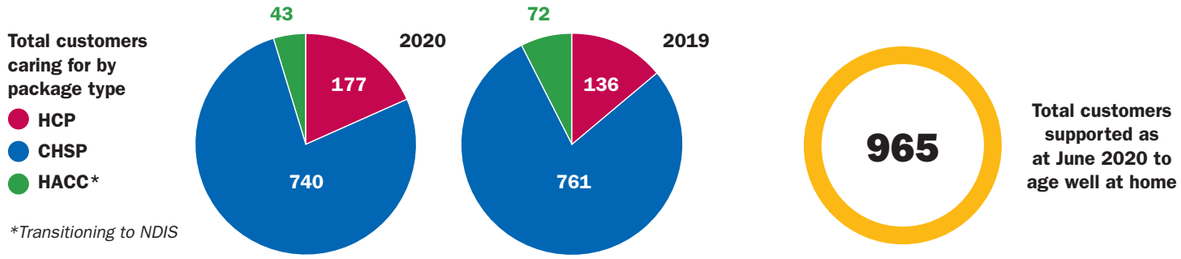
- CHSP
- HACC*
- Social Centre
- HCP





Lower increase due to HACC transition to NDIS and social centre temporary closure due to COVID

HOME AGED CARE SERVICES



During the year, Federal and State governments responded to the increased demands on aged care services and offered grant opportunities to reimburse approved aged care providers for eligible expenditure incurred in managing direct impacts of COVID-19. Southcare embraced the opportunity and applied and secured an additional one-off emergency (non-recurrent) funding to enable customers to receive personal care, domestic assistance and home maintenance.

SOCIAL CENTRE

The Social Centre is funded under the Commonwealth Home Support Program (CHSP).The Social Centre provides an opportunity for customers to attend and participate in social connections which are conducted in, or from, our centre. These activities and outings are designed to support social interaction and independent living. Essentially, our Social Centre is seen as more like an extension of our customer's home.

Southcare's Social Centre has been closed since March this year due to COVID-19.

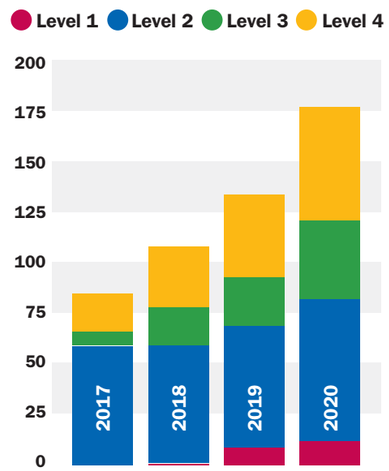
We are taking this opportunity to review the activities and outings we provide and consult with our customers to develop new service offerings that enhance our customers' health and wellbeing, while focusing on reablement and social connectedness.

HOME CARE PACKAGES

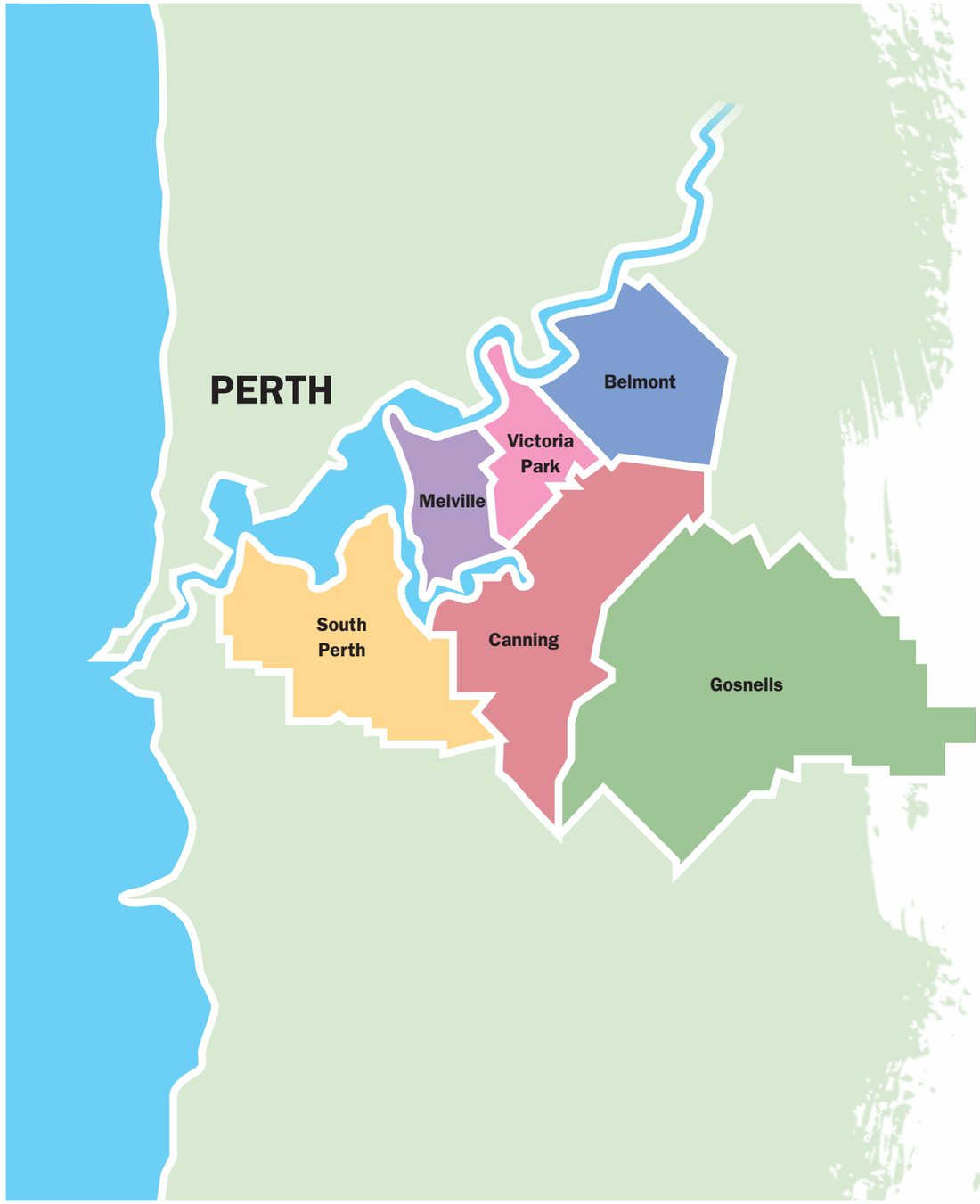
The Home Care Package Program is designed to support seniors to optimise health and wellbeing in accordance with their needs, goals and preferences. It also helps them to live safely and independently in their own home. Home Care Packages are coordinated packages of care and services, designed with the customer and or their representative(s) to meet their assessed care needs within the limits of their individual home care budget and funding guidelines.

All packages are delivered using a Consumer Directed Care model and in line with the Aged Care Quality Standards. The aim of consumer directed care and the Aged Care Quality Standards is to provide customers choice and flexibility in the services and supports they access through their package and how they are delivered.

Being customer-focused is fundamental to Southcare's model and ensures that the customer has an integral part to play in all aspects of their planning and monitoring process. The service meets the customer's needs, goals and preferences, including physical, mental, cultural and spiritual requirements. The customer is included in the decision-making process, and in collaboration with the case coordinator, determines the care and services required to meet their needs and to support independent living.



SOUTHCARE – SUPPORTING PEOPLE TO AGE WELL AT HOME IN THESE AREAS



CUSTOMER STORIES

OUR SOUTHCARE STAR!

LYLE
SOCIAL CENTRE

LYLE HAS BEEN A HOME CARE PACKAGE CLIENT OF SOUTHCARE SINCE JANUARY 2018. HE IS AN 85-YEAR-OLD GENTLEMAN WHO SHARES HIS TIME LIVING BETWEEN HIS SON'S FAMILY HOME AND HIS DAUGHTER'S HOME.

Lyle and his family chose Southcare as his provider because of our Dementia Specific program run from the Social Centre. Until recent COVID-19 restrictions, Lyle enjoyed the company of others twice a week at the Centre. Lyle has a hearty appetite and enjoys meals and the chance to reminisce with friends over a cup of tea. He is an avid quiz and bingo player, delighting everyone with his amazing general knowledge.

Southcare also provides transport services for Lyle as he resides out of the Social Centre Bus catchment area. This enabled several of the staff to build a wonderful rapport with Lyle, as they chatted on the journey to and from the Centre. On Fridays, we provide transport to enable Lyle to visit his aunt and uncle for lunch.

Since COVID-19, Lyle has participated in individual Social Support, enjoying the company of our staff in his home and for some well-paced walks around his neighbourhood.

Through his time at Southcare, we have assisted his family to make home modifications to ensure Lyle has a safe home environment. He is currently receiving allied health therapies in his home to assist him with muscle strength prior to elective surgery later this year.

Lyle is fortunate to have wonderful family support which, coupled with services provided by Southcare, has enabled him to remain living at home.

OUR SOUTHCARE STAR!

CYNTHIA
HOME CARE PACKAGE (HCP)

CYNTHIA COMMENCED RECEIVING COMMONWEALTH HOME SUPPORT PROGRAM SERVICES IN AUGUST 2005.

In June 2019 she was allocated a Home Care Package. She is a delightful 97-year-old lady living independently in her own home supported by her daughter, Kerry, and daily visits from Southcare home care support staff. Kerry visits her mum every day and is supportive of Cynthia's wishes to stay living at home. Cynthia also relies on Southcare to assist with additional services if Kerry is away on holiday.

Cynthia has a long history with Southcare providing a range of in-home services. She has also attended the Social Centre twice a week, enjoying the company of friends for Music with Victoria on Tuesdays and Ladies' Days Out on Wednesdays.

As Cynthia's needs have increased over the last two years, Kerry has asked Southcare to provide a range of extra services. We have been able to provide support seven days a week, and our staff visit to provide personal care and social support over lunch and evening meals. We have been able to successfully coordinate with Kerry and 'step in' when Kerry is not available to visit her mum, which gives Cynthia's family peace of mind that she is cared for and safe.

We have provided support for Kerry and her family as they manage the challenges of older relatives, and Kerry has often said she would not be able to support her mum at home without our services.

Left: Garry Gower,
Aboriginal Family Support

COMMUNITY SERVICES

“It’s been an immense help to getting my life back in order. I cannot thank and praise this organisation enough for what they do in our community”

ABORIGINAL FAMILY SUPPORT

During some ‘interesting’, challenging and uncertain times this year, our program was able to adapt throughout the crucial lockdown period of social distancing and working from home requirements, etc. and maintain a service that met the various needs of the community.

Providing a service during the pandemic has called for good management and tremendous community spirit which has enabled a smooth transition, utilising other services that were engaging at the coal face. For example, places like the Haven in Victoria Park, Moorditj Keila community group, Mill Point and Como Rotary Clubs and various members of the HOME Karawara group, including Lifestream’s community services – all outstanding individual community representatives playing significant roles in helping out.

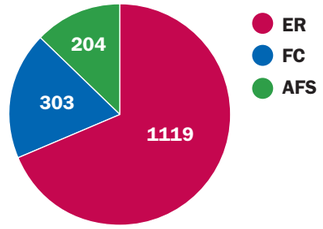
Volunteers from these groups prepared various meals, including roast dinners and soups, for distribution in takeaway containers to needy individuals and families in our area. This community activity is still taking place on Mondays at the local George Burnett Leisure Centre on Manning Road and volunteers are always most welcome. We were also able to carry out our normal service activities, i.e. providing information, support, advocacy, referral, practical advice, assistance, counselling and support via the phone and internet. Presenting issues and challenges centre on housing, i.e. priority listing, transfers, tenancy obligations and maintenance. Other types include secondary homelessness, e.g. make-shift living at friends and relatives’ places (couch surfing), life skills and coping issues, family relationships, parenting and financial problems, grief and loss, mental health, personal development, practical skills, self-esteem and social isolation.

The numbers of homeless people sleeping rough in our area has steadied. However, secondary homeless numbers have increased. Most people who present at Southcare for emergency relief are given assistance for food, clothing, blankets and toiletries.

Others seek further assistance with accommodation options, letters of support and information about community and private housing. Also, advocacy and support for various other needs, e.g. family, financial, physical health/medical, as well as access to information, telephone, online services, practical advice and assistance, counselling and referrals and linking to appropriate services.

1,626

Our community services team helped 1,626 people regain their independence



Moorditj Keila Community Mens Group

COMMUNITY SERVICES

EDUCATION

Collaboration with local primary school staff to help a single mother struggling with special needs children has resulted in positive measures put in place to deal with their health and learning setbacks and empowered her to anage unwanted overcrowding issues and her tenancy responsibilities.

A grandmother seeking support and information to help her granddaughter engage with school, following personal trauma, was most appreciative of our encouragement, counselling and support to get her back on track, resulting in a positive outcome, as her granddaughter is now back at school.

HOUSING

Families assisted with yard maintenance to evert eviction notices. They are now more aware and knowledgeable about tenancy obligations; tip passes and recycling processes. Development of a relationship with a young couple enabled a coordinator to facilitate a new housing tenancy and provide them with donated furniture.

EMPLOYMENT AND TRAINING PATHWAYS

Assisted a young man who had several personal setbacks, including an unfair dismissal case, to re-engage with his employer.

Another men's group participant, who began full time employment recently, attributes his time with the group to getting his life back on track, including giving up alcohol. The encouragement, support and self-esteem gained via the group's activities and fellowship helped him focus on regaining his driver's licence and applying for various jobs with renewed hope and confidence.

COMMUNITY CAPACITY BUILDING

A draft Reconciliation Action Plan [RAP] for the City of South Perth [COSP] has been developed following extensive engagement with the Aboriginal Reference group [ARG] and other key community stakeholders. Council has now endorsed the document for public consultation. Aboriginal Family Support Coordinator represented Southcare on various consultative groups and engagement plans, and the RAP is a culmination of many years of positive community engagement and capacity building with numerous stakeholders, community members and COSP councillors and community services staff.

"Our financial counselling service is also able to assist people experiencing a financial crisis with emergency relief"

Specifically, the Financial Counsellor can:

- Provide support to individuals and families risking disconnection of essential services, such as electricity, gas and water.
- Advocate and negotiate in relation to housing issues (home loans, private landlord, community and public housing providers).
- Negotiate with telephone/internet service providers, financial institutions, debt collectors and other creditors.
- Advocate for/provide information about consumer rights, including information about consumer credit and independent dispute resolutions schemes.
- Improve budgeting and negotiation skills.
- Provide information about bankruptcy and early release of superannuation.
- Assist and ensure access to concessions and entitlements.
- Apply for various grants, i.e. Hardship Utility Grant Scheme (HUGS), Power Assist, Alinta Care.
- Make appropriate referrals to legal services, emergency relief services and other local services.
- Assist clients with WA No Interest Loan Scheme applications.

Duncan Edgar, Financial Counselling delivered over phone during COVID

FINANCIAL COUNSELLING

As part of the Financial Counselling Network, Southcare continued to provide people experiencing financial difficulties with independent and confidential support.

Southcare's Financial Counsellor deals with vulnerable families and individuals experiencing financial hardship.

We aim to empower customers where they have the capacity to deal with their financial situation or advocate and negotiate on their behalf, when required.

COMMUNITY SERVICES

“It showed me that people do care and they will give you the support you need, in a time of great need”

$173,689

Helping people in financial need waiving $173,689 in debts

$33,045,008

Total customer debt was $33,045 008 for 246 cases

$134,329

Average debt of $134,329 per person

In the second part of the year, the single biggest issue for our service has been around the COVID-19 pandemic. As a result of the pandemic and subsequent restrictions, the Financial Counselling Service closed to the public for face to face appointments in late March and all subsequent client contacts were conducted by phone and email. Surprisingly, demand for our Financial Counselling Service dropped when restrictions were put in place, despite a major spike in unemployment. It has been evident from contact with existing clients that significant assistance has been made available to people experiencing financial difficulty with many taking advantage of accessing superannuation or government benefits, such as JobSeeker and JobKeeper. In addition, many financial service providers have been proactive in providing support to customers with the provision of financial hardship measures, such as repayment moratoriums.

Much of our work since COVID-19 has been to inform clients of the assistance and entitlements available to them and guide them through the process of applying for and accessing this assistance. Given the majority of people presenting for financial counselling are reliant on a Centrelink income, the introduction of the Jobseeker benefit (and the subsequent, albeit temporary, increase in unemployment benefits) was welcomed by many of our clients. It is a clear acknowledgement by government that the previous rate of unemployment benefits was grossly inadequate and not sufficient to meet the most basic of living costs.

Over the 2019-2020 year, the total presenting debt for our customers was $33,045 008 for 246 closed cases. That is an average debt of $134,329 per person. This is a strong reflection of the very high level of debt that many households carry in our community and the vulnerability they have to adverse changes in circumstances, such as unemployment.

EMERGENCY RELIEF

A continuing high unemployment rate and ever-increasing costs of living have ensured demand for emergency relief assistance has remained high. As a result of funding received from Lotterywest, as well as financial support from the City of South Perth and the Royal Perth Golf Club Men’s Charity Gold Day, Southcare was able to assist 1,119 individuals and families with emergency relief during the year.

Southcare provides supermarket vouchers to deliver short term assistance to people in need of food. We also provide assistance with clothing and household goods

John Faulkner, ER Community Ambassador providing food voucher and staples.

through vouchers to the Mankara Op Shop. Assistance is targeted at people living within the local catchment area of City of South Perth. However, Southcare also assists those in urgent need from outside the catchment area, due mainly to there being no service in such areas.

Our financial counselling service is also able to assist people experiencing a financial crisis with emergency relief. This is in the form of payments to utility bills and rent arrears where it has been assessed that the household is at high risk of disconnection or eviction.

Implications relating to COVID-19 dictated we were unable to provide a dedicated emergency relief service for a period of three months in 2020. Fortunately, as a result of additional income support from government, our enquiries for emergency relief over that period were extremely low.

A big ‘thank you’ to our volunteers who use their skill, knowledge and empathy when interviewing people who often experience a significant crisis.

COMMUNITY SERVICES

Stephanie Hodgson, Op Shop Community Ambassador receiving donations.

Op Shop

Op Shop, not only provides quality recycled clothing and items, they also are their for a chat helping to reduce community isolation

MANKARA OPPORTUNITY SHOP

The Mankara Op Shop is managed by Stephanie Hodgson, a dedicated and dynamic person whose leadership has seen the shop donations and subsequent revenue increase significantly. The revenue from the shop helps us to support those in need through the provision of emergency relief and fee waivers for seniors experiencing financial hardship.

With the help of a dedicated team of volunteers, sales have continued to be steady and we have received many positive comments from our customers. The local community, as always, is very generous, choosing Southcare to help recycle their unwanted clothes, books and small household goods.

Monthly sales were designed to manage stock by focusing on a theme that aligns to the relevant seasons or forthcoming events. The shop continues to keep everything tidy, tempting and innovative in how they display goods to ensure it is easy for customers to find items.

Thank you to all the wonderful volunteers who give their time so freely and are passionate about our shop and supporting those in need in our community.

The shop was closed from February 2020 until early June 2020 due to COVID-19.

CUSTOMER STORIES

MS J (ABORIGINAL FAMILY SUPPORT)

Ms J is a single mother with a nine-year-old daughter and is a public housing tenant. In desperation, Ms J contacted Southcare after having her daughter taken from her care as she had previously overdosed and been hospitalised. In addition, her house had been deemed unsuitable to live in and needed cleaning (poor hygiene), including having a significant amount of backyard rubbish removed. Ms J was suicidal and was reaching out and seeking guidance on how to deal with the situation.

Ms J was experiencing challenges attending an alcohol and drug counselling service regularly, due to a lack of confidence and depression from not having her daughter with her. AFS encouraged her to strongly commit and attend the sessions to help her recover and regain the care of her daughter. Southcare assured her we would take care of the yard and house as we had been contacted by her Housing Services Officer who asked for our assistance.

AFS organised Southcare's Men's Empowerment Group to clear all the rubbish, mow the large frontage and weed the backyard. The inside of the property, which was also in an extremely poor state, was thoroughly cleaned and made liveable. It took eight men nearly two days to complete the job.

Eventually, Ms J's daughter was returned to her care and she was attending school satisfactorily. There followed a call from Ms J to advise that her Centrelink payments had been stopped; she had no food and her power had been cut off. She also advised that a neighbour was helping her when she needed hot water. The school also rang advising us that Ms J's daughter had stopped attending school and asked if we could endeavour to determine what had taken place and further asked for Southcare's help, where possible.

AFS contacted Centrelink on Ms J's behalf to seek a personal crisis exemption on health grounds so that her payments could be reinstated. Ms J was then assisted to meet Centrelink's requirements so that she would be granted a long-term exemption from having to meet the unemployment Activity Test.

AFS then referred Ms J to the Financial Counsellor who negotiated to have the power reconnected and assisted with developing a workable budget.

A significant part of Ms J's issues stemmed from the fact that she was unable to keep several of her important appointments with support services as she was unwell and kept forgetting to attend. Southcare was then able to source transport to ensure that Ms J attended all her necessary appointments, when required. AFS was advised by Ms J's Housing Manager that they were seeking to house Ms J and her daughter in a more appropriate single unit, as opposed to the large three-bedroom house in which she was living.

Through the assistance of Southcare's AFS, Ms J was empowered to take back control of her life and connect with the necessary supports to assist her with her physical and mental health. Ms J's daughter has also returned to school and her extended family have also reconnected with her to provide much needed support.

MR D (FINANCIAL COUNSELLING)

Mr D had been a previous client of the service, having significant unsecured debt that he was endeavouring to manage. He worked on a contract basis in the mining industry and his employment had been sporadic for the past 3-4 years. With the assistance of the Financial Counsellor, Mr D had always been able to manage payments to his creditors. He had reviewed his options, including bankruptcy, which he had decided would have presented too many challenges and complications.

Southcare received an email from Mr D advising he was in hospital and needed some assistance regarding his debt situation. The Financial Counsellor contacted Mr D who advised that he had recently had surgery to remove a malignant tumour and that he required further follow up treatment. He is now on to the Age Pension and his rental lease had expired, leaving him homeless.

It quickly became evident that as a result of his failing is Mr D would not be able to work for the foreseeable future and he was no longer able to service his debts in any way. Mr D stated that he was constantly being contacted by his creditors which was causing significant stress in what was an already stressful set of circumstances.

The Financial Counsellor immediately obtained Third Party Authorisation forms from Mr D and sent them through to his creditors requesting that all further collection activity be placed on hold while a full assessment of Mr D's situation was carried out and he reviewed his options. This instantly provided Mr D with much-needed relief from creditor harassment.

After assessing Mr D's financial situation, the Financial Counsellor reviewed Mr D's options with him. Mr D had five major creditors to whom he owed $80,000 in unsecured debt. While bankruptcy was an obvious option under the circumstances, Mr D had few social supports in the community, and he expressed a desire to go overseas to be with family, once his health improved; bankruptcy would negatively impact such a desire.

It was then agreed the Financial Counsellor would apply to Mr D's creditors to have his debts waived on compassionate grounds.

The Financial Counsellor liaised with Mr D and hospital support staff to obtain supporting documents and submitted a request to Mr D's creditors to provide him with a compassionate debt waiver.

All but one of Mr D's creditors agreed to provide a full compassionate debt waiver. The Financial Counsellor then appealed to the remaining creditor to review the decision to not grant a waiver, as all Mr D's other creditors had provided full waivers. Additionally, based on Mr D's circumstances, he met the bank's criteria for a compassionate waiver. The dissenting creditor then provided a full debt waiver.

Mr D was able to use his pension income, along with a small amount of remaining superannuation, to secure and move into rental accommodation and direct his energy into undergoing and recovering from his cancer treatment.

OUR PROJECTS AND PROGRAMS

“Mankara Development – Southcare continues to work towards our strategic goal of providing accommodation, care and support to active retirees”

ACCESSIBLE HOUSING FOR LOCAL RETIREES

Southcare’s primary objective is to optimise its landholding in Manning through a form of residential development, providing much needed accommodation for the aged and offering opportunity to extend services to aged people living at home.

Accordingly, the general scope and intent is that of a quality medium density residential development for the aged, offering a range of accommodation choices within a setting that promotes a strong sense of community. Quality solutions and levels of provision are essential for an increasingly sophisticated housing market for the elderly. Mankara Development Southcare continues to work towards our strategic goal of providing accommodation, care and support to active retirees. We are developing our sites on both sides of Bickley Crescent (between Pether and Manning Roads) to create a community precinct and apartment lifestyle for local retirees. In this highly anticipated development, we aim to support residents to live well through being connected to high quality care available in their own stylish home. We plan to have a picturesque cul de sac, café and community centre that supports retirees to keep living well and safely in their own home, whilst remaining linked to the community.

During the year, there was much activity to progress this project, including the development of:

- Interior design of each of the units
- Strategy to secure finance from a bank
- Public art concept
- Brand and marketing – decision to call the development Mankara
- Builder selection and early contractor involvement
- Embedded Energy Network

“Mankara... helping to make homes easier to access, navigate and live in...”

Progress towards achieving this goal has included successfully securing the Town Planning Scheme No. 6, Amendment No. 45, Occupation of New Dwellings achieved in 2015 - 16. In 2018, Southcare secured Development Application Approval and then we completed the design development interior for each of the apartments. Central to this was ensuring that the apartments meet the 16 Livable Housing Design Elements which include: dwelling access, dwelling entrance, car parking, internal doors and corridors, toilets, showers, reinforcement of bathroom and toilet walls, internal stairways, kitchen space, laundry space, ground (or entry level bedroom space), switches and power points, doors and tap hardware, family/living room space, and window sill and flooring. Inherent in the design is the creation of apartments that are aimed at helping to make homes easier to access, navigate and live in, as well as being attractive and more cost effective to adapt when life’s circumstances change.

The project was put on hold in February due to COVID-19.

The Project Control Committee

The Southcare Board is the overarching governing body for this project and the Housing for Local Retirees Project Management Committee is chaired by Bill Marshall. In addition to Bill, members of the committee include John Dodman (Chair Southcare), Dr Nicky Howe (CEO Southcare), Enda Fahy (CFO Southcare) Tim Davey (Treasurer Southcare), Peter Wylie and Jane Wetherall.

Consultants to the Project:

Consultants engaged in the project include Chris Fagri (Project Manager, Johnstaff), Andrew Lewis (Principal, Johnstaff), Joel Bryan (Project Engineer, Johnstaff), Malcolm Mackay (Mackay Urban Design), Cameron Chisholm Nicol Architects, Peter Keleman and Craig Forman. Bourke’s Real Estate are partnering with us on the marketing and sales of the apartments. Malcolm McGregor (Public Art Coordinator), Anne Neil (Artist), RARE for brand development, Ron Acott (Strata Management Plan), Murray Carlton (Strata Survey) and Liz Florence (Adobe Strata) and Source Energy.

OUR PROJECTS AND PROGRAMS

SOUTHCARE Digital

We are committed to constant innovation

DIGITAL STRATEGY
Southcare has continued to invest in the development and implementation of our digital strategy which is founded on the principles of committing to constant innovation, and adapting and changing with emerging technologies. Our objectives are to continuously improve our customers' experience.

We currently utilise our technology to:

- Find efficiencies and cost savings
- Attract and retain quality staff
- Improve communications within the organisation, with customers, and external stakeholders
- Provide access to relevant timely and quality information
- Improve quality of service
- Leverage from a scalable back-end processing hub

Our projects this year have included implementation of:

- New Scheduling System
- New information technology managed services provider and development of strategy to advance our cloud strategies and services
- Adaptive Business Planning Tool
- Document Management Project

Delivering on Quality

We are committed to constant improvement

QUALITY COMMITTEE
The Aged Care Quality Standards focus on quality outcomes for consumers and seek to make it easier for consumers, their families, carers and representatives to understand what they can expect from a service. They also seek to make regulation simpler for providers working across multiple aged care services, and encourage innovation, excellence and continuous improvement.

During the year, we provided the Aged Care Quality and Safety Commission with our self-assessment on how we were managing the delivery of services during the COVID-19 pandemic Our continuous improvement processes are positioning us to meet all the required standards.

New Aged Care Quality Standards 2019

OUR COMMUNITY SPIRIT

"We continue to support not-for profit-organisations in Western Australia"

SUPPORTING OTHER NOT-FOR-PROFIT ORGANISATIONS
When Janet Elder bequeathed a donation to Southcare, she knew her assets were in good hands. What she could not have known was just how much her bequest would touch the lives of so many Western Australians.

We continue to honour Janet's spirit of generosity by supporting other organisations that are in need. The following are a few of the organisations we help so they, too, can make a difference.

GRAI is a Western Australian community-based group with a mission to create a responsive and inclusive mature-age environment that promotes and supports a quality life for older and ageing people of diverse sexualities and gender identities. It is a voluntary group that works actively within the policy and political environment, and they welcomed our support and involvement. Southcare continues to support GRAI by providing pro-bono office space, training and boardroom facilities.

POOPS is an organisation that is all about keeping people and pets together, and is as much about human wellbeing, as animal welfare. If age or disability prevents a person from fully caring for their pet, POOPS caters specifically for people over 65 years (or palliative care/disabled people of any age) who have no relatives or friends able to assist in times of pet care needs. Southcare provides pro-bono training and boardroom facilities.

Number of Staff | **Number of Volunteers** | **Number of Community Partners**

2,591 People helped in the community

In addition, we share our meeting rooms, community hall, equipment and facilities with Soroptimist International South Perth and Canning, Starick Inc., Penguin Club, 100 Women, Red Hatters, Moorditj Keila, Ontological Practitioners. These connections help make them, and Southcare, a strong community Southcare Central was closed from February 2020 until early June 2020 due to COVID-19.

Boronia Pre-release Centre for Women Partnership
Boronia Pre-release Centre for Women manages minimum-security female prisoners and their children in a community-style setting. It adopts a forward-looking model that recognises the diverse needs of women in prison. For several years, Southcare has worked with the Centre to enable female prisoners to volunteer to maintain the gardens at the Southcare premises. The partnership has provided a win-win solution, giving the women ongoing opportunity to be part of a community, whilst helping to keep the grounds and gardens tidy. This relationship has also been beneficial to the women who have needed help when released with feeling comfortable about asking for a helping hand with small household items and clothes.

Unfortunately, attendance ceased from February 2020 due to COVID 19.

OUR COMMUNITY SPIRIT

Tina Williams, CEO Volunteering WA and Krishan Shan, ELGP Participant 2020

Edna Fahy and Sarah Parkin, ELGP Participants 2020

ENGAGING YOUNG LEADERS ON AGED CARE AND COMMUNITY BOARDS PROGRAM

Emerging Leaders in Governance Launched on 6 February, 2020

Now in its eighth year, the Emerging Leaders in Governance element of the program (ELGP) welcomed 20 young professionals (under 40 years of age) from a diverse range of corporate, government and not-for-profit backgrounds into the program. The participants had an opportunity to meet and talk about themselves in front of the Community Partners and guests. We were also privileged to have Volunteering WA CEO, Tina Williams, speak on behalf of the Community Partners.

With 36 applications for 20 places, this program is highly sought-after by young leaders who share a common passion to use their professional skills to contribute to Board governance within the WA aged care and not-for-profit sectors. Many of these professionals are already skilled leaders in their own field of expertise. We are pleased to advise Enda Fahy, our Chief Finance Officer, was selected to participate in the program. This program not only builds on the young leaders' existing skills and knowledge, it also affords them direct exposure to Board executives and leadership coaching and governance training, exclusive to the not-for-profit sector. This, in turn, supports them to be able to progress to their first community Board directorship. This year's participants emerged from a wide range of professional backgrounds including law, finance, accounting, human resource management and international business, psychology, neuroscience, health promotion, marketing, commerce, economics, clinical audiology, health science and health policy, economics, engineering, urban and regional planning, nursing, public health, clinical psychology and chartered engineering.

Part of the requirements of the ELGP is a group project focused on creating a resource for the sector. This year's four groups produced the following resources which are available on the online toolkit section of the program's website: youngleadersonboards.com.au.

Tool Kit Contributions

- A Digestible Guide on Risk Appetite for New Board Members
- Composing More Effective Boards: A Board Composition Tool
- Strategies for a Successful Board Meeting
- Back to the Future: How a Not-For-Profit Board Might Evolve

It was graduation time in May, and we congratulated 18 ELGP graduates of 2020 with our first ever virtual graduation. Unsurprisingly, it has been a unique ELGP experience this year. It was fortunate that participants were able to start their program as normal, with their breakfast launch, site visits and weekend retreat all occurring in person. However, participants were challenged to adapt in the second half of the program as we moved to delivering completely online – online workshops, online team meetings, online panel sessions, as well as an online graduation. Congratulations to our CFO, Enda Fahy, who was one of the graduates.

Unconventions

Community Partners, Emerging Leaders in Governance Participants and other Community Leaders gathered at Unconventions in September 2019 and March 2020.

The Business Case for Diversity on NFP Boards September 2019 Unconvention

On 3 September 2019, Identitywa sponsored our 14th Unconvention. This was our first evening event which was attended by over 60 people. This Unconvention explored the business benefits of diversity and inclusion and commenced with a panel of experts talking about their journeys with diversity. Speakers included Professor Dawn Freshwater, Vice Chancellor, The University of Western Australia, Geoff Parnell, Chair, Mosaic, Emma Jarvis, CEO, Palmerston, Vice Chair, WA AIDS Council, Non-Executive Director, WA Association for Mental Health and Jan Cooper, Player Development and Pathways Manager, West Coast Eagles.

Participants were then invited into small group discussions where they explored one of the six fundamental traits that foster diversity. These traits were developed from a study conducted by Deloitte Australia and include: Being Cognisant, Curious Courageous, Cultural Intelligence, Committed and Collaborative. This session was followed by the Big Diversity Debate and involved two teams opposing the view: There is too much talk and not enough action on diversity on Boards.

This debate increased our knowledge about what is being done and what more Southcare can do to increase diversity and inclusion on Boards.

Exploring the Purpose in the For-Purpose Sector March Unconvention

On 10 March, RISE Network sponsored our 15th Unconvention. This event coincided with the beginning of 'social distancing and 'elbow tapping' and was attended by over 50 people. This Unconvention explored the issue of Purpose and challenged participants to consider how purpose-driven their organisation is, and how often boards and senior executives review and refine their organisation's purpose. Speakers challenged us to consider: How broad or narrow is the scope of our organisation's purpose? How do organisations ensure they do not suffer from 'mission creep'? Participants also explored how organisations can clarify their organisation's purpose to drive their organisations forward to serve more beneficiaries.

State of the Nation Community Partner Event

On 3 July, over 36 people attended our online lunchtime State of the Nation event which:

- updated Community Partners about the performance and achievements of the program;
- showcased the research projects the young leaders had developed as part of their ELGP;
- sought to increase the number of Community Partners; and
- provided an opportunity for people to network and connect with the ELGP graduates.

Alicia Curtis, Program Director welcoming 2020 participants

Attendees walked away with their hands and heads full of resources that will help them, and their Boards, navigate the major reforms in the aged care and community sector.

New Community Partners

We welcomed Anglicare and Avivo as new Community Partners. These organisations support the program financially and through in-kind contributions, including participant mentoring, Board observations, and guest speaking. We are proud to have 35 Community Partners working with us to make Board diversity the standard.

Town of Victoria Park, Ameroo, Melville Cares and LASA withdrew their financial support this year and we gratefully acknowledge their contribution to the program.

OUR SOUTHCARE HEROES

“Thank you to our partners, you are our Southcare Heroes enabling us to deliver on our purpose”

MEMBER FOR SOUTH PERTH
John McGrath, MLA for South Perth

AGED CARE SERVICES
- Regional Assessment Services (RAS)
- Bentley Aged Care and Assessment Team (ACAT)

FUNDING BODIES
- Department of Health (WA), Home and Community Care (HACC) Program
- Australian Government (Commonwealth) Department of Human Services
- Department of Local Government and Communities (WA)
- City of South Perth
- Lotterywest

ENGAGING YOUNG LEADERS ON AGED CARE AND COMMUNITY BOARDS ALICIA CURTIS (PROGRAM FACILITATOR)
- Activ
- Avivo
- Advocare
- Anglicare
- Baptistcare
- Bethanie
- Brightwater
- Chorus
- City of South Perth
- Community Vision
- Como Rotary Club
- Foundation Housing
- GRAI
- Hall & Prior
- Holyoake
- Identitywa
- Independent Centre for Applied Not-for-Profit Research
- Interchange
- Jackson McDonald
- Linkwest
- MercyCare
- Mosaic
- Nulsen Disability Services
- Palmerston Association
- Rise Network
- Ruah
- Southcare
- SwanCare
- TADWA
- UnitingCare West
- Volunteering WA
- WACOSS
- Wanslea
- Y WA
- United Way West Australia

DONATIONS
- Weight Watchers
- Soroptimist International South Perth
- Rotary Club of Como
- Lions Club of South Perth
- Martine Pitt
- Maria Pegrum
- Men’s Charity Committee – Royal Perth Golf Club
- Paypal giving fund

UNIVERSITIES
- Curtin University
- The University of Notre Dame
- The University of Western Australia
- The McCusker Centre for Citizenship

CONSULTANTS AND SERVICE PROVIDERS
- Alicia Curtis, Alyceum Consulting
- Chris Fagri, Andrew Lewis and Team at Johnstaff
- Malcolm Mackay, Mackay Urban Design
- Peter Keleman, Craig Forman and Team at Cameron Chisholm Nicol
- Alan Bourke, Kathrine Perrin and Bourkes Real Estate
- Antonia Stampelija, Inspire Consulting
- Simon Govey and team at Springforth
- Ros Mansfield, Food by Ros Catering
- Crowe Auditors
- Malcolm McGregor, Public Art Coordinator
- Anne Neil, Public Art Artist
- RARE, Brand Development
- Ron Acott, Strata Management Plan
- Murray Carlton, Strata Survey
- Liz Florence, Adobe Strata
- Lee Morris – Source Energy
- Gihan Perera
- Bremmar Information Technology
  Belinda Moharich

OUR SOUTHCARERS

“I love that we do lots of training! It has improved all aspects of my life in a positive way!”

Jade Moody, Community Support Worker

COVID-19 Personal Protective Equipment Training

LIVING THE SOUTHCARE VALUES ARE FUNDAMENTAL TO OUR PEOPLE AND CULTURE.

We endeavour to foster positive working relationships in the firm belief that each role at Southcare is as important and vital as the other. Our Values are deep-seated within leadership and workforce planning and continue to be nurtured and linked to our everyday tasks, achieving our customer-centric reputation and our value-based culture.

During the year, we provided training and development for all our staff to enable them to perform their roles as effectively and efficiently as possible. Every Homecare staff member undertook 20-25 hours of training per annum comprising online and face-to-face training with both internal and external providers. All our training is mandatory and upon completion, not only enables our Homecare staff to be able to provide a first-class service to our home care customers, but it also supports their health and wellbeing.

We understand people learn from each other. Therefore, we create opportunities for staff to share their ideas, and the ways they provide services, so everyone can learn from different perspectives and customer situations. Work-based learning, and transferring the learning into practice, enables us to give high quality service and assistance to our customers. Our monthly staff turnover is 3.1%.

Feedback from our Homecare workers is that they relish the ongoing training they receive as it supports and motivates them to be able to deliver an improved service.

Our training extends from Occupational Health and Safety, Personal Care, Infection Control to Loss and Grief, Stress and Mental Health and A Healthy You – Understanding Yourself. Hence, our training not only supports and aids our customers, it is also beneficial to our staff. We have continued to remunerate our staff above the award and to introduce initiatives to engage and support them, based on their feedback.

2,070

Total training hours for 2019/20

6,100

Volunteer hours provided back to the community. A social impact contribution of

$441,158

back to the community

9 Extra Courses

in response to Covid-19

OUR SOUTHCARERS

OUR VOLUNTEERS

We are fortunate to have a team of volunteers in all departments: Members of the Board, IT Volunteers, Mankara Op shop, Emergency Response, Drivers, Social Centre Volunteers, General Maintenance, Quality & Assurance, Marketing, HR and Administration staff. Without our teams of volunteers, we would not be able to operate as efficiently and effectively as we do. Our Volunteers are an integral part of our day-to-day operations at Southcare. All volunteers receive training and are included in our reward and recognition programs. Some of our volunteers work one or two days per week; other volunteers work more, and some work once a fortnight. Irrespective of when they work, our Marketing Department keeps all volunteers abreast of Southcare news with weekly snippets on the Intranet and via emails. It is a wonderful way of keeping everyone connected. Southcare volunteers collectively gave over 6,100 hours of service equalling a social impact contribution of $441,158 back into the community.

During the months of April and May, and as our duty of care, we invited volunteers to defer from their duties in order to protect their health and wellbeing. Volunteers who are not vulnerably at risk commenced returning to Southcare in June.

Once again, we thank the Wesley College students who help set up for our Annual Southcarers' Christmas Party.

Thank you, Southcare Volunteers, for all your support and friendship over the year.

Over 6,100

Number of hours Southcare volunteers gave

= $411,158

Social impact contribution back to the community

WORKPLACE SAFETY

We accepted four workers' compensation claims lodged at Southcare; workplace safety and injury management are major priorities at Southcare. Our Occupational Health and Safety Committee is proactive leading and implementing strategies committed to the wellbeing of our staff and volunteers.

SOUTHCARE SERVICE AWARDS

In April each year, we acknowledge staff and volunteers who have given over five years of service to Southcare by publicly recognising them and presenting them with a certificate and a new name badge which highlights their years of service.

Peter, John, Emily and Stephanie, Our Community Ambassador Volunteers

LIVING THE SOUTHCARE VALUES AWARDS 2019

Key foundations in creating the culture at Southcare are our Values of Quality, Respect, Integrity, Cooperation and Empathy. We understand that to develop quality team relationships we must respect each other, show empathy, cooperate and endeavour to do our best by acting with integrity and producing high quality work. This year, the following staff were recognised as Southcare Values Champions:

Top 10

1. Jennifer Findlay
2. Jacqueline Pierce
3. Young Hong
4. Dominique-Le Chang
5. Lakmini Bandara
6. Arif Muzafar
7. Janice Millington
8. Keith Rozario
9. Althea McCleod
10. Bonnie Pilbeam

Living the Southcare Values Champion Winner for 2020 Jennifer Findley

"Special thanks go to Jennifer Finlay for her kindness and care to Jim each Friday when I had my 4 hours Respite. She was always cheerful, kind, thoughtful and considerate and that meant a lot to both Jim and me."

"I am very happy with Jennifer. She is very good. She does more than required and she does a lot of things others wouldn't even think about doing; for example, she cleans the doorknobs".

Living the Southcare Values Award Winners

SERVICE AWARD RECIPIENTS

15 Years

Terrel Arnold – Community Support Worker

10 Years

Hannah Maddever – Assistant Home Care Coordinator
Erlinda Pagtalunan – Community Support Worker
Kanthi Rupasinghe – Community Support Worker

5 Years

Rebecca Ducler des Rauches – Home Care Coordinator
Jennifer Findlay – Community Support Worker

OUR SOUTHCARERS

Julie Ham, Community Ambassador Volunteer received Helen Moore Leadership and Service Award

HELEN MOORE LEADERSHIP AND SERVICE AWARD

Each year, the Helen Moore Leadership and Service Award is presented to a volunteer who has displayed Helen Moore's attributes of Leadership, Trustworthiness, Professionalism and a Team Player. This year, Julie Ham received the award for her outstanding service to Southcare and the community and the following offers readers a snippet of Julie's inspiring story.

Julie was appointed to the Board of Southcare as the representative from Soroptimist International of South Perth in 2002. At the time, Julie was employed at the State Library of Western Australia. During her working career, Julie not only undertook extensive voluntary work as a Board Member of Southcare, she was also part of the Executive Management Committee of Southcare and a Trustee of the Southcare Foundation. At the same time, Julie continued to volunteer in the wider community:

- Western Australian Women's Collaboration / WA Women's Hall of Fame Inc (2011 – current)
- Place of Reflection Consortium (2005 – 2016)
- International Women's Day Breakfast Committee (for UN Women) from (2009 – 2014)

Julie is one of those wonderful people who contributes. Over her years at Southcare, she has contributed to many decisions, both big and small, that have enabled Southcare to deliver on our mission, and include:

- Purchase of 51A Bickley Crescent – this house was reconverted to a Social Centre and named the 'Bickley Club' to meet the needs of people affected by early stages of Dementia.
- Development of Southcare Foundation.
- Building the new premises that are today known as 'Janet Elder House'.
- Increases in services to seniors via successful tender submissions for Home and Community Care, Veterans Affairs and Home Care Packages.

Julie gave 16 Years of service to the Southcare Board. As well as attending meetings, she has also been a keen supporter by attending events and working to build and raise the profile of Southcare in the South Perth Community. She is a compassionate and selfless person who, after stepping down from the Board in 2018, has continued to volunteer at Southcare as a driver, so our seniors can attend medical appointments.

Julie clearly demonstrates the attributes associated with the Helen Moore Leadership and Service Award. We congratulation Julie and are grateful for her ongoing commitment to our purpose.

OUR SOUTHCARERS STORIES

BORN TO BE AN #AGEDCARESUPERHERO

"A people person with a gift of the gab" is how Jennifer Findlay describes herself and as a Community Support Worker with Southcare these skills have seen her invited into 300 homes in 5 years to look after our State's most vulnerable.

"My friend", "cheerful", "kind", "thoughtful" and "considerate" is how her customers describe her and why she has been recognised as one of Southcare's #agedcaresuperheroes as part of Age Care Employee Day with a theme of #thanksforcaring.

Jennifer was also named the overall winner at Southcare's annual "Living the Southcare Values Awards" recently.

Not that Jennifer sees herself as a hero of course.

"I just love people and I love this job, we are like one big extended family," Jennifer said.

"I join my customers for lunch or afternoon tea with their family, adult children have bought me maple syrup from visits to Canada and I sometimes feel like I know more about my customers than some of their family members do!

"There is always a strong level of professional respect – that goes without question – but care, compassion, empathy and all the qualities are also inherent making for a life-long friendship," Jennifer said.

Jennifer's story as an #agedcaresuperhero extends way beyond her work at Southcare.

You see, she also is a full time carer for her husband and also provides care and support for her daughter who is currently receiving treatment for bowel cancer.

"You could say I was born for this job," she said. "Lucky my shoulders are broad!"

It wasn't always that way. Jennifer was a bookkeeper in a past life and after being made redundant from her corporate job at age 58 she found herself re-evaluating her purpose.

"I became a professional carer later in life and I do think I was born for this job because my life experience and a healthy dose of people skills is what helps me thrive in this work," Jennifer said.

"This job is all about giving – giving time, giving attention and of course giving essential service to help those that sometimes aren't able to help themselves.

"The irony is that while so much of my time is spent giving, I am actually the one who is receiving too.

"This job has given me a confidence and a sense of purpose that I never had. My friends and family have commented that I have developed more as a person in the last five years because of the work I do now.

"I love that my job allows me to both give and receive, it may have taken me 58 years to fully realise that, but has truly been worth the wait.

"As people age, many feel a loss of self independence and purpose but isn't it great that by their very nature of allowing me into their homes, they are actually helping me find mine.

"Life is a journey and mine has led me to help people and be helped in return," Jennifer said.

Southcare CEO Dr Nicky Howe said everyday home care and community workers are celebrated at Southcare and the spotlight very rightly shone a little brighter during Aged Care Employee Day.

"Aged Care Employee Day is an official day to thank, honour, recognise and celebrate those who work in the aged care industry across Australia," Dr Howe said.

"We've been doing that at Southcare for almost 40 years and have a tremendous team who deserve every accolade from their peers and their customers.

"I am honoured to say #thanksforcaring to our #agedcaresuperheroes as equally as I am to say it to our customers and their families. We are very much in this together, never moreso than right now, and isn't that the way it should be?"

TREASURER AND CFO REPORT 2019-2020

Southcare achieved a surplus of $334,795 from operations for the financial year ended 30 June 2020. This result demonstrates how Southcare was able to remain customer focused and agile when faced with the challenges the year presented. The first six months of the year centred on organically growing home and community services, renovating Janet Elder House, progressing the implementation of our digital strategy and continuing with the Mankara Development.

Early 2020, the COVID 19 pandemic offered Southcare both risk and opportunity, the staff seized on the opportunity and quickly set up a COVID Response Team (as outlined in the previous section of this report). The focus was on protecting and connecting with our customers, staff and volunteers. There were increased costs associated with the delivery of services due to additional staff training, cleaning, personal protective equipment and re-engineering of business processes to accommodate staff working remotely.

The Federal Government responded by way of postponing the implementation of home care payments in arrears, offering a COVID-19 Aged Care Support Program and additional grant funding for Community Home Support Program to cope with the increased demand in personal shopping, welfare checks, social support and the provision of equipment and Assistive Technology. We were given full flexibility to allocate our existing CHSP funds in 2019-20 and 2020-21 between the different service types in order to provide services for emerging customer needs. Due to the governments restrictions the Social Centre was closed late February and remained closed as at 30 June 2020.

Southcare focused on serving customers through CHSP and Home Care Packages (HCP) and we have achieved an overall annual increase of 39 HCP customers. This positive result was despite a steady increase in the number and sophistication of competing approved home care providers and continuing increases in the number of people on the national queue waiting to be allocated an HCP.

Southcare's cash reserves have increased from the prior year by $866k and at 30 June 2020, the total cash reserves were $7.232m. This, together with the high level of net assets currently held, places Southcare in a very strong and liquid financial position. Work continued on the development of accessible housing for local retirees until the project was put on hold in February 2020. At 30 June 2020, the total capitalised costs incurred on the development is $1.288m, which is in line with the budgeted project costing schedule.

We thank all members of the Accounts and Finance team for their valuable contributions in ensuing the accounting and administrative functions are performed to a high standard.

Mr Tim Davey
Treasurer

Mr Enda Fahy
CFO

BOARD REPORT

Your Board submits the financial report of the Southcare Inc for the financial year ended 30 June 2020.

BOARD MEMBERS

The names of the Board Members during the year and at the date of this report are:

John Dodman – Chair
Veronica Lawrance – Deputy Chair
Tim Davey –Treasurer
Ashley Dawson – Secretary
William Marshall
Miguel Gomez
Mario Gomes
Luke Mitchell

MEETINGS OF BOARD MEMBERS

The number of meetings held during the year ended 30 June 2020 and the number of meetings attended by each Board Member were:

	ELIGIBLE MEETING FOR BOARD MEMBERS	MEETINGS ATTENDED
Number of meetings held	6	
Number of meetings attended by:		
John Dodman Chair	6	6
Veronica Lawrance Deputy Chair	6	4
Tim Davey Treasurer	6	6
Ashley Dawson Secretary	6	4
William Marshall	6	6
Miguel Gomez	6	6
Mario Gomes	6	4
Luke Mitchell	6	4

PRINCIPAL ACTIVITIES

The principal activities of the Southcare Inc during the financial year were the provision of personalised aged care, community and social support services.

SIGNIFICANT ACTIVITIES

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

RESULTS

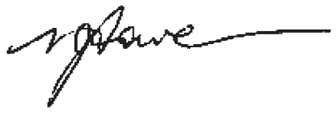
The surplus from ordinary activities is $334,795 (2019: $232,890).

AUDITOR'S INDEPENDENCE DECLARATION

A copy of the Auditor's Independence Declaration as required under s.60-40 of the Australian Charities and Not-for-profits Commission Act 2012 is included on page 67 of this financial report.

Signed in accordance with a resolution of the Board.

John Dodman
Chair, Board



Dr Nicky Howe
Chief Executive Officer

Date this 27th day of August 2020

STATEMENT OF PROFIT AND LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2020

	NOTES	2020 $	2019 $
REVENUE AND OTHER INCOME	1	7,410,632	6,283,276
Employee Costs		4,703,375	4,187,772
Depreciation and amortisation expense		199,247	219,991
Service expenditure		1,252,502	876,262
Advertising & Marketing		124,187	83,755
Administrative expense		455,242	374,317
Other expenses		341,284	308,289
Total Expenditure		7,075,837	6,050,386
Surplus from operations		**334,795**	**232,890**
Other comprehensive income		-	-
Total Comprehensive Income		**334,795**	**232,890**

The above statement of comprehensive income should be read in conjunction with the accompanying notes.

BALANCE SHEET AS AT 30 JUNE 2020

	NOTES	2020 $	2019 $
CURRENT ASSETS			
Cash and cash equivalents	2	1,786,515	967,139
Term deposits	2	5,445,620	5,398,789
Prepayments	3	115,777	105,861
Trade and other receivables	3	83,901	52,679
Total Current Assets		7,431,813	6,524,467
NON CURRENT ASSETS			
Property, Plant & Equipment	4	5,054,110	4,673,019
Investment properties	6	2,105,187	2,133,992
Total Non Current Assets		7,159,297	6,807,011
TOTAL ASSETS		14,591,110	13,331,479
CURRENT LIABILITIES			
Trade and Other Payables	7	294,663	194,845
Employee Provisions	8	521,001	480,923
Unearned Revenue	9	355,406	453,027
Funding received in advance		117,337	292,430
HCP – Unspent Fund	10	2,409,896	1,421,962
Total Current Liabilities		3,698,303	2,843,187
NON CURRENT LIABILITIES			
Employee provisions	8	94,267	76,034
Total Non Current Liabilities		94,267	76,034
TOTAL LIABILITIES		3,792,570	2,919,220
NET ASSETS		**10,798,540**	**10,412,259**
ACCUMULATED FUNDS			
Capital Funds		3,125,200	3,125,200
HACC Reserves	11	562,968	553,895
Retained Surplus		6,224,406	5,847,198
Asset Revaluation Reserves		885,966	885,966
TOTAL ACCUMULATED FUNDS		**10,798,540**	**10,412,259**

The above statement of financial position should be read in conjunction with the accompanying notes.

STATEMENT OF CHANGES IN ACCUMULATED FUNDS FOR THE YEAR ENDED 30 JUNE 2020

	CAPITAL FUNDS	HACC RESERVES	RETAINED SURPLUS	ASSET REVALUATION RESERVES	TOTAL ACCUMULATED FUNDS
2019					
Balance as at 1 July 2018	3,125,200	571,976	5,596,227	885,966	10,179,369
Net surplus for the year	-	-	232,890	-	232,890
Transfer from HACC Reserves	-	(18,081)	18,081	-	-
Balance as at 30 June 2019	3,125,200	553,895	5,847,198	885,966	10,412,259
2020					
Balance as at 1 July 2019	3,125,200	553,895	5,847,198	885,966	10,412,259
Adjustment to opening retained earnings on adoption of new accounting standards	-	-	51,486	-	51,486
Net surplus attributable to the Association for the year	-	-	334,795	-	334,795
Transfer to Reserves	-	9,073	(9,073)	-	-
Balance as at 30 June 2020	3,125,200	562,968	6,224,406	885,966	10,798,540

The above statement of changes in accumulated funds should be read in conjunction with the accompanying notes.

STATEMENT OF CASHFLOWS AS AT 30 JUNE 2020

	NOTES	2020 $	2019 $
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from Customers		8,091,317	6,919,806
Interest Income		54,798	100,279
Payment of Salaries and Wages		(4,645,064)	(4,187,772)
Payments to Suppliers		(2,107,850)	(1,704,229)
Net cash from operating activities	12	1,416,908	1,128,084
CASH FLOWS FROM INVESTING ACTIVITIES			
Net Payments for Property, Plant & Equipment		(550,701)	(423,564)
Net Increase(Decrease) in Term Deposits		(46,831)	(1,043,119)
Net cash used in investing activities		(597,532)	(1,466,683)
Net increase(decrease) in cash and cash equivalents		819,376	(338,599)
Cash and cash equivalents at the beginning of the financial year	2	967,139	1,305,738
Cash and cash equivalents at the end of the financial year	2	1,786,515	967,139

The above statement of cashflows should be read in conjunction with the accompanying notes.

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 30 JUNE 2020

OVERVIEW

This financial report covers Southcare Inc as an individual entity. Southcare Inc is an association incorporated in Western Australia under the Associations Incorporation Act 2015.

The financial report was authorised for issue by the Board on 27th August 2020.

BASIS OF PREPARATION OF THE FINANCIAL STATEMENTS

The financial report is a special purpose financial report that has been prepared in accordance with Australian Accounting Standards of the Australian Accounting Standards Board, the Associations Incorporation Act 2015 and the Australian Charities and Not-for-profit Commission Act 2012. The Association is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards.

The financial report, except for the cash flow information, has been prepared on an accruals basis and is based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities. It is presented in Australian Dollars.

The Association has adopted all of the new, revised or amending Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ("AASB") that are mandatory for the current reporting period.

NEW STANDARDS, INTERPRETATIONS AND AMENDMENTS ADOPTED BY THE ASSOCIATION

The Association has adopted all of the new, revised or amending Accounting Standards and Interpretations issues by the Australian Accounting Standards Board ('AASB') that are mandatory for the current reporting period.

Any new, revised or amending Accounting Standards or Interpretations that are not yet mandatory have not been early adopted.

AASB 16 LEASES

This standard was adopted on 1 July 2019 and replaces AASB 117 'Leases' and for lessees eliminates the classifications of operating leases and finance leases. Except for short-term leases and leases of low-value assets, right -of-use assets and corresponding lease liabilities are recognised in the statement of financial position. Straight-line operating lease expense recognition is replaced with depreciation charge for the right-of-use assets (included in operating costs) and an interest expense on the recognised lease liabilities (included in finance costs).

IMPACT OF ADOPTION

AASB 16 was adopted using the modified retrospective approach and as such the comparatives have not been restated. The impact of adoption of AASB 16 did not have a material impact on the financial statements.

AASB 15 – REVENUE FROM CONTRACTS WITH CUSTOMERS

The Association has adopted AASB 15 from 1 July 2019. The standards provides a single comprehensive model for revenue recognition. The core principle of the standard is that an entity shall recognise revenue to depict the transfer of promised goods or services to customers at an amount that reflects the consideration to which the entity expects to be entitled in exchange for those goods or services. The standard introduced a new contract-based revenue recognition model with a measurement approach that is based on an allocation of the transaction price.

AASB 1058 – INCOME OF NOT-FOR-PROFIT ENTITIES

The Association has adopted AASB 1058 from 1 July 2019. The timing of income recognition under AASB 1058 is dependent upon which the transaction gives rise to a liability or other performance obligation at the time of receipt.

Income under the standard is recognised where: an asset is received in a transaction, such as by way of grant, bequest, or donation; there has been no consideration transferred, or the consideration paid is significantly less than the asset's fair value; and where the intention is to principally enable the entity to further its objectives.

AASB 15 and AASB 1058 were adopted using the modified retrospective approach and as such comparatives have not been restated.

Any new, revised or amending Accounting Standards or Interpretations that are not yet mandatory have not been early adopted.

TAXATION

The Association is exempt from the payment of income tax pursuant to Section 50 of the Income Tax Assessment Act (1997).

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an expense. Receivables and payables in the statement of financial position are shown inclusive of GST.

Cash flows are presented in the statement of cash flow on a gross basis, except for the GST components of investing and financing activities, which are disclosed as operating cash flows.

CURRENT AND NON-CURRENT CLASSIFICATION

Assets and liabilities are presented in the statement of financial position based on current and non-current classification.

An asset is classified as current when: it is either expected to be realised or intended to be sold or consumed in the incorporated association's normal operating cycle; it is held primarily for the purpose of trading; it is expected to be realised within 12 months after the reporting period; or the asset is cash or cash equivalent unless restricted from being exchanged or used to settle a liability for at least 12 months after the reporting period. All other assets are classified as non-current.

A liability is classified as current when: it is either expected to be settled in the incorporated association's normal operating cycle; it is held primarily for the purpose of trading; it is due to be settled within 12 months after the reporting period; or there is no unconditional right to defer the settlement of the liability for at least 12 months after the reporting period. All other liabilities are classified as non-current.

CRITICAL ACCOUNTING JUDGEMENTS ESTIMATES AND ASSUMPTIONS

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the reported amounts in the financial statements. Management continually evaluates its judgements and estimates in relation to assets, liabilities, contingent liabilities, revenue and expenses. Management bases its judgements, estimates and assumptions on historical experience and or other various factors, including expectations of future events, management believes to be reasonable under the circumstances. The resulting accounting judgements and estimates will seldom equal the related actual results. The judgements, estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets or liabilities within the next financial year are included in the respective note disclosure.

CONTINGENT ASSETS AND LIABILITIES

The Association did not have any quantifiable contingencies to report for the financial year ended 30 June 2020.

NOTE 1: REVENUE AND OTHER INCOME

	NOTES	2020 $	2019 $
REVENUE WITH CONTRACTS FROM CUSTOMERS			
Home Care Packages Level 1		47,386	15,123
Home Care Packages Level 2		664,865	639,674
Home Care Packages Level 3		730,562	462,508
Home Care Packages Level 4		1,748,375	1,431,141
		3,191,188	2,548,446
OTHER REVENUE			
Community Visitors Scheme Grant		-	78,628
Aboriginal Family Support Grant		107,839	86,092
Financial Counselling Grant		129,765	120,391
Home and Community Care Grant		162,402	383,013
Community Home Support Grant		2,738,722	2,260,246
Lotterywest Emergency Relief Grant		92,670	77,896
Emergency Relief Donations		10,000	9,091
City of South Perth Grant		75,000	75,000
HACC Client Fees & Other Revenue		13,686	23,442
CHSP Client Fees & Other Revenue		450,872	202,810
HACC Notional Revenue		45,000	45,000
Interest		54,798	100,279
Other Revenue (including Op Shop)		177,188	132,448
Engaging Young Leaders on Aged Care and Community Boards		161,502	140,494
		4,219,444	3,734,830
Revenue and other Income		7,410,632	6,283,276

ACCOUNTING POLICY

Revenue from the rendering of a service is recognised upon delivery of the service to the client.

Grant revenue is recognised in the statement of profit or loss and other comprehensive income when the Association obtains control of the grant, it is probable that the economic benefits gained from the grant will flow to the Association and the amount of the grant can be measured reliably. When grant revenue is received whereby the Association 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 financial position as a liability until the service has been delivered to the contributor, otherwise the grant is recognised as income on receipt.

NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 30 JUNE 2020

NOTE 1: REVENUE AND OTHER INCOME (CONTINUATION)

The Association receives non-reciprocal contributions of assets from the government and other parties for zero or a nominal value. These assets are recognised at fair value on the date of acquisition in the statement of financial position, with a corresponding amount of income recognised in the statement of profit or loss and other comprehensive income.

Fundraising, donations and bequests are recognised upon receipt. Short term interest is recognised as it accrues.

NOTE 2: CASH AND CASH EQUIVALENTS

	2020 $	2019 $
CASH AT BANK AND IN HAND:		
Unrestricted cash	1,786,515	967,139
Total cash at bank and in hand	**1,786,515**	**967,139**
TERM DEPOSITS:		
Unrestricted term deposits	5,445,620	5,398,789
Total term deposits	**5,445,620**	**5,398,789**

ACCOUNTING POLICY

Cash and cash equivalents include cash on hand, deposits held at-call with banks and other short-term highly liquid investments with original maturities of three months or less.

NOTE 3: TRADE AND OTHER RECEIVABLES

	2020 $	2019 $
Trade Receivables	87,451	56,229
Less: Provision for Expected Credit Losses	(3,550)	(3,550)
	83,901	52,679
Prepayments	115,777	105,861
	199,678	158,540

ACCOUNTING POLICY

Trade and other receivables are recorded at amortised cost less any allowance for expected credit losses. Trade and other receivables are recognised when the Association becomes party to a contract and has a legal right to receive cash.

NOTE 4: PROPERTY, PLANT AND EQUIPMENT

Reconciliation of the Opening and Closing Balances of the respective categories of property, plant & equipment is as follows:

	PLANT & EQUIPMENT $	MOTOR VEHICLES $	FREEHOLD LAND & BUILDINGS $	CAPITALISED COSTS $	TOTAL $
30 June 2020					
Balance at beginning of the year	236,688	160,746	801,566	1,054,019	2,253,019
Additions	9,062	-	2,214	539,425	550,701
Depreciation Expense	(78,371)	(42,834)	(48,405)	-	(169,610)
Disposals & Write Offs	-	-	-	-	-
Transfers	119,554	-	180,804	(300,358)	-
Carrying amount at end of the year	286,934	117,912	936,180	1,293,086	2,634,110
30 June 2019					
Balance at beginning of the year	232,154	211,889	878,985	698,217	2,021,245
Additions	61,516	-	5,641	355,802	422,960
Depreciation Expense	(56,982)	(51,143)	(83,060)	-	(191,186)
Carrying amount at end of the year	236,688	160,746	801,566	1,054,019	2,253,019

NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 30 JUNE 2020

NOTE 4: PROPERTY, PLANT AND EQUIPMENT (CONTINUATION)

Land & buildings at fair value

	2020 $	2019 $
Carrying amount at 1 July	2,420,000	2,420,000
Net fair value increments	-	-
Additions	-	-
Carrying amount at 30 June	2,420,000	2,420,000
Total property, plant and equipment	5,054,110	4,673,019

ACCOUNTING POLICY

Asset Recognition

Plant and equipment costing greater than $5,000 and all land, buildings and motor vehicles are capitalised and measured using the cost model.

Depreciation

Depreciable property, plant and equipment and motor vehicles are written-off to their estimated residual values over their estimated useful life using the straight-line method of depreciation. Depreciation rates (useful lives) and residual values are reviewed at each reporting date and necessary adjustments are recognised in the current, or current and future reporting periods, as appropriate.

Depreciation rates applying to each class of depreciable assets are based on the following useful lives:

	2020	2019
Buildings	4% to 15%	4% to 15%
Plant & Equipment	15% to 25%	15% to 25%
Motor vehicles	20%	20%

Derecognition

An item of property, plant and equipment and motor vehicle is derecognised upon disposal or when no further future economic benefits are expected from its use or disposal.

Impairment

All assets are annually assessed for impairment at 30 June. Where indicators of impairment exist, the asset's recoverable amount is estimated, and an impairment adjustment made if the asset's recoverable amount is less than its carrying amount.

Significant accounting judgements and estimates

In the process of applying the accounting policies listed in this note, the Association determines the estimated useful lives and related depreciation charges for its assets.

NOTE 5: LEASES

ACCOUNTING POLICY

The Association has elected to apply the exceptions to lease accounting for both short-term leases (i.e. leases with a term of less than or equal to 12 months) and leases of low value assets. The Association recognises the payments associated with these leases as an expense on a straight-line basis over the lease term.

NOTE 6: INVESTMENT PROPERTIES

Reconciliation of the Opening and Closing Balances of Investment Properties.

	$
30 June 2020	
Balance at beginning of the year	2,133,992
Additions	-
Depreciation Expense	(28,805)
Disposals & Write Offs	-
Carrying amount at end of the year	2,105,187
30 June 2019	
Balance at beginning of the year	2,162,797
Additions	-
Depreciation Expense	(28,805)
Disposals & Write Offs	-
Carrying amount at end of the year	2,133,992

ACCOUNTING POLICY

The Association owns four residential properties which are held to earn rentals. Investment properties principally comprise of freehold land and buildings held for long-term rental by the Association. Investment properties are initially recognised at cost, including transaction costs, and are subsequently held at cost less accumulated depreciation and impairment.

NOTE 6: INVESTMENT PROPERTIES (CONTINUATION)

Depreciation

Depreciable investment properties are written-off to their estimated residual values over their estimated useful life using the straight-line method of depreciation. Depreciation rates (useful lives) and residual values are reviewed at each reporting date and necessary adjustments are recognised in the current, or current and future reporting periods, as appropriate.

Depreciation rates applying to each class of depreciable assets are based on the following useful lives:

	2020	2019
Investment Properties	4% to 15%	4% to 15%

Derecognition

An investment property is derecognised upon disposal or when no further future economic benefits are expected from its use or disposal.

Impairment

All assets are annually assessed for impairment at 30 June. Where indicators of impairment exist, the asset's recoverable amount is estimated, and an impairment adjustment made if the asset's recoverable amount is less than its carrying amount.

Significant accounting judgements and estimates

In the process of applying the accounting policies listed in this note, the Association determines the estimated useful lives and related depreciation charges for its assets.

NOTE 7: TRADE AND OTHER PAYABLES

	2020 $	2019 $
Trade Payables and Accruals	149,595	87,003
Tax payable	96,555	78,768
Employee entitlements - Wages	48,513	29,074
	294,663	194,845

ACCOUNTING POLICY

Supplier and other payables are classified as 'Trade Payables and Accruals' and are recognised at amortised cost. Liabilities are recognised to the extent that the goods and services have been received (irrespective of having been invoiced). Supplier and other payables are derecognised on payment.

NOTE 8: EMPLOYEE PROVISIONS

	2020 $	2019 $
Current Liabilities:		
Employee entitlements - Annual Leave	289,349	271,437
Employee entitlements - Long Service Leave	231,652	209,486
Total Current Liabilities	521,001	480,923
Non Current Liabilities:		
Employee entitlements - Long Service Leave	94,267	76,034
Total employee provisions	615,269	556,957

ACCOUNTING POLICY

Liabilities for 'short-term employee benefits' and termination benefits expected within twelve months of the end of the reporting period are measured at their nominal amounts. The nominal amount is calculated with regards to the rates expected to be paid on settlement of the liability.

Annual Leave and Long Service Leave

The liability for employee benefits includes a provision for annual leave and long service leave. The leave liabilities are calculated on the basis of the employees' remuneration at the estimated salary rates that will be applied at the time the leave is taken, including employer superannuation contribution rates to the extent that the leave is likely to be taken during service rather than paid out on termination. The estimate of the present value of the long service leave liability takes into account attrition rates and pay increases through promotion and inflation.

Significant accounting judgements and estimates

In the process of applying the accounting policies listed in this note, the Association has made assumptions or estimates in measuring the staff leave provisions that have the most significant impact on the amounts recorded in the financial statements.

Leave provisions involve assumptions based on the expected tenure of existing staff, patterns of leave claims and payouts, future salary movements and future discount rates.

NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 30 JUNE 2020

NOTE 9: UNEARNED REVENUE

	2020 $	2019 $
Unearned Revenue	355,406	453,027
	355,406	453,027

ACCOUNTING POLICY

Unearned revenue is a liability account that reports amounts received in advance of providing goods or services. When the goods or services are provided, this account balance is reduced and the associated revenue is recognised in the income statement.

NOTE 10: HCP UNSPENT FUNDS

	2020 $	2019 $
HCP – Unspent Fund	2,179,021	1,345,925
HCP – Medicare Receipts Clearing	26,825	(33,603)
HCP – Medical Sub Ledger	204,050	109,640
	2,409,896	1,421,962

NOTE 11: RESERVES

	2020 $	2019 $
HACC Asset Replacement Reserve (a)	497,384	448,154
HACC Employees Provision Reserve (a)	65,584	105,742
Total Reserves	**562,968**	**553,986**

(a) It is noted that included in the cash balance at 30 June 2020 is $562,968 (2019 $553,896). identified as being cash set aside for future HACC Asset Replacement and Provision Reserves. The cash set aside for this reserve was funded from the HACC recurrent grants received during the year and in previous years.

NOTE 12: CASH FLOW INFORMATION

Reconciliation of Net Cash from operating activities

	2020 $	2019 $
Surplus for the Year	334,795	232,890
Non-cash flows in the Surplus from ordinary activities:		
Depreciation	198,415	219,991
Changes in assets and liabilities:		
(Increase)/Decrease in trade receivables	(31,222)	(4,692)
(Increase)Decrease in other assets	(9,916)	(23,760)
Increase(Decrease) in income in advance	766,705	873,504
Increase(Decrease) in creditors and accruals	99,820	(108,273)
Increase(Decrease) in employee provisions	58,311	(61,576)
Net Cash Flows from Operating Activities	1,416,908	1,128,084

NOTE 13: CAPITAL EXPENDITURE COMMITMENTS

	2020 $	2019 $
Contracts placed for future capital expenditure not provided for in the financial statements	1,512,872	1,628,819

NOTE 14: RELATED PARTIES

Related parties of the Association comprise the members of the Board, the key management personnel of the Association, and parties related to the Association's key management personnel (including close family members and entities controlled by themselves, their close family members or jointly with close family members).

Giving consideration to transactions entered into during the reporting period by the Association, it has been determined that there are no related party transactions requiring disclosure.

NOTE 15: ECONOMIC DEPENDENCE

The Association is dependent on the Australian Government (Commonwealth) Department of Health and Department of Social Services and Department of Health (WA) for Home and Community Care (HACC) Program, Department of Communities (WA) for the majority of its revenue. At the date of this report the members of the Board have no reason to believe that these parties will not continue to support the Association.

NOTE 16: CONTINGENT LIABILITIES

The Association is required under various programs and funded projects to carry out various activities and report to the funding bodies on the achievement of stated KPI's. In some instances, not all the contractually agreed activities has been achieved and or surpluses have been achieved hence there exists the possibility that future funding may be reduced. Not all such determinations and resolutions by funding bodies are expected to be fully confirmed and or advised until after the completion of the 2020 financial reports. If such events do occur the financial impact will be recognised in the next year's financial report.

NOTE 17: EVENTS AFTER THE BALANCE SHEET DATE

The impact of the Coronavirus (COVID-19) pandemic is ongoing and it is not practicable to estimate the potential impact, positive or negative, after the reporting date. The situation is rapidly developing and is dependent on measures imposed by the Australian Government and other countries, such as maintaining social distancing requirements, quarantine, travel restrictions and any economic stimulus that may be provided.

No other matter or circumstance has arisen since 30 June 2020 that has significantly affected, or may significantly affect the Association's operations, the results of those operations or the Association's state of affairs in future financial years.

SOUTHCARE

35+ years of trusted experience and professionalism in tailored care services

Tel (08) 9450 6233
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enquiries@southcare.org.au
www.southcare.org.au

STATEMENT BY MEMBERS OF THE BOARD

In the opinion of the Board of the Southcare Inc (the Association):

1 The financial statements and notes that are set out on pages 44 to 62 are in accordance with the Australian Charities and Not-For-Profits Commission Act 2012 and the Associations Incorporation Act 2015; including

   i. Presenting fairly the Association's financial position as at 30 June 2020 and of its performance for the financial year ended on that date; and

   ii. Complying with Australian Accounting Standards, to the extent described in Note 1 and the Australian Charities and Not-For-Profits Commission Regulation 2013.

2 At the date of this statement, there are reasonable grounds to believe that the Association will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Board and is signed for and on behalf of the Board by:

John Dodman
Chairman, Board

Dated at Perth the 27th day of August 2020

54 Bickley Crescent
Manning WA 6152
ABN 33 028 429 736
Patron: Mrs Ruth Reid A M

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AUDITOR'S INDEPENDENCE DECLARATION

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INDEPENDENT AUDITOR'S REPORT TO THE BOARD OF DIRECTORS OF SOUTHCARE INC.

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Southcare Inc (the Association), which comprises the statement of financial position as at 30 June 2020, the statement of profit or loss and other comprehensive income, the statement of changes in accumulated funds 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 the Board.

In our opinion the accompanying financial report is in accordance with Division 60 of the Australian Charities and Not-for-Profit Commission Act 2012 and the Associations Incorporation Act (WA) 2015 including:

a) presenting fairly, in all material respects, the financial position of the Association as at 30 June 2020, and of its financial performance and its cash flows for the year then ended; and

b) complying with Australian Accounting Standards, to the extent described in Note 1, and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 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 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.

Emphasis of Matter - Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Association's financial reporting responsibilities under the Associations Incorporation Act (WA) 2015 and the Australian Charities and Not-for-Profits Commission Act 2012. As a result, the financial report may not be suitable for another purpose.

The title 'Partner' conveys that the person is a senior member within their respective division, and is among the group of persons who hold an equity interest (shareholder) in its parent entity, Findex Group Limited. The only professional service offering which is conducted by a partnership is the Crowe Australasia external audit division. All other professional services offered by Findex Group Limited are conducted by a privately owned organisation and/or its subsidiaries.

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INDEPENDENT AUDITOR'S REPORT

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Emphasis of Matter – Covid-19

Without modifying our opinion, we draw attention to Note 17 of the financial statements, which describes the effects of the World Health Organisation's declaration of a global health emergency on 31 January 2020 relating to the spread of COVID-19.

Responsibilities of the Directors for the Financial Report

The Directors of the Association are responsible for the preparation and fair presentation of the financial report in accordance with the financial reporting requirements of the applicable legislation, including the requirements of Section 15(1) and 15(2) of the Charitable Collections Act (WA) 1946 and the Charitable Collections Regulations (WA) 1947 and for such internal control as the Directors determine is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Directors are responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the Directors either intend to liquidate the Association or to cease operations, or have no realistic alternative but to do so.

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.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We 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 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 Association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Directors.
- Conclude on the appropriateness of the Directors' use of the going concern basis of accounting in the preparation of the financial report. We also conclude, based on the audit evidence obtained whether a material uncertainty exists related to events and conditions that may cast significant doubt on the Association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in the auditor's report to the disclosures in

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the financial report about the material uncertainty or, if such disclosures are inadequate, to modify the opinion on the financial report. However, future events or conditions may cause the Association 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 statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We also provide the Directors with a statement that we have complied with the relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

Report on Other Legal and Regulatory Requirements

Opinion pursuant to the Charitable Collections Act (WA) 1946 and Charitable Collections Regulations (WA) 1947

In our opinion, the Association has complied, in all material respects, with the requirements of the Charitable Collections Act (WA) 1946 and Charitable Collections Regulations (WA) 1947 for the year ended 30 June 2020

Crowe Perth

Cyrus Patell
Partner

Signed at Perth, 27 August 2020

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AUDITOR'S INDEPENDENCE DECLARATION

In accordance with the requirements of section 60-40 of the Australian Charities and Not-for-profits Commission Act 2012, as lead auditor for the audit of Southcare (Inc.) for the year ended 30 June 2020, I declare that, to the best of my knowledge and belief, there have been no contraventions of any applicable code of professional conduct in relation to the audit.

Crowe Perth

Cyrus Patell
Partner

Signed at Perth, 27 August 2020

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