SOUTHCARE

ANNUAL REPORT 2016 – 2017

SOUTHCARE

SOUTHCARE

Contents

About Us 4

Report from the Chairman 6

Report from the CEO 7

Treasurer's and CFO's Report 8

Our Brand Refresh 9

Community Home Support 11

Home and Community Care (HACC) Services 13

Social Centre 14

Home Care Packages 16

Community Visitors Scheme 18

Our Community 19

Accessible Housing for Local Retirees 20

Aboriginal Family Support 21

Emergency Relief 23

Financial Counselling 24

Community Spirit 26

Opportunity Shop 26

Mankara 27

Annual Southcare Christmas Appeal 2016 27

Engaging Young Leaders on Aged Care and Community Boards 28

Our People 31

Board of Governance 32

Executive Management Team 32

The Southcare Spirit Project 33

Key Outcomes and Achievements 34

Our Volunteers 37

Our Excellence 38

Our Excellence and Service Awards 39

Living the Southcare Values Awards 39

CEO's Award for Outstanding Performance 39

Helen Moore Leadership and Service Award 40

2016 Rotary Club of Mill Point Pride of Workmanship Award 40

Aged Care Services Australia Excellence in Care Awards WA 41

Leadership WA Signature Program 41

Financials 42

Acknowledgements 55

Southcare acknowledges the Whadjuk people as the traditional owners of the land on which our buildings stand. Southcare respectfully recognises Elders both past and present.

SOUTHCARE

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.

Today, we are a diverse collaboration of people, cultures, teams, services, communities and partnerships, all working together to enhance the quality of life of local residents through the provision of support and aged care services aimed at helping them to 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, as well as professional leadership and governance training.

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 sector.

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.

We continue to provide hampers at Christmas to help brighten this time for people in need; and also as a special tribute to the way it all began for us over 35 years ago.

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

OUR VISION

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

Our values underpin our culture, service delivery and community spirit

SOUTHCARE

Report from the Chairman

Preparation and implementation of the Federal Government's Aged Care Reforms continued to be a central theme throughout 2016 - 2017. We recognised that in order to successfully implement the Increasing Choice in Home Care reforms that commenced on 27 February 2017, we had to 'Think Retail'.

The most obvious consequence of the deregulation of the home care market is competition between providers for market share. This is a significant change that creates a new market for Southcare, as customers are now in a position to choose who will provide their services.

As a result, Southcare is no longer restricted by the number of home care packages we hold with government. However, to make the most of this opportunity we needed to prepare for the new system quickly. A key factor in this mindset was ensuring the cultural changes required were implemented and embedded.

This cultural change process had commenced in 2015-2016 with the implementation of the Southcare Spirit Project that focused on the achievement of four core strategies that created:

1. a customer centric organisation
2. an environment where employees and volunteers are engaged
3. increased revenue and a competitive pricing strategy
4. a best-in-class, not-for-profit in the aged care sector

We understood the need to be able to compete on a cost efficiency basis and become more commercial. We also recognised the need to obtain new customers, increase our offers to customers of both services and products, and develop relationships so we could broker and subcontract to meet customers' needs.

Continuous improvement and marketing strategies, and defining our market niche, opens up a great opportunity for Southcare to continue to provide services and supports that are about 'Empowering People and Enriching Lives'.

Throughout the year we continue to enjoy the ongoing support of the City of South Perth through partnership funding that provides an invaluable contribution towards Southcare's capacity to deliver additional services. It has given us the opportunity to provide support for Aboriginal families who are experiencing homelessness or are at risk of homelessness.

We have continued to be active in developing partnerships and collaborations with others in the sector and this has enabled us to leverage relationships, establish Memorandums of Understanding (MOUs) with like-minded organisations and partnering to provide a more holistic range of services. The Metropolitan Financial Counselling Service is one of the many examples of how working together achieves enhanced outcomes for customers.

It is hard to believe that five years ago we received a social innovation grant for a project aimed at getting young professionals onto Aged Care boards. The continued growth of our Engaging Young Leaders on Aged Care and Community Boards (EYLACCB) is both inspiring and challenging work. You will read more on this later in the report.

Over the past year, the Southcare Board welcomed three new Board Directors, Elise Croft, Veronica Lawrance and Mario Gomes. Elise brings her legal mind to the table and Veronica and Mario bring a wealth of marketing and business development expertise. Collectively, they bring a variety of perspectives shaped by their backgrounds, cultures, knowledge and experience. Their contribution is valuable in ensuring we have a diverse group of Board Directors who can lead and govern Southcare.

We also provided two Board Traineeships to two graduates of the 2015 Emerging Leaders in Governance Program. Rachael West and Amber-Rose Currie each contributed their unique skills, knowledge and perspectives to our board conversations. We wish them well in their endeavours to secure a director position in the future.

A key subcommittee of the Board is our Housing for Local Retirees Project Management Committee. We thank Peter Wylie for his expertise and contribution to our building project and Les Ozsdolay and Tim Davey for taking on the additional workload.

My sincere thanks to all Board members for their continued support, knowledge and desire for driving Southcare forward.

Importantly, we continue to respect the energy and passion that our leader, CEO Dr Nicky Howe, brings to Southcare. Nicky has a clear vision and purpose and is leading the organisation with the strong support of all the staff and volunteers, who we very much appreciate.

John Dodman, Chairman

Report from the CEO

Ongoing Aged Care Reforms

As part of the aged care sector, we continue to be engaged in substantial reform which will shape the sector of the future. In 2012-2013, the Federal Government indicated a reform direction which resulted in a more consumer-driven and market-based aged care system. Central to the recent reforms has been significant changes to the funding and financing arrangements for the sector that were introduced on 1 July 2014.

As a result, Southcare can no longer bid for, or be allocated, Home Care Packages (HCP) through the Aged Care Approval Rounds (2015 was the last ACAR for HCPs) and customers are no longer limited to finding a provider with a 'vacant' package.

Instead, customers are now allocated a Home Care Package, assessed appropriate to their needs. Southcare now competes for customers based on our service offerings, quality and price. Once a customer has chosen a provider, the HCP funding is paid to that provider. Each customer can also choose to change their provider, and their funding will follow. The Government will still control the overall number of funded HCPs available.

The reforms also highlight a fundamental philosophical shift in the service system from one where the primary funding and service relationships were conducted between government and service providers, to a future where they will be market-based relationships between customers and service providers. We need to have competitive service offerings and be responsive to customers' needs and preferences, in order to succeed in this new, more market-based environment.

We continue to undergo significant internal transformation to position ourselves in this more customer-driven and market-based system. Key to our transformation has been the continuation of our Southcare Spirit Project aimed at improving both our workplace culture and results.

Our Strategic Plan and Architect for Success ensure we have a clarity of vision, mission, purpose and goals. Our attention has been (and will continue to be) on improving the customer's experience, our people and culture, sales and marketing and improving our systems and processes. These four pillars, along with a program we undertook on preparing for the 'new world' of home care, positioned us to be ready for the Increasing Choice in Home Care reforms that commenced on 27 February 2017.

Service quality is central to all we do at Southcare and in November 2016 two auditors from the Western Australian Office of the Australian Aged Care Quality Agency (AACQA) undertook the Quality Audit. We are pleased to report we passed the audit and met all 18 Home Care Common Care Standards.

Following the resignation of Shelley Robertson in late 2016, the New Year brought fresh talent. In January 2017, Michele Murdoch commenced in the role of Chief Customer Officer and in February 2017, Jasmin Hazelton commenced in the role of Marketing and Business Development Manager and Sarah Moraday in the role of Human Resources Advisor. They have each brought with them their unique capabilities, knowledge, skills, professional qualifications and fresh perspectives, which has not only been greatly appreciated, but has also been extremely motivating.

New people and fresh ideas have helped us to progress the development and implementation of a rebranding strategy. We have updated our visual identity as we recognised that our existing brand was not fully representing our organisation and the people we seek to serve.

This is an exciting time for Southcare, and I am delighted to present our 'new brand' in this report.

As a medium-sized provider, we have continued to engage with others to develop collaborations and partnerships, and to undertake the due diligence associated with mergers and acquisitions. When we put the customer at the centre, we are able to gain clarity about the best way forward. I am therefore pleased to report that it has been an extremely productive year for Southcare in relation to our key performance measures.

With all this change, both externally and internally, the organisational commitment shown by our staff and volunteers has been unwavering. They are to be highly commended: my fellow colleagues, Vicki Morrell, Enda Fahy and Michele Murdoch who join me as members of the Executive Management Team; our Spirit Leaders; our staff and volunteers; the partners; and the many individuals and groups in the community who provide vital support to the important work of Southcare.

I am appreciative of the members of the Southcare Board; each bring their skills, knowledge and experiences to ensure Southcare is governed effectively. I thank John Dodman for all his many, many hours of service; his commitment to Southcare is exceptional. I am grateful to John for his wise counsel, his support, guidance and encouragement, along with his contribution to the leadership and governance of Southcare.

Innovation, creating opportunities and dealing with challenges are the norm at Southcare, and we are proud of how we are striving towards our goal of being a best-in-class community benefit organisation. The year was topped off with Southcare winning two Aged Care Service Australia (ACSA) Excellence in Care Awards in Western Australia. Kathleen Sutherland, Home Care Package Coordinator, won Employee of the Year and Southcare won the Best Organisation Award.

Dr Nicky Howe, CEO

SOUTHCARE

Treasurer's and CFO's Report

Southcare has returned an operating surplus of $229k from trading operations during the 2016 - 2017 financial year. The operating surplus is $75k lower than the annual budget of $304k.

This has been primarily due to the transitioning effects of implementing the Federal Government's Aged Care Reforms that commenced on 27 February 2017. The reforms have resulted in the requirement for aged care providers to reposition themselves from being a supplier of outsourced government services to being a stand-alone service provider that competes in an open market for customers. The obvious consequence of deregulation of the home care market is the increased competition between providers for market share.

In order to achieve a strong and sustainable position in a more customer-driven and market-based system, a significant internal transformation was required. A comprehensive business optimisation project was conducted to identify specific areas for improvement in our current systems and processes. The implementation of new accounting software has helped to transform corporate services through focusing on automating and streamlining labour-intensive administrative tasks, whilst improving management information.

A combined effort from the Executive Management Team (EMT), the Southcare Spirit Leaders and all our administrative staff, support workers and volunteers has assisted in the delivery of these improved operational and financial efficiencies. The implementation has resulted in the following:

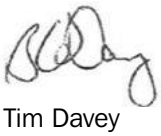
- Changed business model to successfully operate in the new environment
- Streamlined operations, while minimising administrative costs
- Delivery of more accurate and timely information
- Flexibility to adapt to market demands
- Return on capital investment
- Development of a more competitive pricing strategy

Despite these achievements, the desired impact to Southcare's 30 June 2017 financial year operating surplus has not been realised. This is due to the Government's My Aged Care website causing significant delays in customer wait times and the subsequent slow release of new Home Care Packages (HCP) customer referrals. These factors have had a correlating adverse effect on our projected volume of HCP. Revenue from HCP since 27 February 2017 has been reliant on the volume of services delivered as the new pricing structure consists of a combination of three costs (services, case management and administration). Prior to these reforms, customers were charged individually for services, and then a fixed case management and administration fee was applied.

Southcare's cash reserves have remained consistent with the prior year, with a small decrease of $19k during the financial year, and at 30 June 2017 the total cash reserves were $5.6m. This, together with the high level of net assets currently held, places Southcare in a very strong and liquid financial position.

Work has progressed on the development of accessible housing for local retirees. At 30 June 2017, the total capitalised costs incurred on the development is $393k, which is in line with the budgeted project costing schedule (this project is covered in more detail later in the report).

We thank the members of the Accounts and Finance team, namely Louise Fry for project managing the review and implementation of the new accounting system, and Edith Liu and Yook Lin Ng for their efforts in adapting to the new system.



Mr Tim Davey
Treasurer

Mr Enda Fahy
CFO

OUR BRAND REFRESH

Vicki Morrell, Manager Volunteer and Community Services seeking endorsement of the brand refresh from Southcare Hero Helen Moore, Board Member 1982 – 2014.

The Story Behind our Brand and our Brand Refresh

April 6, 1982 was the day Southcare opened its doors for the first time, marking the beginning of the visible presence of caring people within the community.

Caring citizens from local churches and service groups accepted the challenge to assist residents (disadvantaged by poverty) who lived in Karawara. Assistance and support were given in the form of food parcels, clothing and blankets. The group worked together to gain funding and to establish community services. The realisation of the dreams and ideas that many people had held for almost a decade meant they could ensure that the less fortunate in our community were comforted by the knowledge that an organisation was there to help care for them.

Thus began Southcare.

The Mission was to offer caring services to residents of the City of South Perth and surrounding areas assisting them to enhance their quality of life.

Although it took on a slight modernisation around 2010, the basic structure of Southcare's past logo had remained unchanged since its very beginning (1982).

The outer square represented the City of South Perth; the black arrows pointing inwards represented volunteers, donations, ideas and dreams; the white arrows pointing out represented the caring and concern going out from Southcare to the community and the cross (central in the logo) represented the major role played by local churches.

Throughout the year we spent time reflecting on how we have changed to meet the emerging needs of the community.

As a result of this reflection of change, the new logo was developed.

SOUTHCARE

The refreshed and rebranded logo concept represents the connection between Southcare, people, home and community. This aligns with the current Southcare purpose and mission, and honours the historical Mission Statement's promise to the community.

The new logo elements:

THE ROOF represents home. We all want to stay in our own homes; this is the focus of Southcare's service offering.

THE PEOPLE represent people coming together to form a community.

THE THREE COLOURS have been chosen to demonstrate diversity, and represent Community, Our People and Customers.

THE OPEN CIRCLE is reflective of our past logo, leaving an opening "representing volunteers, donations, ideas and dreams" to come into the organisation.

THE THREE PEOPLE joined together demonstrate how we have grown to a respected organisation where community, volunteers, staff and customers work together to care for each other. (They are reminiscent of our old logo "representing the caring and concern going out from Southcare to the community".)

THE HAND represents support and care. This symbolises Southcare supporting the community.

THE SOUTHCARE WORDMARK has remained unchanged – it was retained to honour the history of Southcare.

COMMUNITY HOME SUPPORT

SOUTHCARE

Southcare is a not for profit providing personalised aged, home care and community services that support you to live with dignity and respect in your own home and community.

GUIDANCE

Let's sit down together (you, your family and friends) and talk through the options and tailor a plan that respects your choices and needs.

HONEST VALUE

We have no hidden fees and you can have services for as little or as long as you need!

BELONGING

Just like you, we're local and proud to be part of the community for over 35 years.

Southcare Support Worker Janice Millington with client Mrs Haydock.

Home and Community Care (HACC) Services

As people age and become incapacitated due to various factors, it can be increasingly difficult to remain independent and do all the things they like to do in their own home and within the community.

At Southcare, we support people who are older, frail-aged and young people with a disability, to live independently in their own home and participate in the local community, and make social connections that enhance their health and well-being.

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.

Our service offer includes:

- Assistance with everyday household tasks.
- Assistance with the preparation or delivery of meals.
- Minor work in the customer's home or yard to maintain their safety, independence and access.
- Minor structural changes to the customer's home to help maintain their independence and safety, such as installation of hand rails.
- Nursing care (provided by a registered or enrolled nurse), such as wound care and insulin injections, as well as assistance with management of diabetes, continence and pressure care.
- Assistance to support the customer's independence in their personal care activities, such as showering, dressing and basic foot care.
- Assistance to keep up with essential activities such as shopping, banking and maintaining social contacts.
- Participation in group social activities or one-to-one companionship.
- Allied health assistance, such as physiotherapy or nutrition advice, to help maintain healthy diet, physical fitness, independence and safety.
- Assistance to attend appointments and participate in community events.

Southcare provides these services in the community with Home and Community Care (HACC) funding provided by the State and Commonwealth Governments.

SOUTHCARE

Social Centre - Moving Towards a Wellness Centre

The Social Centre is funded by the State Government under the Home and Community Care Program.

> "Seeing Dad get out on Fridays has been lovely as he is brighter. It allows him to do what he wants to do and not give up things that he was missing out on. If I didn't visit him, he wasn't getting out. He presents himself better now"

The Home and Community Care (HACC) Program is based on the philosophy of supporting older people and people with disabilities 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.

The approach assists customers to accommodate their functional disability by learning or re-learning the skills necessary for daily living. For those individuals where reskilling is not appropriate, then the approach focuses on minimising the functional losses and future dependencies that may develop because of disease processes.

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.

As part of our commitment to our Dementia customers, Southcare continues to partner with Alzheimer's WA to develop and implement a Household Model of Care. Essentially, our Social Centre is seen as more like an extension of our customers' home. The Household Model sits well within the Wellness and Reablement philosophy of the HACC program, moving away from the scenario where the staff were doing almost everything for the members. The Model now encourages them to take part in the daily set up and serving of morning tea in order to utilise their current skills and abilities.

We now have customers who arrive a little earlier than others just so they can participate in setting

> **“The Wellness Centre is focussing on the physical, mental and emotional well-being of customers.”**

up for morning tea. This includes setting the table and laying out the crockery. Customers enjoy being a part of the team, feel valued by others and take pride in their contribution to the day’s activities.

This year saw our community partnerships grow with the introduction of a number of new programs. Friday fitness (an exercise group facilitated by Como Health and Fitness), Southcare Singers (led by Victoria Corcoran) and Penrhos College’s performance of Mary Poppins are just a few of the new activities that continue to be well-attended.

Southcare embraces continuous improvement; the Social Centre is one area where we are committed to developing new service offerings that enhance our customers’ health and well-being. We are transitioning the Social Centre towards a ‘Wellness Centre’ that is able to cater to our customers’ physical, mental and emotional well-being by introducing outings, activities, presentations and events that focus on wellness and reablement.

This year our customers have been able to ‘travel’ together to New Zealand, Hawaii, Greece, England, Italy and even Outback Australia – all in the comfort of their armchairs. Armchair travel has been a great success, with everyone learning about other countries and their cultures and traditions.

Southcare Social Centre entered a team in the Live Lighter Games, an event sponsored by the Seniors Recreation Council WA aimed at keeping seniors active. Team sports included Chair Hockey, Bean Bag Toss and Skittles. Everyone had an enjoyable day and even won a few tournaments!

Home Care Packages – More Choice and Control

On 27 February this year, the Commonwealth Government introduced changes to the way in which consumers access Home Care Packages. Much of the year leading up to the changes involved preparing for the implementation.

Essentially, the changes opened up the industry to a competitive market place, enabling customers to have more choice and control over the Commonwealth-allocated funds. Customers are able to choose and direct Home Care Packages (HCP) funding to a provider that best meets their needs and goals. Once in care, people can change their provider; any unspent home care amount (less any exit amount) will follow them to their new home care provider – even if they move to another area to live. In addition, home care providers now have the opportunity to expand their business to meet local demand and customer expectations.

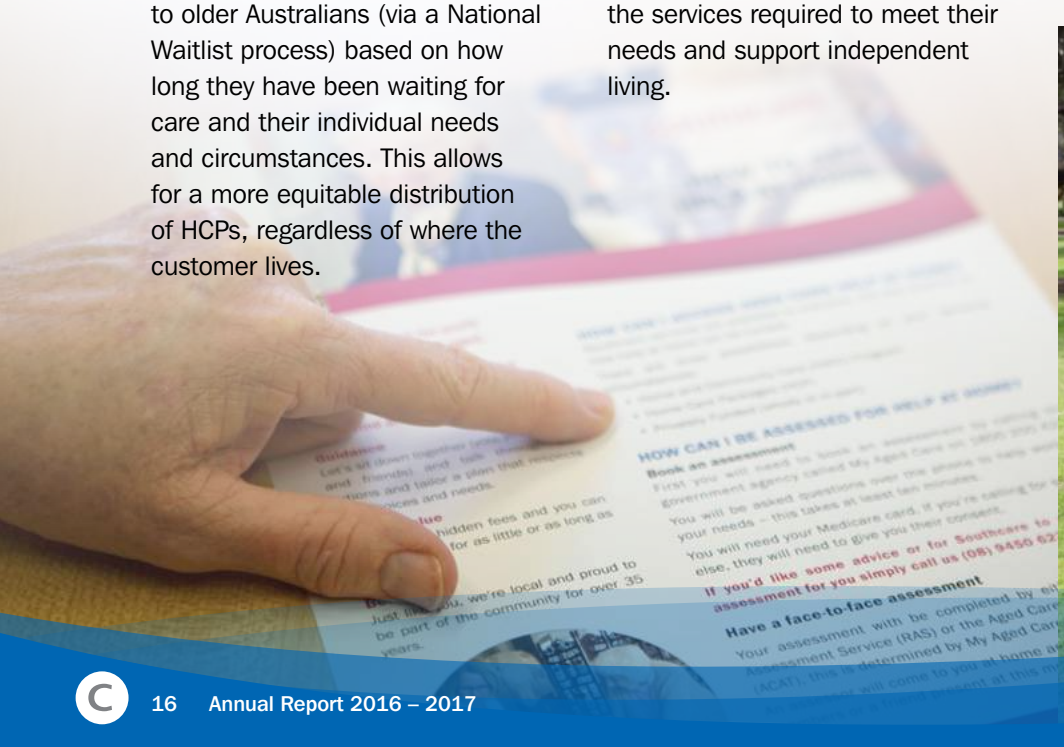
There is now a nationally consistent process for HCPs to be assigned to older Australians (via a National Waitlist process) based on how long they have been waiting for care and their individual needs and circumstances. This allows for a more equitable distribution of HCPs, regardless of where the customer lives.

Southcare has been able to position itself as a high quality, value for money service provider by being able to provide more hours of care than most other providers.

Home Care Packages continue to be delivered on a Consumer Directed Care (CDC) basis. Being customer focused is fundamental to Southcare's CDC model and ensures that the customer has an integral part to play in all aspects of the planning process. The service meets the synergy of needs and wants for the customer 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 services required to meet their needs and support independent living.

Southcare values customer feedback as it assists us to improve the way we support our customers. This year we held our first Customer Focus Group. Customers and their families were invited to meet as a group to discuss what is important to them about services and products and how we could improve our services.

It was an opportunity for our customers to not only influence the way we do business, but importantly to connect with like-minded individuals who have an interest in the future of our aged care services. The meeting was a great success with some informative feedback provided to the organisation. The Customer Focus Group will meet quarterly.



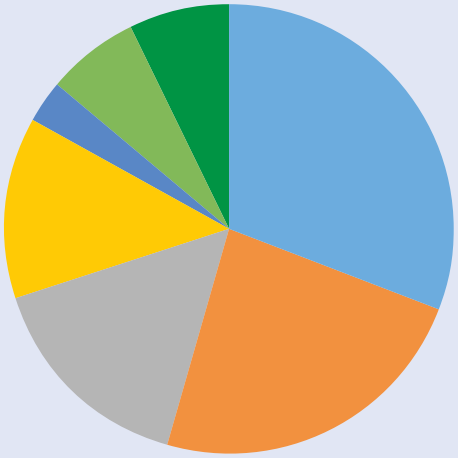
Aged Care Services – At a Glance Statistics

$ 4.408M
AGED CARE GRANTS AND CUSTOMER PAYMENTS

1018
CUSTOMERS

61,545
HOURS OF AGED CARE SERVICES

HOW WE SUPPORT OUR CUSTOMERS



- SOCIAL CENTRE
- DOMESTIC ASSISTANCE
- PERSONAL CARE
- SOCIAL SUPPORT
- RESPITE/OTHER
- TRANSPORT
- HOME MAINTENANCE

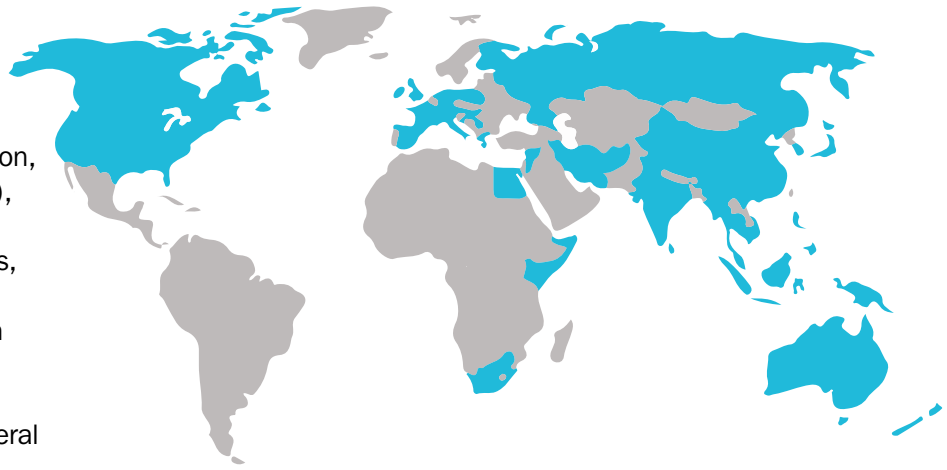
40
NUMBER OF AGED CARE SUPPORT WORKERS

16 NUMBER OF AGED CARE SERVICE VOLUNTEERS

9 TRANSPORT 6 SOCIAL CENTRE 1 ADMIN

COUNTRIES OF ORIGIN OF OUR CUSTOMERS

Afghanistan, Australia, Austria, Cambodia, Canada, China (excludes SARs and Taiwan Province), Croatia, Egypt, England, Fiji, Finland, France, Germany, Greece, Hong Kong (SAR of China), Hungary, India, Indonesia, Iran, Ireland, Italy, Jamaica, Japan, Jordan, Kenya, Lebanon, Malaysia, Mauritius, Myanmar (Burma), Netherlands, New Zealand, Northern Ireland, Papua New Guinea, Philippines, Poland, Russian Federation, Scotland, Seychelles, Singapore, Somalia, South Africa, South Korea, Spain, Sri Lanka, Switzerland, Syria, Thailand, United States of America, Wales, (former Federal Republic of) Yugoslavia.



SOUTHCARE

Community Visitor's Scheme

The Community Visitor's Scheme (CVS) provides companionship to people who are socially isolated or are at risk of social isolation or loneliness in the South East Metropolitan areas of Perth. Southcare is responsible for matching volunteers with seniors who have been identified as being lonely.

This involves visiting and interviewing the person in their home or care facility and then recruiting 'a friend' who has similar interests and an understanding of the person they will visit.

The CVS is available to recipients of Australian Government subsidised residential aged care services or Home Care Packages (HCP) and provides friendship and companionship by matching aged care recipients with volunteer visitors. Visits can be one-on-one (or as a group) in aged care homes, and one-on-one visits to HCP recipients. Any qualifying senior whose quality of life could be improved by the companionship of a regular community visitor can be referred to the CVS by their aged care provider, a family member or their GP.

Southcare has witnessed some amazing friendships that have developed as a result of the CVS. We have found that the program can be as valuable for the volunteer as it is to the person they befriend – often filling a gap in their own lives.

Southcare and the many 'once lonely' seniors are grateful for the team of 'friends for lonely people'. A big thank you to those people who volunteer their time, empathy and companionship. With the ageing of the population and so many families living in other states or countries, we are regularly asked for community visitors. We encourage anyone with an hour a week to spare to consider supporting the scheme by volunteering.

22325
VISITS OF SOCIAL INTERACTION TO RESIDENTS IN AGED CARE FACILITIES

5265
VISITS TO HOME CARE PACKAGE CUSTOMERS

3024
VISITS TO GROUP RESIDENTS IN AGED CARE FACILITIES

OUR COMMUNITY

Accessible Housing For Local Retirees

The 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 Bickley Crescent. 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 an exceptionally 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.

Progress towards achieving this goal has included successfully securing the Town Planning Scheme No 6 Amendment No. 45, Occupation of New Dwellings, that was achieved in 2015 – 16. This year we have purchased 17 Pether Road, developed an urban design plan that was presented to the community for consultation, and engaged in the tender selection process, appointing architects (Cameron Chisholm Nicol). We have also undertaken a further community consultation, developed a financial modelling tool, established a Real Estate Reference Group and developed and submitted the Development Application to the City of South Perth.

The Team

The Southcare Board is the overarching governing body for this project and the Housing for Local Retirees Project Management Committee is chaired by the CEO. Members of the committee include Dr Nicky Howe (CEO Southcare), John Dodman (Chairman Southcare), Les Ozsdolay (Deputy Chairman Southcare), Tim Davey (Treasurer Southcare), Enda Fahy (CFO Southcare), Peter Wylie, George Georgiu (Project Manager, Johnstaff), Chris Fagri (Project Manager, Johnstaff), Malcolm Mackay (Mackay Urban Design), Cameron Chisholm Nicol Architects, Peter Keleman, Craig Forman and Tor Dahl. Our Real Estate Consultative Committee includes Simmon Sardelic, Sardelic Real Estate, Alan Bourke, Bourkes Real Estate, Ian Hutchison and Steve Lally, Ian Hutchison Real Estate.

Garry Gower, Co-ordinator Aboriginal Family Support

Aboriginal Family Support

Aboriginal Family Support (AFS) continues to work with our customers to build capacity and enhance resilience through the development of skills, self-esteem, confidence and connections. We achieve this through engaging with and developing relationships and working in partnerships with individuals, families and community groups. Various service options enable customers to identify and build on their strengths to more effectively manage their own lives.

AFS networks, experience, knowledge and range of expertise as a program works in conjunction with various other services that are offered by Southcare. These include Financial Counselling, Emergency Relief, OP Shop and Mankara. We also work with other service organisations to develop solutions that facilitate the creation of positive individuals, and in turn happier, healthier and more inclusive communities.

The community development feature of our service, works with and assists customers through various issues and crises to develop solutions. We support our customers to connect with community support networks and other resources within their communities, either as individuals and families, one-on-one or in clusters such as men's and women's groups.

The program's community capacity building includes working in partnership with the City of South Perth as well as the South Perth Aboriginal community group, Moorditj Keila.

These valued partnerships enable us to create excellent outcomes for the community. A key example is in relation to our young people. AFS provides transport, coaching and mentorship to young people so they can play basketball on Saturdays. Through this activity young people are experiencing an active lifestyle, learning how to get along with people, building their confidence, concentration, focus, sense of identity, learning to deal with setbacks, authority and how to follow rules – thereby creating self-discipline. This has resulted in outstanding team and individual performances in the Perth Redback's competition and excellent outcomes in their education, family and sporting lives. We are grateful to the many volunteers who offer their support.

We would like to acknowledge the Department of Local Government and Communities and the City of South Perth for their ongoing commitment and support.

SOUTHCARE

ABORIGINAL FAMILY SUPPORT STATISTICS

242

CUSTOMERS ASSISTED IN SINGLE AND ONGOING CAPACITY

GENDER

97 MALE

145 FEMALE

FAMILY STRUCTURE OF CUSTOMERS ASSISTED

64 SINGLE PERSONS/ GRANDCARERS LIVING WITH DEPENDENT CHILDREN

146 SINGLE PERSONS LIVING WITH NO DEPENDENT CHILDREN

24 PERSONS LIVING WITH PARTNER AND NO DEPENDENT CHILDREN

8 PERSONS LIVING WITH PARTNER AND DEPENDENT CHILDREN

SERVICE OUTCOME HIGHLIGHTS

HEALTH – Eight adults and seven youths undertook a 17-week healthy exercise and nutrition course to tackle the issue of obesity. The Department of Sport and Recreation conducts the activities which included the participants undertaking exercises led by a local, personal trainer. Following the workout, a healthy meal was provided by volunteers who also work with the homeless in the city.

EDUCATION – Excellent outcomes for a high school student successfully linked to local community group art course, thus fulfilling her Certificate II Visual Arts curriculum requirements.

HOUSING – Homelessness is an ever-increasing issue and our service has developed strong, collaborative relationships with a number of agencies resulting in several customers housed and others linked to crisis accommodation options. A great many been allocated Housing Authority priority listing and granted transfers following our advocacy and support.

PRACTICAL SKILLS DEVELOPMENT – Through our Men's Empowerment Program, six families were provided with practical skills development in effectively managing their lives. Activities included maintaining Housing Authority properties to required standards, i.e. home and garden maintenance, which includes cleaning, minor repairs, weeding, lawn mowing, trailer use, obtaining tip passes, rubbish removal and accessing local waste transfer stations.

LIFE SKILLS DEVELOPMENT – Individuals were supported to attend various activities which included art and knitting classes, or youth leadership development that provided information about careers in sport, dance and modelling. One stand-out young lady who excels in all areas was nominated for the Western Australian Young Achiever Awards. She was supported to attend a Gala Presentation Dinner where she was recognised for her outstanding achievements.

Emergency Relief

A combination of the many people struggling to find work and the rising cost of living has seen an increase in demand for Emergency Relief. Thanks to Lotterywest and Second Harvest, we have been able to help most people with Mankara food vouchers to support them in the short-term.

Where necessary, we refer people to our Financial Counsellor who can build their financial literacy with thorough budgeting assistance. In cases where people find themselves without clothing or need small household items, we can provide them with a voucher to use in the Op Shop. Without the support from government, it is becoming increasingly more challenging to meet the needs of the large number of people who come to us each week seeking assistance. A big thank you to the volunteers who use their skill, knowledge and empathy when interviewing people who find themselves in difficult circumstances.

SOUTHCARE ASSISTED INDIVIDUALS IN THE COMMUNITY WITH EMERGENCY RELIEF THIS YEAR

1156

"When you can't get a job and rely on income support sometimes you have to make the decision of buying food or medicine for a family member who is ill, I ask you, what do you do? I am so grateful to Southcare who provided me with a food voucher so I could feed my family."

SOUTHCARE

Financial Counselling

Duncan Edgar,
Financial Counsellor

Having recommenced the provision of a financial counselling service in early 2016, the past year has been one of consolidation. Southcare delivers its financial counselling service as part of a consortium, formally known as the Financial Counselling Network.

Where necessary, we refer people to our Financial Counsellor who can build their financial literacy with thorough budgeting assistance. In cases where people find themselves without clothing or need small household items, we can provide them with a voucher to use in the Op Shop. Without the support from government, it is becoming increasingly more challenging to meet the needs of the large number of people who come to us each week seeking assistance. A big thank you to the volunteers who use their skill, knowledge and empathy when interviewing people who find themselves in difficult circumstances.

The Financial Counselling Network is a partnership of not-for-profit community service organisations and local governments across the Perth metropolitan region that provides advice, assistance and education for people experiencing financial hardship. The Network also promotes financial counselling within the community, works to gain further resources, and collaborates with stakeholders to identify and address issues impacting consumers.

Southcare's financial counsellor deals with vulnerable families and individuals experiencing financial hardship. We aim to empower customers so they have the capacity to deal with their financial situation, or advocate and negotiate on their behalf, when required. 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 and 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 customers with WA No Interest Loan Scheme applications.

Ongoing difficult economic conditions are proving to be a significant challenge for a wide cross section of the community. For customers accessing our financial counselling service, one of the major issues is finding secure employment. We have a number of long term customers who have been out of work for an extended period of time and despite every

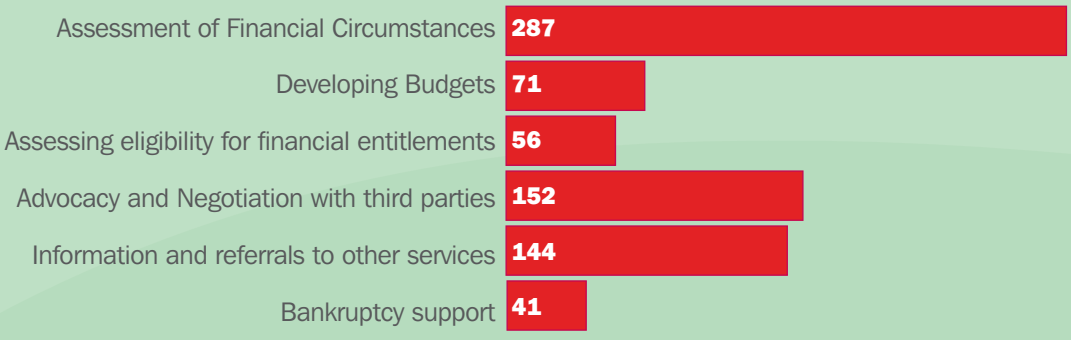
effort to secure a job, they continue to remain unemployed and are reliant on income support. In many cases, these people have had a previously sound employment history and have been on a substantial income. Meeting just the most basic living costs while dependent on a Centrelink income can be extremely difficult.

Similarly, self-employed and small business owners have also found it difficult to derive an income to support themselves, when in previous years they have been self-sufficient. In particular, we have seen a steady flow of tradespeople who are unable to secure a consistent flow of work and hence find it difficult to enter into and maintain any payment arrangements with creditors. Meeting tax obligations can also be problematic and with penalties and interest, significant tax debts can quickly accumulate.

An emerging issue relates to over 55 year old people who have found themselves on reduced incomes and high debts that they are unable to service. We have seen an increasing number of people who have, for a variety of reasons (such as age, health or retirement), found themselves with limited or no ability to work and are reliant on Centrelink for income. Unfortunately, they have incurred significant debt along the way and have little in the way of superannuation or assets of value. This being the case, they are unable to service these debts and are turning to financial counsellors to assist in assessing their options and, if necessary, advocating and negotiating with creditors on their behalf.

As part of our funding agreement, Southcare also conducts community education sessions and over the past year provided information sessions to residents of Richmond Fellowship, as well as Keystart Loans recovery officers, and we also attend local community forums and information events.

TYPES OF FINANCIAL COUNSELLING SERVICES PROVIDED: NUMBER OF PEOPLE ASSISTED



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PEOPLE ASSISTED WITH A RANGE OF FINANCIAL COUNSELLING SERVICES

Community Spirit

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 her 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 Board room facilities.

Nurture Works is an organisation also based at Southcare and is passionate about preventing children from experiencing the harmful effects of social and emotional abuse. Their objectives are to promote prevention of social and emotional abuse of children through community awareness, training programs and media. They build resilience, and social and emotional skills in children who are experiencing harmful effects of social and emotional abuse. Southcare continues to support Nurture Works through providing low rent office space, training and Board room facilities. In early 2017 Nurture Works made the decision to relocate back to Busselton.

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 or disabled people of any age) who have no relatives or friends able to assist in times of need. Southcare provides pro-bono training and Board room facilities.

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, Moorditj Keila, Second Harvest, Ontological Practitioners, Girls for Girls, Empowering Women Leadership Circle, Conscious Capitalism and Mind and Movement. This sharing of resources helps make them, and us, a strong community.

OPPORTUNITY SHOP

Generous community donors and our dedicated team of volunteers ensure that the Southcare Op Shop continues to be a favourite with locals. Customers enjoy the low prices and a friendly chat and share a laugh with the volunteer shop assistants, many of whom have been there for several years. The Op Shop sells donated clothes, small household items and bedding at low cost to assist members in the community who are in need of support. In the school holidays, students undertaking their community services hours from local schools enjoy sorting clothes, tiding the racks and assisting the volunteers.

A sincere thank you to volunteers, donors and shoppers for your ongoing support.

The Op Shop is open from 9.00am – 1.00pm Monday to Friday.

MANKARA

While the supermarket price war this year has continued to make it challenging for Mankara to be competitive, price-wise, our regular shoppers continue to enjoy the shopping experience. This is due to all our products being placed on easy-to-reach shelves and willing assistance given by our helpful and friendly volunteers. Customers enjoy a chat and often leave with a free loaf of 'day old bread' donated by local bakeries or some fresh fruit or other garden produce that has been donated by kind locals who have grown more than they need.

Community members who access the Emergency Relief services at Southcare are given a food voucher to spend at Mankara and very much appreciate the genuine caring assistance of the volunteers who ensure they get value for money. Again, we have relied on the Second Harvest warehouse to purchase discounted food. This year we have accessed ready-made nutritious meals from Foodbank. These meals have proved very popular and offer excellent value due to the availability of single serve and family serve sizes. We can also thank the McDougall Community Garden, located in Como, which is managed by a group of passionate volunteers who regularly donate fresh organic vegetables.

A huge thank you to all our hardworking volunteers, the various organisations who make products available, community groups and individuals who donate fresh produce.

The shop operates from 8.30am – 2.00pm Monday to Friday.

ANNUAL SOUTHCARE CHRISTMAS APPEAL 2016

Once again, the community stepped up and supported this very worthy cause. It is impossible to acknowledge every individual person, community group, school, service organisation and company for their donations of time, money, gifts and providing collection points. You all know who you are and we sincerely thank you for the support you so readily give each year.

For this event to be a success, we start in August with compiling a database of recipients, donors and supporters. Posters are designed and mailed to schools and businesses that have previously been a collection point. Letters are sent out to past supporters asking for their help and donations. In November, letters that include a food voucher are sent out to people who we know need some support at this time, inviting them to be at Southcare to receive their gifts or hampers on designated dates in December. Volunteers are recruited to help with collecting food from collection points and setting up the hampers and gifts.

Once again, we were able to assist 385 singles and families with food hampers in our community, 196 gifts to children who may not receive one from any other source and food vouchers so that there is 'food on the table' over the festive season. These activities involve many hours of work and organisation. Local schools and organisations act as collection points and manage the many cans and items of non-perishable food that the children and parents donate. Service organisations help with cash donations, Christmas cakes, food and manpower. Mankara volunteers work hard keeping the shelves stocked so that recipients of food vouchers can find what they need. With so many appeals and Christmas trees in shopping centres, we can no longer rely on gifts from this source. So, we very much appreciate the generosity of all the supporters who donate cash, enabling us to then buy a Christmas gift for needy children.

Engaging Young Leaders on Aged Care Community Boards Program

Emerging Leaders in Governance Launched on 8 February 2017

Now in its fifth year, the Emerging Leaders in Governance element of the program (ELGP) welcomed 20 young (under 40 years of age) professionals from a diverse range of corporate, government and not-for-profit backgrounds into the program. Over 50 people attended the event which included the 20 Young Leaders, MLA John McGrath and Community Partners.

With over 42 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 sector. Many of these professionals are already skilled leaders in their own field of expertise. This program builds on their existing skills and knowledge and affords them direct exposure to Board executives and leadership coaching and governance training, exclusive to the not-for-profit sector. This then supports them to be in a position to progress to their first community Board directorship. This year's participants came from a wide range of professional backgrounds including law, accounting, engineering, commerce, marketing, mass communications, community development, mathematics, economics, medicine, applied corporate governance, human services, project management, occupational therapy and business administration.

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

Tool Kit Contributions

- Driving Diversity on NFP Boards
- Consumer Directed Care: Consumer Engagement Toolkit
- Innovation: The Leadership and Governance Role of NFP Boards
- The Increasing Choice in Home Care Reforms – Cultural Changes Required of Aged Care Providers
- NFP Collaborations: A Resource for NFP Boards Considering Mergers and Other Forms of Collaborations

In May, it was graduation time and many graduates accepted their first Board position soon after. To date, three graduates are undertaking a Board traineeship and one has secured a Board position.

2017 Emerging Leaders in Governance Program (ELGP) Graduates

Unconventions

Community Partners, Emerging Leaders in Governance Participants and other Community Leaders gathered at Unconventions in August 2016 and March 2017. The themes were 'Champions of Diversity' and 'Future of Board Leadership'. Both Unconventions featured an impressive line-up of keynote speakers including Fadzi Whande, Global Diversity and Inclusion Strategist, Ingrid Cumming, Chief of Engagement, Codeswitch, Justine Colyer, CEO Rise Community Network, Michelle Scott, Director, The McCusker Centre for Citizenship, Ross Kyrwood, CEO, YMCA WA, Adam Jorlen, futurist, innovation strategist and entrepreneur, Paula Rogers, State Director, CEDA, Tony Vis, Non-Executive Director and Krista McMeeken, Board and practising solicitor.

These forums provided an opportunity to have candid conversations about the Unconventions topics. 'Champions of Diversity' asked participants to consider how WA NFP organisations become a national leader in engaging and embracing diversity on boards to facilitate better business and social outcomes.

Participants were challenged to consider how we move board directors from simply knowing or understanding the benefits of diversity, to becoming active difference-makers who champion diversity on boards. A further question was, "How do we break down silos between different cultures, religions, generations and industries to facilitate innovative conversations?"

The Future of Board Leadership Unconvention explored how organisations could be structured and led in the future, and how this impacts governance. Debates included how boards can act now to build the capabilities required to enact the future. Together we gazed into the future to create a collective vision about what it means to be an exceptional leader on a not-for-profit board. We also discovered what leadership and governance skills are required for board directors to navigate new futures.

At the March 2017 Unconvention, we also launched the Difference Maker Awards WA aimed at recognising a Board and a Board Director for championing diversity on boards.

State of the Nation Community Partner Event

On 15 June, over 60 people attended the State of the Nation event which:

- Updated Community Partners about the performance and achievements of the program.
- Showcased the research projects the young leaders have developed as part of their ELGP.
- Showcased previous Unconventions and the online toolkit that has been developed over the last five years.
- Sought to increase the number of Community Partners.
- Provided an opportunity for people to network and connect with the ELGP graduates.

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

> "Kim Hocking 2016 Graduate of the ELGP impressed the SwanCare Board of Directors during her 12 month tenure in 2016/2017 as Board Director Trainee so much she was offered a Board Director position immediately after her traineeship."

SOUTHCARE

New Community Partners

We welcomed Active, City of Swan, Amaroo, Chorus, Volunteering WA, and Independent Centre for Applied Not-For-Profit Research as new Community Partners. These organisations are supporting the program financially and through in-kind contributions including participant mentoring, Board observations, and guest speaking. We are proud to have over 38 Community Partners working with us to make Board diversity the standard.

Unfortunately, due to the downturn in the economy and organisational closures, we farewell and gratefully acknowledge the contributions that Community West and Volunteer Task Force made to the program. In addition, the grant from the Department of Local Government and Communities ended 30 June 2017. Two Community Partners have also withdrawn their financial support.

Difference Maker Diversity Award Winners

In June, we announced the two winners of the inaugural Difference Maker Diversity Awards. Justine Colyer, CEO Rise Community Network, won the Individual Board Director Championing Diversity in the Boardroom Award and SwanCare won the Not-for-Profit Board Championing Diversity in the Boardroom Award. We recognise and value their hard work and efforts in championing diversity on boards and learning how to implement change.

Difference Maker Diversity Awards - Individual Board Director Award from left to right; Dr. Nicky Howe, Mr Justin Scanlan – Board Chair Ability Centre, Award Winner Ms Justine Colyer – CEO Rise Community Network and Board Member various boards, Ms Angie Paskevicius – Board Chair Interworks, Mr David Endesbury – Board Chair Melville Cares and Alicia Curtis.

Difference Maker Diversity Awards - Not-For-Profit Board Award from left to right; Dr. Nicky Howe, YMCA accepted by Justin Eve - President, Award Winner Swancare accepted by Robin Watts – Board Member, EON Foundation accepted by Paula Rogers – Board Member and Alicia Curtis.

OUR PEOPLE

SOUTHCARE

Board of Governance

Mrs Ruth Reid
Patron

John Dodman
Chairman

Les Ozsdolay
Deputy Chairman

Tim Davey
Treasurer

Ashley Dawson
Secretary

Miguel Gomez
Member

Julie Ham
Member

Lindsay Yeomans
Member

Veronica Lawrance
Member
(commenced August 2016)

Mario Gomes
Member
(commenced October 2016)

Elise Croft
Member
(commenced October 2016)

Kevin Trent
Member
(July 2016 – October 2016)

Sue Doherty
Member
(July 2016 – October 2016)

Amber–Rose Currie
Board Trainee

Rachael West
Board Trainee

Executive Management Team

Dr Nicky Howe
Chief Executive Officer (CEO)

Enda Fahy
Chief Financial Officer (CFO)

Michele Murdoch
Chief Customer Officer (CCO)
(commenced January 2017)

Vicki Morrell
Manager Volunteers and Community Services

Shelley Robertson
Chief Customer Officer (CCO)
(July - November 2016)

The Southcare Spirit Project

Leading Change

Change is constant in the world of aged care and community services. It is here to stay and it is ever-increasing. In November 2015, we introduced the Southcare Spirit Project, an organisational development program to support leaders to lead change through motivating people and supporting them to overcome obstacles to achieve great results. We wanted to empower our people to see new possibilities and to help us create our own destiny in the new 'Think Retail' market.

> "Our values underpin our culture, service delivery and community spirit"

The Southcare Spirit Project encompasses the following objectives:

- Enhanced leadership capability
- Results-driven leadership team who share emotional responsibility for results
- Employees who are connected to Southcare Strategy
- Positive, productive and highly engaged employees
- Quality team relationships
- Excellent teamwork with a 'One Team' focus
- Uplifting team culture
- Feedback culture
- Honouring of Southcare's history
- Ensuring all Key Performance Indicators (KPIs) are met

David Koutsoukis from the Exceptional Teams Academy facilitated the project. David's role included leadership training, facilitation, motivational presentations at team days, chairing meetings, conducting interviews, coaching, planning, conducting assessments, as well as the production of customised material.

Key Outcomes and Achievements

SOUTHCARE SPIRIT LEADERS

The Spirit Project is driven internally by our Spirit Leaders Team. The Spirit Leaders have been participating in monthly leadership training, specifically designed to achieve the Spirit Project objectives, and ultimately, the four Southcare Core strategies. Spirit Leaders also engage in monthly check-in sessions where results are examined, issues discussed and strategies for improvement are implemented.

SOUTHCARE ARCHITECTURE FOR SUCCESS

The Architecture for Success is a one page visual diagram of our strategic directions that simplifies, clarifies and communicates our purpose, vision, mission, key goals, strategic priorities and values. It provides a very handy reference tool for aligning staff with the aim of achieving our goals and objectives.

SOUTHCARE'S NAME AND HEART OF GOLD LOGO

We are no longer just Southcare employees. We're Southcarers with a Heart of Gold, symbolising our mission of Empowering People and Enriching Lives. All Southcarers proudly wear their Heart of Gold badge.

GOLDIE – THE SOUTHCARE BEAR MASCOT

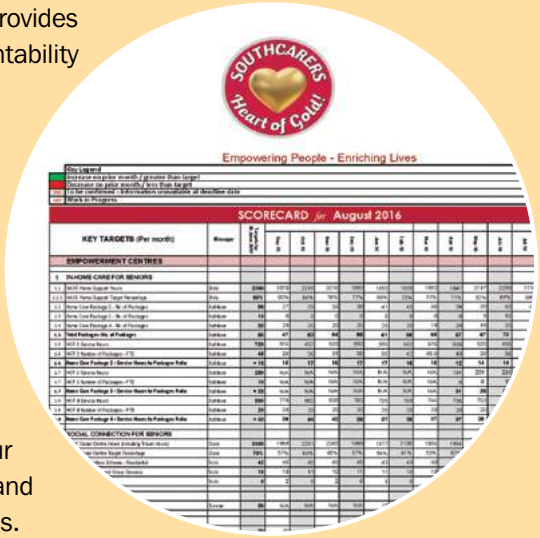
We have introduced the Goldie mascot to symbolise our mission of Empowering People and Enriching Lives and to engage the hearts and minds of both employees and customers. Goldie (both a life-sized mascot and a soft toy version) has brought great delight to staff and customers alike. Goldie will also be used in marketing activities.

SOUTHCARE SPIRIT DAY

Spirit Day is a quarterly event designed to build Southcare Spirit by honouring past and present Southcarers and by celebrating the individual and team achievements we have made. It includes the Nine Baby Blankets and a Dinner Ritual to honour our founders.

SOUTHCARE SCORECARD

The Scorecard is a one page excel spreadsheet that provides transparency and accountability for organisational goals and key performance indicators. It has been very successful in clarifying expectations of the Spirit Leaders Team and motivating them to improve performance. The Scorecard has provided a catalyst for focusing our effort on improvements and celebrating our successes.

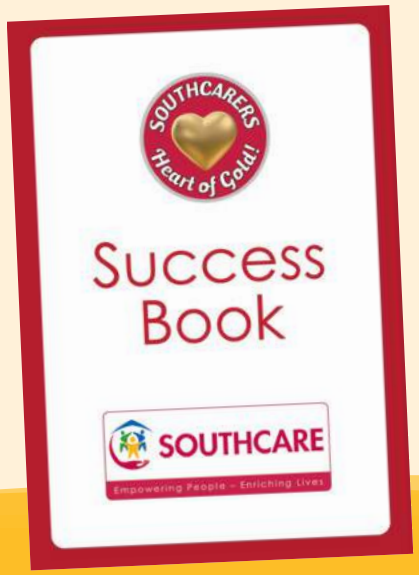


THE STRATEGIC PERFORMANCE HUB

The Hub is a day-to-day reminder of our strategy, purpose, mission, vision, values, key goals, strategic focus areas, monthly performance dashboard and monthly high achievers.

SOUTHCARE SUCCESS BOOK

The Success Book is a guidebook designed to help capture our 'corporate memory' about building a great workplace culture by describing our preferred Southcare Culture and how it will be achieved. It includes tools, tactics and templates for present and future reference.



IMPACT

The Southcare Spirit Project has had a positive impact on both our workplace culture and results. The Spirit Leaders Team has embraced the project and has been instrumental in spreading the Southcare Spirit across the organisation which has seen a noticeable improvement in team spirit and results.

SOUTHCARE

Southcare Spirit Leaders at June 2017

2017

1. Nicky Howe – CEO
2. Enda Fahy – CFO
3. Michele Murdoch – Chief Customer Officer
4. Vicki Morrell – Manager Volunteers and Community Services
5. Jasmin Hazelton – Marketing and Business Development Manager
6. Louise Fry – Manager Special Projects
7. Sarah Moraday – Human Resources Adviser
8. Kathleen Sutherland – Home Care Package Coordinator
9. Shola Shimkhada – Home and Community Care Coordinator
10. Garry Gower – Coordinator of Aboriginal Family Support
11. Duncan Edgar – Financial Counsellor
12. Denyce McDonald – Senior Administration Officer
13. Hayley Wickes – Senior Rostering and Customer Service Officer
14. Rebecca Ducler des Rauches – Assistant Home Care Package Coordinator
15. Kirsten Campbell – Social Centre Coordinator

Our Wonderful Volunteers

Southcare is committed to supporting our team of dedicated volunteers. Volunteers bring to Southcare life experiences, skills, abilities, compassion, intellect and humour and ask for nothing in return, but a 'thank you' at the end of the day.

The services they assist us with include governance, leadership, administration, lifestyle activities in our Social Centre, driving customers to appointments, participating in the Community Visitors Scheme, serving customers in Mankara Food Store and Opportunity Shop, delivering Emergency Relief and assisting with special events such as the Annual Christmas Appeal.

We continue our partnership with Boronia Pre-release Centre for Women. This is mutually rewarding and the women maintain our gardens with a keen eye, keeping the grounds of Southcare well-manicured. In addition, through the relationship we have built up with the women, upon release they are able to feel safe and comfortable coming to Southcare where we are able to provide them with practical support.

Once again, we thank the Wesley College students who help set up for our Annual Southcarers' Christmas Party. We appreciate the generous help from local schools and community organisations that assist us with our Annual Christmas Appeal.

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

Volunteer Contribution

Board Members	10
Board Trainees	2
Social Centre	6
Reception	10
Emergency Relief	5
Op Shop	12
Mankara Food Store	12
Transport	9
General Administration	4
Aboriginal Family Support	8
Christmas Appeal	9
Community Visitors	42

Volunteers gave 12,505 hours of service this year thereby assisting staff to enhance the lives of many members in the community who rely on Southcare's services and supports.

12,505

129

Total Volunteers

OUR EXCELLENCE

OUR EXCELLENCE

Each year we come together to pay respects to our founders, acknowledge our history and recognise those staff and volunteers who have excelled in delivering the vision, mission, values and objectives of Southcare.

SERVICE AWARDS

On 12 April 2017, over 40 staff and volunteers attended the annual Southcare ceremony which recognises staff and volunteers who have contributed over five years of service to the organisation.

SERVICE AWARDS

5 YEARS

- Kathleen Sutherland – Home Care Package Coordinator
- Dianne Tomkinson – Volunteer
- Gerry van DeWetering – Volunteer
- Ken Parkes – Property Officer

10 YEARS

- Carmel Hayley – Community Support Worker
- Maria Gannaway – Community Support Worker

Living the Southcare Values Awards 2016

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, be empathic, cooperate and endeavour to do our best by acting with integrity and producing high quality work.
This year, 37 staff and volunteers were recognised as outstanding role models of 'Living the Southcare Values'.

CEOs Award for Outstanding Performance

This year's winner, Kathleen Sutherland, is one person in the organisation who has made a BIG difference – Kathleen has most definitely Empowered People and Enriched Lives. This past year has seen much change at Southcare, and with change comes uncertainty. However, Kathleen has set her focus on why we are here and where we want to end up; she has learnt new skills and focuses on continued improvement. Kathleen has made a huge contribution to our:

- Performance
- Customer Service
- Values
- Culture

Kathleen has remained extremely focused in very difficult times. She has led herself and led others. She has been instrumental in improving our performance in relation to Home Care Packages. Kathleen has exceptional customer service skills and leadership skills; she is competent, trustworthy, likeable and inspiring. She manages internal and external relationships extremely well, demonstrates the capacity to be compassionate and holds people to account. Kathleen also loves the great outdoors (and is a bit of country and western fan) and is someone everyone wants on their team!

Helen Moore Leadership and Service Award

Peter Moore

We congratulate Peter Moore on receiving the Helen Moore Leadership and Service Award for 2017. This award is presented to a volunteer who demonstrates the qualities of leadership, trustworthiness, professionalism and being a team player. Peter, who has volunteered at Southcare for over two years, shows initiative and is always looking for ways to make sure the Mankara Shop is maintained to a high standard. This includes finding ways to make it easy for customers to navigate their way around the shop when making their purchases. Peter is very passionate about helping customers on low incomes and assists them to get the most out of their dollar.

Peter regularly supports the manager by offering extra help which is greatly valued.

Examples include helping with setting up for events, collecting gifts and non-perishable food from the community for our Christmas Appeal, shopping for supplies for Mankara, and in many other ways too numerous to record! He excels in his work performance.

Peter is trustworthy, reliable and competent in all his endeavours. He always exhibits a willingness to help others and goes above and beyond his normal duties. He demonstrates the ability to problem-solve and is proactive. He lives the Southcare Values and is a model volunteer.

2017 Rotary Club of Mill Point Pride of Workmanship Award

Vicki Morrell (pictured second from right) received the Pride of Workmanship Award in March 2017 at a special celebration held by the Rotary Club of Mill Point at the Royal Perth Golf Club. Vicki has worked at Southcare for 12 years and has been the driving force behind ensuring our mission of supporting those in need in the community, which is at the forefront of all that we hope to achieve at Southcare. As the Manager of Volunteers and Community Services, Vicki has responsibility for a number of areas including: Community Visitors Scheme Financial Counselling, Aboriginal Family Support, Mankara Low Cost Food Op Shop, and Safety Champion. Vicki leads the Annual Christmas Appeal which offers practical support (food and gifts) to over 500 families and individuals who are in receipt of commonwealth payments and services.

Aged Care Services Australia Excellence in Care Awards WA

On 6 June 2017, board members, staff and volunteers attended the Aged Care Services Australia (ACSA) Excellence in Care Awards WA. Southcare was selected as finalists in the following three categories:

2017 Excellence in Care Organisational Award

2017 Excellence in Care Employee of the Year Award – Kathleen Sutherland, Home Care Coordinator

2017 Excellence in Care Volunteer Award – Carol McGee

Southcare is pleased to advise that we won the following two awards:

2017 Excellence in Care Organisational Award – Southcare

2017 Excellence in Care Employee of the Year Award – Kathleen Sutherland, Home Care Coordinator

We were given a trophy, certificate and a winner's logo that can be used on all marketing material to demonstrate we are an organisation that strives to provide quality services to our customers and empowers people and enriches lives.

ACSA 2017

Carol McGee

Kathleen Sutherland

Leadership Western Australia Signature Program 2016

Our CEO, Dr Nicky Howe, graduated from the Leadership WA Signature Program on 24 November 2016 and was accompanied by the Chairman, John Dodman. Nicky was nominated by her peers to be the cohort's Valedictorian, which was a great privilege and honour. She made mention in her speech of the support she had received from John Dodman and the staff who had carried the load in her absence. A presentation of her learnings formed part of the December Board Meeting.

FINANCIALS 2016 – 2017

SOUTHCARE

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

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www.southcare.org.au

STATEMENT BY MEMBERS OF THE BOARD

These special purpose financial statements have been prepared in accordance with the requirements of Section 60.40 of the Australian Charities and Not-for-profits Commission Regulation 2013 (ACNC Regulation) and to meet the requirements of the members of the Board and Southcare Incorporated.

The responsible person declares that in the responsible person's opinion:

(a) there are reasonable grounds to believe that the Southcare Incorporated is able to pay all of its debts, as and when they become due and payable; and

(b) the financial statements and notes satisfy the requirements of the Australian Charities and Not-for-profits Commission Act 2012.

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

Chairman

Mr John Dodman

Dated this 29th day of August 2017

54 Bickley Crescent
Manning WA 6152
ABN 33 028 429 736

SOUTHCARE

William Buck

Southcare Incorporated

Independent auditor's report to members of Southcare Incorporated

Report on the Audit of the Financial Statements

Opinion

We have audited the financial report of Southcare Incorporated, which comprises the balance sheet as at 30 June 2017, the statement of income and expendtiure, statement of changes in equity and cash flow statement for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the Statement by Members of the Board.

In our opinion the financial report of Southcare Incorporated has been prepared in accordance with Division 60 of the Australian Charities and Not-for-profits Commission Act 2012, including:

a) giving a true and fair view of Southcare Incorporated's financial position as at 30 June 2017 and of its financial performance 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 Southcare Incorporated in accordance with the auditor independence requirements of the Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

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South Perth WA 6951
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Praxity ASSOCIATE GLOBAL ALLIANCE OF INDEPENDENT FIRMS

William Buck

Independent auditor's report to members of the Southcare Incorporated

Emphasis of Matter – Basis of Accounting

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 Southcare Incorporated's financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibilities of the Board for the Financial Report

The members of the Board are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the ACNC Act and the needs of the members. The Board's responsibility also includes such internal control as the Board determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

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

The Board are responsible for overseeing Southcare Incorporated's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

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 the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

SOUTHCARE

William Buck

Independent auditor's report to members of Southcare Incorporated

- 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 Southcare Incorporated's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Board.
- Conclude on the appropriateness of the Board's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on Southcare Incorporated's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause Southcare to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Board 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.

William Buck

William Buck Audit (WA) Pty Ltd
ABN 67 125 012 124

Conley Manifis
Director
Dated this 29th day of August, 2017

STATEMENT OF INCOME AND EXPENDITURE

FOR THE YEAR ENDED 30 JUNE 2017

	NOTES	2017 $	2016 $
OPERATING REVENUE			
Home Care Packages Level 2		760,027	544,131
Home Care Packages Level 3		291,800	63,322
Home Care Packages Level 4		834,229	986,217
Community Visitors Scheme Subsidies		129,825	124,513
Baptist Care Brokerage		16,478	25,565
Emergency Relief Grant and Revenue		12,521	11,434
Family Support Grant		84,681	83,347
Financial Counselling Grant		90,003	76,586
Home And Community Care Grant		2,321,883	2,327,754
Lotterywest Emergency Relief Grant		101,782	66,665
City of South Perth Grant		75,000	64,508
HACC Client Fees & Other Revenue		200,173	264,992
HACC Notional Revenue	2	45,000	45,000
Mankara (Community Food Centre)	3	117,810	97,450
Interest		105,303	131,093
Investment Revenue		22	96,844
Other Revenue (including Op Shop)	4	93,027	46,288
Youth Leadership		110,670	176,451
TOTAL REVENUE		**5,390,234**	**5,232,160**
OPERATING EXPENDITURE			
Employee Costs		3,686,045	3,455,003
Other Costs		1,475,649	1,283,258
TOTAL EXPENDITURE		**5,161,694**	**4,738,261**
NET OPERATING SURPLUS FOR CURRENT YEAR		**228,540**	**493,899**

The accompanying notes form part of these Financial Statements.

SOUTHCARE

BALANCE SHEET

AS AT 30 JUNE 2017

	NOTES	2017 $	2016 $
CURRENT ASSETS			
Cash		5,601,005	5,619,677
Receivables	5	62,987	100,705
Prepayments	6	57,809	46,458
Inventory		9,706	12,378
TOTAL CURRENT ASSETS		**5,731,507**	**5,779,218**
NON-CURRENT ASSETS			
Land and Buildings	7	6 ,165,560	5,643,458
Motor Vehicles	8	73,821	111,186
Office Equipment & Furniture	9	168,822	108,460
Capitalised Costs	10	392,987	185,778
TOTAL NON-CURRENT ASSETS		**6,801,190**	**6,048,882**
TOTAL ASSETS		**12,532,697**	**11,828,100**
CURRENT LIABILITIES			
Creditors, Accruals and Tax	11	286,046	243,628
Unearned Revenue	12	499,840	348,036
Provisions	13	308,182	289,906
Grants and Revenue In Advance	14	230,225	186,173
HCP - Unspent Fund	15	302,708	93,960
TOTAL CURRENT LIABILITIES		**1,627,001**	**1,161,703**
NON-CURRENT LIABILITIES			
Provisions	16	230,546	255,637
TOTAL NON-CURRENT LIABILITIES		**230,546**	**255,637**
TOTAL LIABILITIES		**1,857,547**	**1,417,340**
NET ASSETS		**10,675,150**	**10,410,760**
MEMBERS' FUNDS			
Accumulated Funds		4,566,672	4,362,986
Capital Funds		3,971,562	3,971,562
HACC Reserves	17	670,950	610,246
Asset Revaluation Reserve		1,465,966	1,465,966
TOTAL MEMBERS' FUNDS		**10,675,150**	**10,410,760**

The accompanying notes form part of these Financial Statements.

STATEMENT OF CHANGES IN EQUITY

FOR YEAR ENDED 30 JUNE 2017

	Accumulated Funds $	Asset Revaluation $	HACC Reserves $	Capital Funds $	Total $
Balance 1 July 2015	**3,653,840**	**-**	**825,493**	**3,971,562**	**8,450,895**
Surplus for year	493,899	-	-	-	493,899
Transfer from HACC Reserves	215,247	-	(215,247)	-	-
Asset Revaluation	-	1,465,966	-	-	1,465,966
Balance at 30 June 2016	**4,362,986**	**1,465,966**	**610,246**	**3,971,562**	**10,410,760**
Surplus for year	228,540	-	-	-	228,540
Transfer from Capital Funds to Accumulated Funds	846,362	-	-	(846,362)	-
Transfer Surplus 2016 to HACC Reserves	(24,854)	-	24,854	-	-
Asset Revaluation Reserve	-	-	35,850	-	35,850
Balance at 30 June 2017	**5,413,034**	**1,465,966**	**670,950**	**3,125,200**	**10,675,150**

The accompanying notes form part of these Financial Statements.

SOUTHCARE

CASH FLOW STATEMENT

FOR YEAR ENDED 30 JUNE 2017

	NOTES	2017 $	2016 $
CASH FLOWS FROM OPERATIONS			
Receipts from Customers	Per Below	5,763,103	5,209,411
Interest Income	Per Below	105,303	131,093
Payments to Suppliers and Employees	Per Below	(4,938,178)	(4,509,626)
NET CASH PROVIDED BY OPERATIONS		**930,228**	**830,878**
CASH FLOWS FROM INVESTING ACTIVITIES			
Net Payments for Property, Plant & Equipment		(948,900)	(81,374)
NET CASH FROM / (TO) INVESTING ACTIVITIES		**(948,900)**	**(81,374)**
NET INCREASE IN CASH HELD		(18,672)	749,504
CASH AT START OF YEAR		5,619,677	4,870,173
CASH AT END OF YEAR		**5,601,005**	**5,619,677**

Note		
Revenue		
Revenue on accrual basis	5,390,234	5,232,160
Grants in Advance	44,053	53,444
Unearned Revenue and other non cash revenue transactions	434,119	54,900
Cash Revenue	**5,868,406**	**5,340,504**
Expenditure		
Expenditure on accrual basis	(5,161,694)	(4,738,261)
Depreciation	196,593	207,769
Provision for Employee Benefits	(6,816)	13,984
Other non cash expenditure transactions	33,739	6,882
Cash Expenditure	**(4,938,178)**	**(4,509,626)**

The accompanying notes form part of these Financial Statements.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2017

NOTE 1 STATEMENT OF ACCOUNTING POLICIES

These special purpose financial statements have been prepared in accordance with the requirements of Section 60.40 of the Australian Charities and Not-for-profits Commission Regulation 2013 (ACNC Regulation).

These special purpose financial statements have been prepared in order to satisfy the financial reporting requirements of the members of the Board and Southcare Incorporated.

The Members of the Board has determined that the Incorporation is a non reporting entity. These financial statements have been prepared in accordance with the requirements of Australian Accounting Standards, except where specifically identified in the following notes.

The statements are prepared on an accruals basis from the records of the Incorporation. They are based on historical costs and do not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following specific accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of these statements:

(a) Inventories - are measured at the lower of cost and net realisable value.

(b) Buildings and land - Buildings are brought to account at cost. Buildings have been depreciated at four percent per annum. Land that has a building component have been valued at 30 June 2016 by LMW Hegney at $1,770,000 however continue to be recorded at cost in the financial statements at $1,163,158.

(c) Motor vehicles included at cost and are depreciated at twenty percent per annum commencing from the date of purchase.

(d) Office equipment and furniture are included at cost and are depreciated at fifteen percent per annum commencing from the date of purchase. Computers and off-the-shelf software included at cost and are depreciated at twenty five percent per annum commencing from the date of purchase.

(e) Adequate provision is made in respect of the association's liability for annual leave, long service leave and severance pay at reporting date. The Annual Leave Provision includes the 17.5% leave loading and Long Service Leave is based on 13 weeks entitlement for ten years of service.

(f) Contributions are made by the entity to various employee superannuation funds and are charged as expenses when incurred. The association has no legal obligation to provide superannuation benefits to employees on retirement.

(g) Southcare Inc. is exempt from income tax.

(h) Capital Grants received to assist in the purchase of Recurrent Fixed Assets are credited to the Income and Expenditure Statement as non operating Capital Grants.

(i) Certain comparative information has been changed to be consistent with accounting policies adopted for the year ended 30 June 2017.

(j) Capitalised Costs relate to Southcare Central Site Development and are capitalised as an asset.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2017

	2017 $	2016 $
NOTE 2 HACC NOTIONAL Revenue		
Notional Volunteer	45,000	45,000
	45,000	**45,000**

This is a unit cost compliance as required by Department of Health, WA.
Such revenue is of a non cash nature with the corresponding expenditure also recognised.

NOTE 3 MANKARA (COMMUNITY FOOD CENTRE)		
RECURRENT INCOME		
Revenue	117,810	97,450
Cost of Goods Sold	102,071	81,516
Gross Profit	15,739	15,934
Operating Expenses	34,812	40,714
Net Surplus / (Deficit)	**(19,073)**	**(24,780)**

NOTE 4 OTHER REVENUE		
Donations	2,898	1,982
Op Shop	33,984	33,598
Sundry Income	51,040	2,072
Southcare Private	253	1,436
Lotterywest	-	5,000
Interim Hospital Packages	4,852	2,200
	93,027	**46,288**

NOTE 5 RECEIVABLES		
Subsidy and Other Receivables	32,030	66,601
Fees Receivable	37,957	41,104
Less: Provision for Doubtful Debts	(7,000)	(7,000)
	62,987	**100,705**

NOTE 6 PREPAYMENTS		
Insurance	54,388	42,868
Subscriptions and Other	3,016	2,110
ER Gift Card Vouchers	405	1,480
	57,809	**46,458**

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2017

	2017 $	2016 $
NOTE 7 LAND AND BUILDINGS		
Land - 19 Pether Road, Manning - At Valuation 2016	3,000,000	3,000,000
Land and Buildings at Cost	3,949,804	3,340,953
Less : Accumulated Depreciation	(784,244)	(697,495)
	6,165,560	**5,643,458**
NOTE 8 MOTOR VEHICLES		
Motor Vehicles at Cost	360,489	360,489
Less : Accumulated Depreciation	(286,668)	(249,303)
	73,821	**111,186**
NOTE 9 OFFICE EQUIPMENT AND FURNITURE		
Office Equipment & Furniture at Cost	710,593	577,752
Less : Accumulated Depreciation	(541,771)	(469,292)
	168,822	**108,460**
NOTE 10 CAPITALISED COSTS		
Southcare Central Site Development	**392,987**	**185,778**
NOTE 11 CREDITORS, ACCRUALS AND TAX		
Creditors and Accrued Expenses	135,435	80,591
GST, PAYG and FBT Payable	150,611	163,037
	286,046	**243,628**
NOTE 12 UNEARNED REVENUE		
Unearned Revenue	**499,840**	**348,036**

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 decreased and a revenue account is increased. A total of $91,769 has been returned to HACC during the financial year and $35,850 has been transferred to the HACC Asset Replacement Reserve.

NOTE 13 PROVISIONS - CURRENT		
Provision for Annual Leave	308,182	289,906
	308,182	**289,906**

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2017

	2017 $	2016 $
NOTE 14 GRANTS AND REVENUE IN ADVANCE		
Lotterywest	26,457	-
Programs and Other	164,194	186,173
Financial Counselling Program	39,574	-
	230,225	**186,173**
NOTE 15 HCP UNSPENT FUND		
HCP - Unspent Fund	292,802	93,960
HCP - Medicare Receipts Clearing	39,068	-
HCP - Medical Sub Ledger	(29,162)	-
Closing Balance	**302,708**	**93,960**
NOTE 16 PROVISIONS - NON CURRENT		
Provision for Long Service Leave	**230,546**	**255,637**
NOTE 17 HACC ASSET REPLACEMENT RESERVE		
Opening Balance	410,776	626,118
Transfer to/from Accumulated Funds	87,583	(215,342)
Closing Balance	**498,359**	**410,776**
HACC EMPLOYEE PROVISION RESERVE		
Opening Balance	199,470	199,375
Transfer to/from Accumulated Funds	(26,879)	95
Closing Balance	**172,591**	**199,470**
Total	**670,950**	**610,246**

It is noted that included in the cash balance at 30 June 2017 is $670,950 (2016 $610,246) identified as being cash set aside for future HACC Asset Replacement and Provision Reserves. The increased cash set aside for this reserve was funded from the HACC recurrent grants received during the year and in previous years.

NOTE 18 CONTINGENT LIABILITIES

The Organisation 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 activity 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 2017 Financial Reports. If such events do occur the financial impact will be recognised in the next year's financial report.

NOTE 19 GOING CONCERN

The accounts of the Organisation have been prepared on the going concern basis. The ability of the Organisation to continue as a going concern is dependent upon it being able to continue to attract continuing funding support from State and Federal Governments and other funding bodies.

NOTE 20 SUBSEQUENT EVENTS

There have been no subsequent events since 30 June 2017 that require disclosure in this Financial Report.

Acknowledgements

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 Health
Department of Local Government and Communities (WA)
City of South Perth
Lotterywest

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City of South Perth
City of Swan
Community Vision
Foundation Housing
GRAI
Holyoake
Hope Community Services
Independent Centre for Applied Not for Profit Research
Intework
LASA
Linkwest
Melville Cares
MercyCare
Community First, Volunteer Task Force & Care Options
Mosaic
Nulsen Disability Services
Rise Community Services
Rotary Club of Como
Ruah
SwanCare
UnitingCare West
Volunteering WA
WACOSS
Wanslea
YMCA WA

CHRISTMAS APPEAL – DONATIONS AND SUPPORT

Anglican Church – Como
City of South Perth
Collier, Como, Curtin, Manning, Kensington and Victoria Park Primary Schools
Como Baptist Church
Como Rotary
Como-Manning Uniting Church
Curtin University
Frank D'Opera
John and Karen McGrath
Lions Club of Manning Inc
Manning Lions Club
Manning Senior Citizens Club
McDougall Craft Group
Members – Royal Perth Golf Club
Penrohsian Club
Penrhos College
Rotary Club of Mill Point
SLP Real Estate
Soroptimist International South Perth
South Perth Lions Club
Telstra
UnitingCare Giving Box
Wesley College
Wesleyana Club

DONATIONS

Angelo Street Optical
Bunnings Cannington
Captain Cook Cruises
Charity Link – Back to School and Blankets
Como Bakery
Community Newspapers
Frances Davies
Little Aussie Directories
Mrs ME Stephens
Mrs W Quadrio
Ms Carol McGhee
Rotary Club of Como
Second Harvest – Mankara Low Cost Food Store
The Hoyts Corporation
Waterford Specsavers

COMMUNITY ORGANISATIONS AND GROUPS

Manning Seniors Citizens Centre
South Perth Seniors Citizens Centre
Moorditj Keila
Second Harvest
Charity Link

PRINT AND MEDIA

Southern Gazette
South Perth Peninsula
Little Aussie Directories
Burswood Snap

UNIVERSITIES

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

CONSULTANTS AND SERVICE PROVIDERS

Alicia Curtis, Alyceum Consulting
David Kousoukis, Exceptional Teams Academy
Trevor Hunt, Consulting
Peter Wylie
George Georgiu, Chris Fagri and Team at Johnstaff
Malcolm Mackay, Mackay Urban Design
Peter Keleman, Craig Forman, Tor Dahl and Team at Cameron Chisholm Nicol
Simmon Sardelic, Sardelic Real Estate
Alan Bourke, Bourkes Real Estate
Ian Hutchison and Steve Lally, Ian Hutchison Real Estate
Wood & Grieve Engineers
Galt Geotechnics Pty Ltd
Ros Mansfield, Catering
MacroPlan Dimasi
William Buck
Grant Thornton Australia
Ros Mansfield, Catering
JuiceBox
Community West
Wood & Grieve Engineers
Sardelic Real Estate
Galt Geotechnics Pty Ltd

SOUTHCARE

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