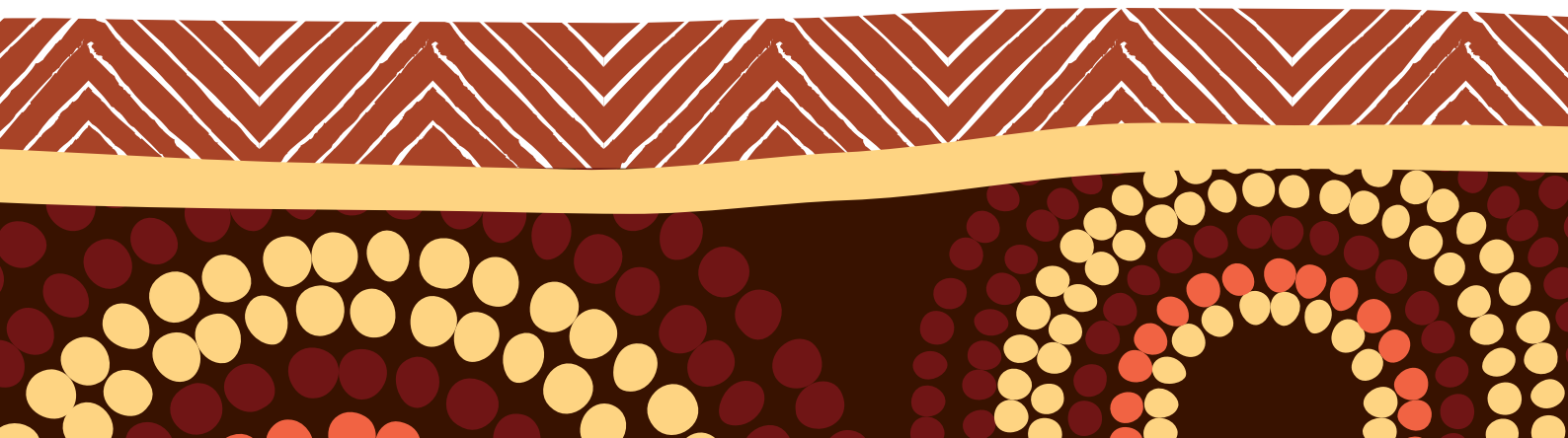


Aboriginal Elders & Community Care Services

Annual Report 2020-2021



Aboriginal
Community Services



Our Purpose

Aboriginal Community Services supports the growth of progressive and prosperous Aboriginal communities that are built on a foundation of respect, self-determination and accountability.

By empowering individuals, families and communities through choice and control of their needs, we connect our expertise, knowledge, passion, corporate and governance structures to build sustainable programs.

The lives of our clients are enriched through the delivery of culturally appropriate services that are continually improved and represent value for money.

Our Vision

Our vision is to be a national service provider, recognised for cultural and professional integrity and commitment to the self-determination of current and future generations of Aboriginal communities, families and individuals.

We Value



Self-determination

our clients have the right to choice and control over their lives



Respect

having regards for others feelings, choices, decisions and culture



Accountability

accepting our decisions have consequences



Sustainability

what we do will stand the test of time



Continuous Improvement

always seeking ways to do better



Value for money

where efficiency and effectiveness are balanced



Connection to Community

fostering close connections and maintaining social interaction, interests and activities



Honesty and transparency

being open with all the facts



Aboriginal
Community Services



Aboriginal Elders & Community Care Services

Annual Report 2020-2021

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Board Members

Garth Dodd

Chairperson

AECCS Board Member since 21 November 2019

Executive Officer of Council of Aboriginal Elders of South Australia

Shirley Peisley AM

Deputy Chairperson

AECCS Board Member since 27 October 2009

Community Representative

Rick Callaghan

Secretary

AECCS Board Member since 21 November 2019

Managing Director/Chairman of Yaran Business Services Group of Companies

Hitesh Goel

Treasurer

AECCS Board Member since 20 December 2019

Certified Public Accountant

Cath McGee

Board Member

AECCS Board Member since 11 January 2014

Former senior public servant involved in aged care and disability services

Janice Rigney

Board Member

AECCS Board Member since 7 January 2014

Community Representative

Jim Golden-Brown

Board Member

AECCS Board Member since 20 December 2019

Chief Executive Officer of National Aboriginal and Torres Strait Islander Corporation, Transport and Community Services

Senthil Govindasamy

Board Member

AECCS Board Member since 20 December 2019

General Practitioner

Chairperson Report

Garth Dodd | Chairperson

It is with pleasure that I provide this report from the Board for 2020-2021.

The Aged Care Reforms continue to roll out across the aged care sector and the Board are very pleased with our organisation's response to implementing the reforms while continuing to deliver high quality services to our community.

In addition, our organisation has managed the new Aged Care Quality Standards and contributed to the Royal Commission into Aged Care Quality and Safety.

We are proud to offer a wide range of aged care services and are pleased that we are expanding our services to Elders living in regional and remote locations of South Australia.

The planning and policy development that the Board has undertaken in recent years places the organisation in a good position to adapt, grow and manage change.

The Board will be updating our strategic plan this coming year to provide a sound foundation to lead the organisation through the ever-changing sector in which we operate and look at other potential opportunities.

COVID-19 continues to impact our aged care operations and our management team have implemented a number of COVID-19 emergency response to ensure the safety of Elders and staff while continuing to deliver high quality aged care services. It was also very pleasing to see the great outcomes from our one-off COVID-19 Emergency Response Program.

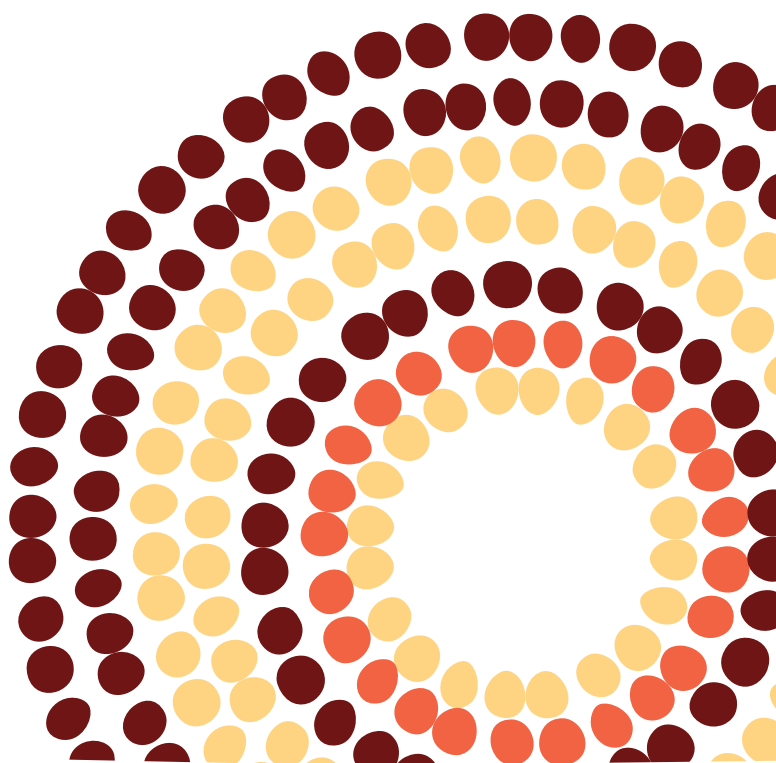
Where necessary, the advice of consultants and legal opinion is obtained to ensure we are compliant and meeting all legal obligations. We are pleased that the organisation has had another sound financial performance and has seen continued growth in our budgets and programs.

The Board has a very good relationship with the management team and it is important for me to thank my fellow Board members for their time, energy and support.

I would also like to acknowledge the valuable work that all our staff perform on a daily basis in making the lives of our Elders better and the commitment shown to our organisation.

We need to acknowledge the support of the Australian Government, Department of Health, for their ongoing funding support to our organisation.

The Board are proud that our organisation has been providing high level supports to our community for over 20 years and look forward to many more years of support for our community.





Chief Executive Officer Report

Graham Aitken | Chief Executive Officer

It is with pleasure that I present my eleventh Annual Report and I am happy to see the number of Elders receiving our services continuing to grow.

Our organisation is unique in that we deliver the full continuum of aged care services and supports from:

- Low level Commonwealth Home Support Programme;
- Home Care Packages; and,
- Residential Aged Care.

We are also unique in that our aged care services are delivered in urban, regional and remote locations.

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Aged Care Reforms and Royal Commission into Aged Care Quality and Safety

Through our previous annual reports, newsletters and other opportunities, we have informed Elders about the Australian Government's Aged Care Reforms which have been implemented due to Australia's growing population of older people and the challenges facing the aged care sector.

The reforms seek to create a better aged care service system to give older people more choice, more control and easier access to a full range of services.

Aboriginal Community Services made a number of presentations to the Royal Commission into Aged Care Quality and Safety, including the regional and remote services delivery hearing that was held in Broome.

The Australian Aged Care Commission released its final report and ACS is happy to have contributed to the report, especially chapter 7 which contains recommendations specifically for Aboriginal and Torres Strait Islander aged care.

Aged Care also received significant funding in the Federal Budget announcement and we look forward to funding opportunities to assist more Elders with services in South Australia.

The Aged Care Reforms and changes will continue to be implemented by the Department of Health through to the year 2022 and we have successfully managed and implemented the changes to date.

Home Care Packages

In 2014, we became an Approved Provider of aged care services meaning we can deliver the higher level care of Home Care Packages and we now assist over 180 Elders on Home Care Packages across the state.

These Packages are Consumer Directed Care, meaning Elders have a budget and more choice about the types of services they receive under the Package. Elders also receive a monthly statement about the services they have purchased.

The feedback we receive from Elders who are on Home Care Packages is very positive as they are able to make decisions and have choices about how their Home Care Package is used.

Accountability Requirements

Our organisation is required to meet many Commonwealth, State and Local Government laws, rules and regulations as well as the terms and conditions of our funding and I am pleased to confirm that all our reporting requirements are up to date.

From 1 July 2019 organisations providing Commonwealth subsidised aged care services are required to comply with the new Aged Care Quality Standards.

Organisations will be assessed and must be able to provide evidence of their compliance with and performance against the new standards. Our organisation and all programs are compliant with the new standards.

We are also required to submit regular financial reports to our funding bodies and due to our good financial management processes, have achieved a sound end of year financial result.

The independent financial audit details contained in this annual report confirms the financial performance which has been received without qualifications.





COVID-19

COVID19 continues to have a major impact on the aged care sector including our services and supports. Our priority has been to educate and inform Elders and our staff about COVID19.

The Commonwealth Department of Health has provided a significant amount of information and brochures to aged care providers and we have shared this information with our Elders and staff.

The majority our Elders continued to receive services although some minor changes to their service provision were required.

Our staff have undertaken Infection Control Training (COVID19) and have been provided with Personal Protective Equipment to ensure their safety whilst at work.

A number of COVID19 Plans have been developed for our different program areas and locations.

The management team have proactive in relation to dealing with COVID19 issues to ensure that Elders and staff are safe whilst high level aged care services are maintained.

Acknowledgements and Thank You

I would like to acknowledge our growing number of staff that I am very proud of and who demonstrate commitment to our Elders and to the organisation.

I would also like to acknowledge the Board members who volunteer their time and provide me with support and give the organisation clear directions on how we operate and where we want to be in the future.

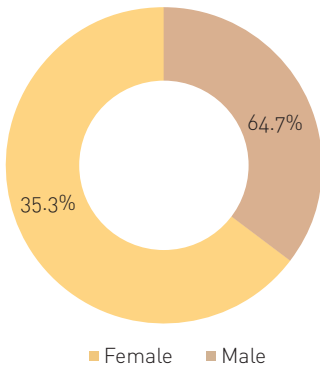
Our organisation has established many partnerships and linkages and I would like to acknowledge those organisations that work with us in a changing and complex service system environment.

I look forward to the new financial year with confidence and enthusiasm as we continue to grow and improve our organisation in meeting the needs of our Elders and the wider Aboriginal community.

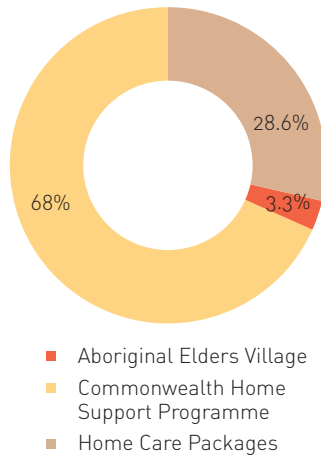
Program Reports and Service Statistics

Aboriginal Community Services provides a full continuum of aged care services from basic care to complex high care. We provide aged care services across South Australia in urban, rural and remote locations.

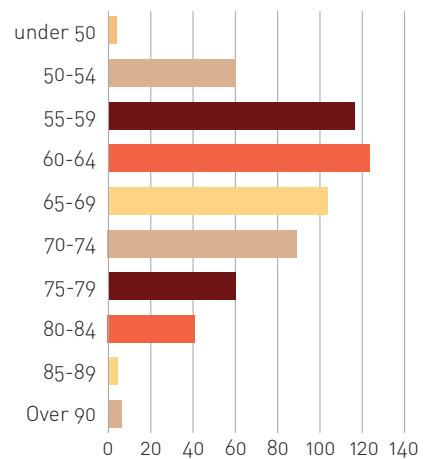
Clients and Residents
Elders by Gender (n=632)



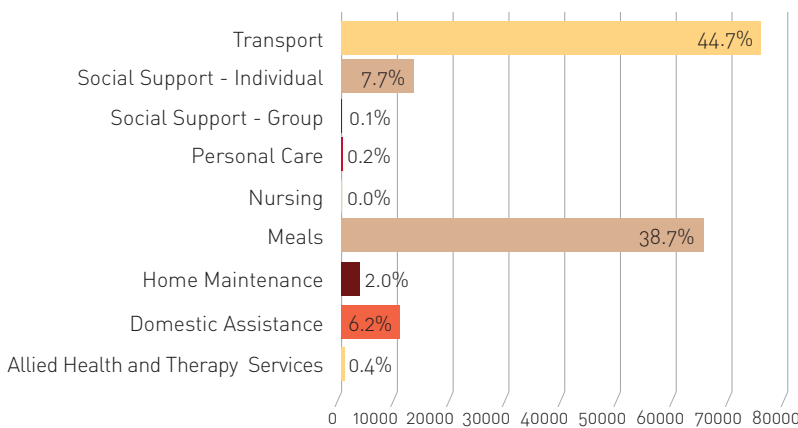
Clients and Residents
Elders by Aged Care Program (n=632)



Clients and Residents
Elders by Age (n=632)



CHSP Service Delivery
Support sessions by Type (n=430)



Commonwealth Home Support Programme

We provide Elders with entry level support services at home and in their community under the Commonwealth Home Support Programme across the Adelaide Metropolitan regions and in Flinders and Far North region, with our locations of Amata, Coober Pedy, Fregon, Indulkana, Marree, Mimili and Pipalyatjara.

Home Care Packages
Elders by HCP Level and Location (n=181)

	Level 1	Level 2	Level 3	Level 4	Total
Adelaide Metropolitan	7	37	42	42	128
Flinders and Far North	5	13	10	3	31
Regional South Australia	6	9	4	3	22
Total	18	59	56	48	181

Home Care Packages

We provide Elders with more complex support services to help Elders live independently at home, maintain quality of life and to enjoy community and cultural activities through Home Care Packages across South Australia. We have been expanding our Home Care Package program and we are now providing HCP services in 8 of the 11 South Australian Aged Care Planning Regions.

Aboriginal Elders Village

Warren Hall | Residential Services Manager

The Aboriginal Elders Village has been operating since 1995. whilst the facility was not purpose built for residential aged care, we have made the expansive layout work.

At 33 beds, our facility is the largest residential aged care facility funded by the Commonwealth Government under the National Aboriginal and Torres Strait Islander Flexible Aged Care Program.

Each resident has their own en suite room which are decorated which are decorated by the resident and/or their family with personal items and belongings.

The building and grounds have been improved to reflect many different Aboriginal cultures that are represented by our residents.

We have a range of staff that provide support for our residents including nurses, carers, ancillary staff, wellness and lifestyle coordinator, liaison officer and maintenance staff.

The wellness and lifestyle coordinator schedules weekly activities, outings and event that our residents enjoy.

Our residents also receive regular visits from their doctors and other health professionals and specialists.

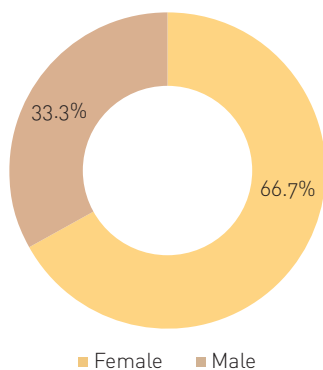
It has been a challenging year ensuring the safety of our Elders during the COVID-19 pandemic:

1. We arranged an In Reach Immunisation Clinic on site with the Local primary Health Care Network where residents were immunised against the virus.
2. Our COVID response has increased with the introduction of QR code check in, as well as maintaining the conventional sign-in/trace system and temperature testing.
3. The Government requirement requiring all staff are flu and COVID vaccinated and are aware of all the COVID safety requirements such as mask and Protective Personal Equipment has been well received by staff.

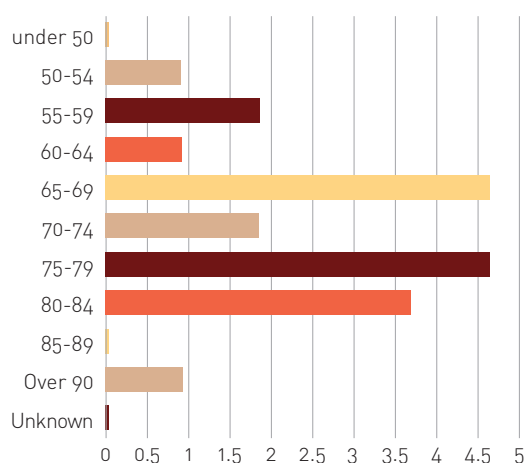
During the last year we had the pleasure of caring for four residents from Pukatja who travelled to Adelaide after the Pukatja Facility was closed due to COVID concerns. These residents stayed with us for almost a year, spending Christmas with us and returning home in March. During their stay, Pukatja residents enjoyed many cultural activities including bus trips to the Adelaide Hills to collect white bark. The white bark was ceremoniously prepared in the Village's fire pit for the making of traditional Mingkulpa.

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Residents
Elders by Gender (n=28)



Residents
Elders by Age (n=21)



Adelaide Metropolitan Commonwealth Home Support Programme and Home Care Packages

Shona Dudley | Client Services Manager

Our Adelaide Commonwealth Home Support Programme and Home Care Packages started back in 1995 as a small Home and Community Care Program. Over the years and through the aged care reforms, our Adelaide service has grown and changed to provide support and services to over 350 Elders.

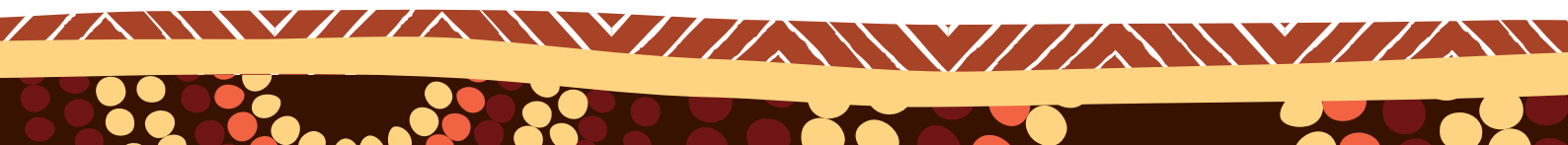
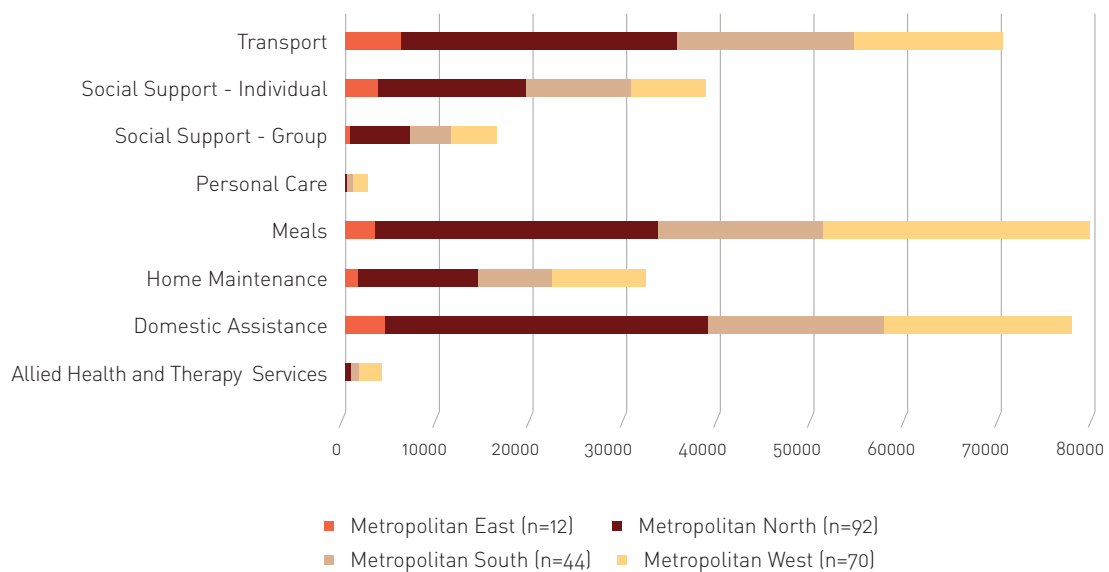
Our team includes Client Services Coordinator that coordinate services for our Elders. These services are delivered by our own Community Support Workers or some agency and/or contractor staff.

The services that are provided are broad and include transport, domestic assistance, home maintenance, social support individual and group, personal care and allied health.

In response to the ongoing COVID-19 pandemic, our team adapted its business practices to deliver culturally appropriate care in a COVID-safe manner. This included conducting reviews and assessments over the telephone when face-to-face contact was not possible and utilising flexibility provisions to deliver grocery gift cards to clients.

A continuity of care approach has been adopted to better understand the entry (CHSP), medium and high level (HCP) community care and support, along with streamlined pathways for clients to easily transition into culturally safe and appropriate permanent care (AEV) when the timing is right. Through this continuity of care approach, we have assisted 51 Adelaide Elders transition from CHSP to HCP and 2 Elders move into the Aboriginal Elders Village for the continuation of their aged care supports.

Adelaide Metropolitan CHSP Service Delivery
Support Sessions by Type (n=218)



Support Services for Elders in Urban Settings

In March of 2020 ACS commenced participation in a new national project "Support Services for Elders in Urban Settings".

This project was targeted towards supporting Elders who were not receiving support services through either the Commonwealth Home Support Programme or a Home Care Package and who required support in accessing services during the COVID-19 pandemic. The services provided through this project included Welfare Checks, Food Hampers, Allied Health Referrals and Advocacy.

The benefit of this project was that we could bring Elders into this project without going through the aged care system and commence services to Elders who required immediate support.

Following the end of the Support Services to Elders in Urban Settings Project, our team supported Elders to either transition to the Commonwealth Home Support Programme and be assessed for aged care services, or to transition to other support services which were suited to their care and support needs.

Regional South Australia Home Care Packages

We are proud to be able to provide Home Care Packages for those Elders who require higher levels of support above our Commonwealth Home Support Programme.

ACS became an Approved Provider in 2014, that enables us to operate our Home Care Packages, and we have seen the numbers of our Home Care Packages to continue to grow.

In addition to providing our Home Care Packages in the Adelaide Metropolitan regions and across the Flinders and Far North, we are now expanding into regional areas. We are pleased that we are now providing support to Elders through Home Care Packages across the Eyre Peninsula, Victor Harbour and Riverton.



Flinders and Far North Commonwealth Home Support Programme and Home Care Packages

Harry Harun | APY Lands Manager

In 2016, ACS commenced provision of services under the Commonwealth Home Support Programme in five communities across the APY Lands. In recent years our Flinders and Far North CHSP services have expanded to include Coober Pedy and Marree.

As an Approved Provider we are also providing Home Care Packages to Elders across the Flinders and Far North, including the APY Lands, Marree and Port Augusta.

Coober Pedy

In conjunction with Umoona Aged Care, their Board, staff, community members and the Commonwealth Department of Health, ACS took over the Coober Pedy Commonwealth Home Support Program in July 2018.

In our third year of service provision in Coober Pedy, ACS continues to contract Umoona Aged Care to deliver the services and supports for the Elders of Coober Pedy. ACS is responsible for the funding, Quality and Safety compliance and data reporting.

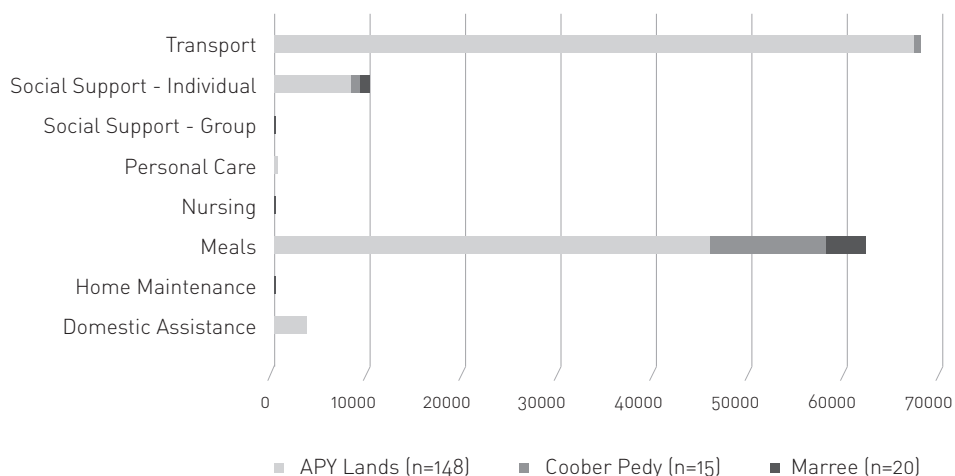
Marree

In conjunction with the Marree community and the Commonwealth Department of Health, the Marree Commonwealth Home Support Programme funding agreement was novated to ACS.

ACS commenced our Marree program in January 2019, we are now in our third year of Commonwealth Home Support Programme service provision. We have employed a local Community Support Worker to support the Elders of Marree. The funding for Marree is nominal to support approximately 20 Elders and ACS will continue to work with the Department of Health to further develop the program. ACS is responsible for the funding, Quality and Safety compliance issues and data reporting.

This year has seen Elders in Marree continue to transition from the Commonwealth Home Support Programme to a Home Care Package, with support services tailored to their care needs.

Flinders and Far North CHSP Service Delivery
Support Sessions by Type (n=183)





Bush Tucker Project APY Lands

Our APY Lands team has obtained funding for a Bush Tucker Project, which will run for three years from 2019 until 2021 across all ACS APY Lands communities.

Elders are taken out of their community and onto country to collect Bush Tucker. With this project, female staff accompany female Elders and male staff take male Elders out to collect Bush Tucker.



Amata

Fregon

Indulkana

Mimili

Pipalyatjara

14

APY Lands

This is the fifth year of our APY Lands services for our communities of Indulkana, Mimili, Fregon, Amata and Pipalyatjara.

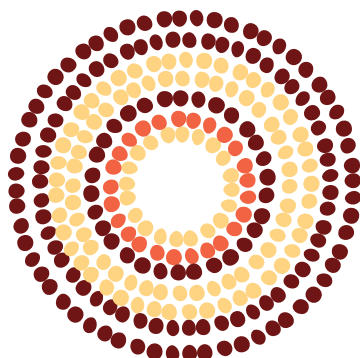
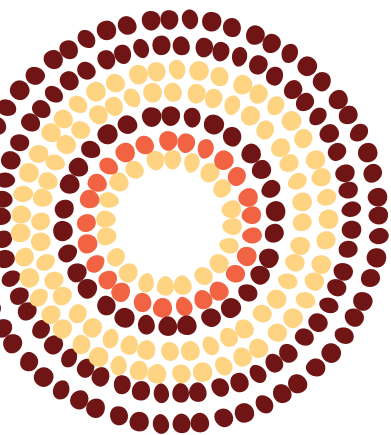
We are funded to provide Meals, Social Support Group and Individual, Transport, Personal Care and Linen Services.

In addition to these Commonwealth Home Support Programme services, we have extended our Home Care Packages program and are providing meals to people with disabilities.

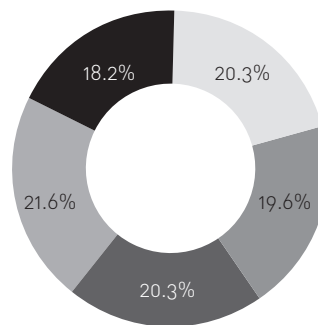
Our strategy for service delivery on the APY Lands is to work with the Elders and community about their needs and employ local staff. We are proud that we employ many Aboriginal staff across our communities, working with other APY Lands services providers to train staff and offer professional development opportunities.

The continuing COVID-19 pandemic closed access to our APY Lands centres/facilities for community and visitors, provided additional Personal Protective Equipment and COVID-19 training to support our staff. Services, meal preparation and delivery still continued during COVID-19 and clients continued to receive quality and safe services with minimal disruption.

Our APY Lands services is supported from our corporate services in relation to Finance and Administration, Human Resources and Risk and Compliance.



**APY Lands
CHSP Clients
Elders by Primary
Community (n=148)**



■ Amata ■ Fregon ■ Indulkana ■ Mimili ■ Pipalyatjara



Trachoma Elimination Program

Trevor Buzzacott | Trachoma Education Specialist



This is our fourth year delivering a Trachoma Education Program to the APY Lands in the communities of Indulkana, Mimili and Fregon. In this fourth year of the project, there is also a special focus on the VISION 2022 Close the Gap Elimination of Trachoma in Australia.

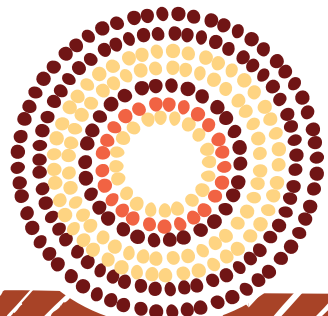
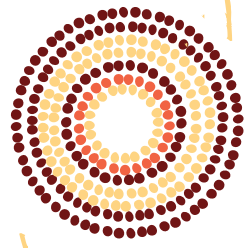
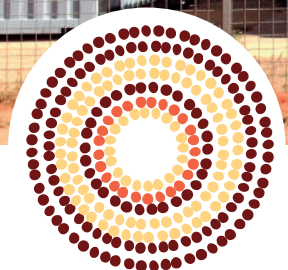
Aboriginal Community Services continue working in partnership on the APY Lands with all service providers. This includes ongoing contribution of Vision 2022 Elimination of Trachoma through engagements of Melbourne University and ongoing engagement of the South Australia Aboriginal Community Health Services and multiple service providers from the Northern Territory.

The COVID-19 presence has created a serious extremely difficult workplace, where a whole range of disciplinary safety practices impact on the targeted objects related to our staff working in the APY Lands.

The past twelve months have created opportunities for Aboriginal Community Services to create alternate focus across the APY Lands. There has been immediate acceptance to retain our engagements through the Education Department and further extend and capitalise on bringing across engagement between multiple community services.

It is well known that Australia is the only remaining First World Nation world-wide where trachoma still exists amongst our Aboriginal and Torres Strait Islander people. Aboriginal Community Services is committed to contributing to the cause of ridding trachoma here in Australia.





Treasurer Report

Hitesh Goel | Treasurer

I am pleased to present the Treasurer's report for 2020-2021.

Aboriginal Community Services (ACS) is in a strong financial position holding in excess of \$6.324 million in cash reserves at year end.

During the year we generated a revenue of \$13.295 million and incurred operational expenses of \$12.352 million resulting in a net surplus after depreciation of \$0.970 million.

The financial result for 2021 was better than budget as a result of a 35% increase in Home Care Packages within the last 12 months. Despite this increased operating result, we have increased the level of services to our Elders throughout the year.

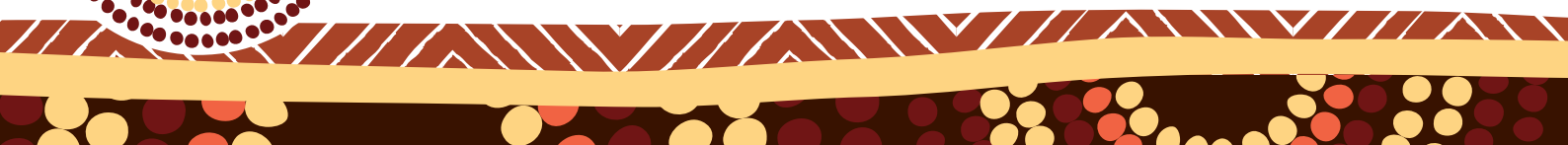
During the last 10 years the financial position of ACS has grown from strength to strength. During this period our annual turnover has increased from \$4.0 million to \$13.0 million. This is a tremendous achievement, due to the strong leadership of our CEO Graham and his management team.

This augurs well for the future with next year's budget estimated to produce a healthy surplus for 2022.

We have also completed the external audit for the year ended 30 June 2021. The auditors have provided an audit report and was signed without qualification.

During the year we have also enhanced our financial governance through the Finance and Audit Committee which oversees the financial performance, external audit function and financial risk management. As a chair of this Committee, I would like to thank the members for being part of this Committee.

I would like to take this opportunity to personally thank the CEO Graham Aitken and the Manager, Finance and Corporate Services Segaran Murugeson for all their support and effort during this year.



AECCS Financial Report 2020/2021

Simplified Statement of Financial Performance and Financial Position for the year ended 30 June 2021

	2021	2020
	\$	\$
Income		
Subsidies and Fees	11,667,223	9,764,260
Other Income	102,581	62,550
Grant Income	1,518,786	587,935
Investment Income	7,063	3,771
Total Income	13,295,653	10,418,516
Expenditure		
Employee Expenses	5,414,299	4,910,709
Agency Expenses	984,791	800,738
Administration Expenses	750,811	612,238
Domestic Expenses	181,975	99,139
Food Supplies	2,090,625	782,877
Property Expenses	448,444	340,085
Repairs and Maintenance Expenses	262,510	92,885
Light and Power	119,795	111,182
Medical Supplies	940,573	578,107
Motor Vehicle Expenses	405,175	325,921
Resident/Client Expenses	641,365	564,784
Grant Expenses	7,651	370,610
Depreciation	77,054	57,999
Total Expenditure	12,325,066	9,647,274
Profit/(Loss) from ordinary activities	970,587	771,242
Profit/(Loss) from asset sales	0	0
Net Profit	970,587	771,242

AECCS Financial Report 2020/2021

Simplified Statement of Financial Performance and Financial Position for the year ended 30 June 2021

	2021	2020
	\$	\$
Assets		
Property, Plant and Equipment	814,006	769,322
Cash and Cash Equivalents	6,324,896	4,653,104
Trade and Other Receivables	3,461	3,037
Prepayments	32,631	23,491
Total Assets	7,174,994	5,448,954
Liabilities		
Creditors and Accruals	3,208,685	2,615,803
Provisions	576,654	414,083
Total Liabilities	3,785,339	3,029,886
Leaving what the organisation has built up over the years		
Equity	3,389,655	2,419,068

Aboriginal Elders & Community Care Services Inc. Independent Auditor's Report

We have audited the attached financial statements, being a special purpose financial report, of Aboriginal Elders & Community Care Services Inc. (Association), for the year ended 30 June 2021.

Opinion

In our opinion, the financial statements of the Association are properly drawn up:

- a) to present fairly the financial position of the Association as at the 30 June 2021 and the results of its operations for the period then ended, and;
- b) according to applicable Australian Accounting Standards.

Basis for Opinion

For the audit of the Association we have maintained our independence in accordance with the relevant ethical requirements of APES 110 Section 290. We believe that the audit evidence that we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other Information – Basis of Accounting and Restriction on Distribution

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report is prepared to assist the association to meet the requirements of Associations Incorporation Act (SA) 1985 and the requirements of the Australian Charities and Not-for-profits Commission Act 2012. As a result, the financial report may not be suitable for another purpose. Our report is intended solely for the members.

Responsibilities of Management for the Financial Report

The Board of Management is responsible for the preparation of the financial report in accordance with Associations Incorporation Act (SA) 1985 and the requirements of the Australian Charities and Not-for-profits Commission Act 2012 and for such internal control as management determines is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibilities for the Audit of the Financial Report

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the schedule is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement in the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the association's preparation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial report.

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



Ian G McDonald FCA
Registered Company Auditor

Dated at Grange this 1 of October 2021







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APY Lands
Amata, Fregon., Indulkana,
Mimili and Pipalyatjara

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Fregon: (08) 8954 6199

Indulkana: (08) 8670 6098

Mimili: (08) 8956 2951

Pipalyatjara: (08) 8956 7764

Pukatja: (08) 8956 7033

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www.aboriginalcs.org.au