

**Aboriginal Elders &
Community Care Services**
Annual Report 2018—2019



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 of their lives

Respect

having regard 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 Elders & Community Care Services

Annual Report 2018-2019

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Board of Management

Phillip Saunders

Chairperson

AECCS Board Member since 26 June 2018

Shirley Peisley AM

Deputy Chairperson

AECCS Board Member since 27 October 2009

Kerri Reilly

Secretary

AECCS Board Member since 27 November 2018

Cath McGee

Treasurer

AECCS Board Member since 11 January 2014

Greg Sinclair

Board Member

AECCS Board Member since 25 October 2008

Vicki Holmes

Board Member

AECCS Board Member since 25 June 2013

Janice Rigney

Board Member

AECCS Board Member since 7 January 2014

Shane D'Angelo

Board Member

AECCS Board Member since 20 November 2017

Segaran Murugeson

Board Member

AECCS Board Member from 26 June 2018 until 26 April 2019



Chairperson's Report

Shirley Peisley AM | Deputy Chairperson

It is with great pride that I provide this report from the Board for 2018/19.

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, the new Aged Care Quality Standards commenced on 1 July 2019 and the Board are pleased with the work our staff have undertaken to prepare for the new standards.

We are proud to offer a wide range of aged care services from basic low level supports through to high level and complex services. In addition, the Board are pleased that we are expanding our services to Elders living in regional and remote locations of South Australia. Our organisation is unique in the aged care sector in that we provide the full continuum of services from basic Commonwealth Home Support Program, Home Care Packages and Residential Aged Care services to our Elders across urban, regional and remote locations.

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

The updating of our strategic plan provides a sound foundation to lead the organisation through the ever-changing sector in which we operate and look at other potential opportunities.

The Board meets every month and continues to participate in governance training to ensure that we operate to the highest standard.

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 is pleased to see the good teamwork and morale that exists within the organisation.

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 on-going 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 ninth 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 Program
- 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.

During the past 12 months, ACS has commenced providing aged care services and supports to Elders in Marree and Coober Pedy.

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Aged Care Reforms

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.

The Australian Government has established the "My Aged Care" website to assist older people, their families and service provider's deal with the Aged Care Reforms, obtain information and access services.

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 80 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.



We are now also able to provide Home Care Packages to Elders living in regional and remote locations in South Australia, including Penola, Victor Harbor, Whyalla, Marree and the APY Lands.

Accountability Requirements

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

All our programs are subject to Quality Reviews and I am also pleased to advise that as of the date of this report all of our programs are compliant.

In addition, from 1 July 2019 organisations providing Commonwealth subsidised aged care services will be 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 staff are well prepared for these new Aged Care Quality 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.

Future Growth Opportunities

The Board and the management team have worked together in the development of a strategic plan to look at what we are doing now and where we want to be in the future by identifying some further growth opportunities for the organisation.

Home Care Packages are a significant opportunity for Elders and our organisation and we will work towards being a state-wide provider of aged care services for our community.

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.

Programs Report and Service Statistics

Adelaide — Commonwealth Home Support Programme and Home Care Packages

Our Adelaide Commonwealth Home Support Programme and Home Care Packages program started back in 1994 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 300 Elders.

Our Client Services Manager has a team of coordinators that coordinate services for our Elders. These services are delivered by our own Community Support Workers or some agency and/or contractor staff.

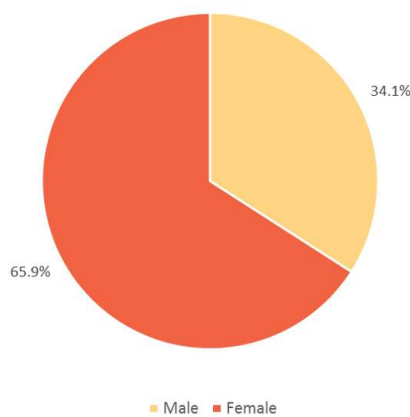
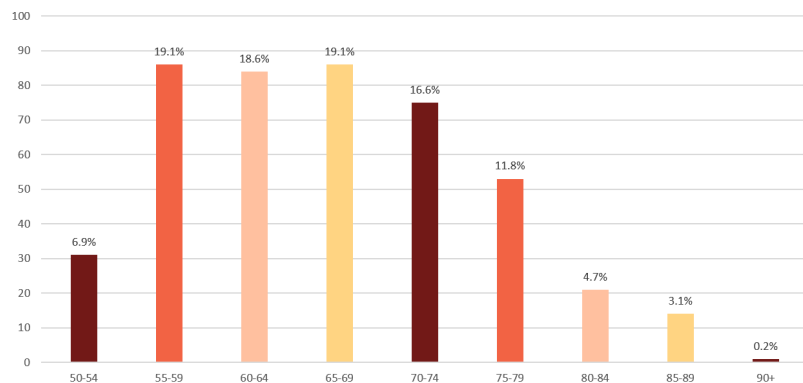
The services that are provided are broad and include meals, transport, domestic assistance, home maintenance, social support individual and group, personal care and allied health.

The introduction of Home Care Packages to our Adelaide services means Elders can access higher levels of services under consumer directed care principles giving Elders the choice and control of their services.

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CHSP & HCP—SA

Elders by Age
(n=451)

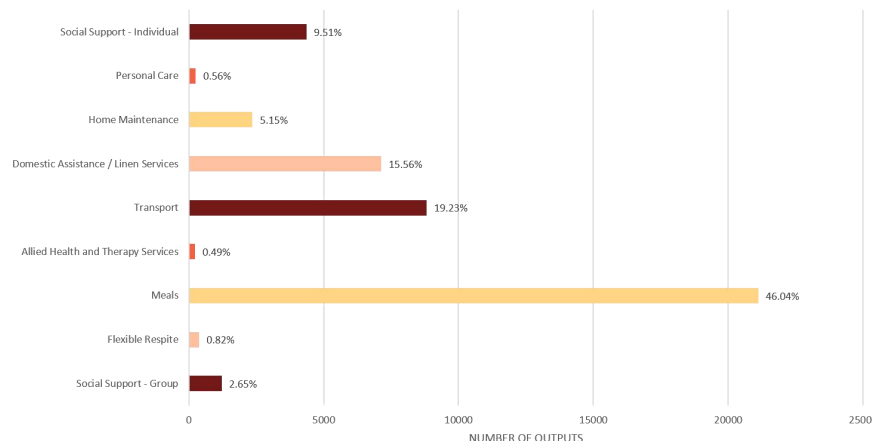


CHSP & HCP—SA

Elders by Gender
(n=451)

CHSP—Adelaide and Flinders & Far North

Support Sessions by Service Type



HCP—SA
Elders by Home Care
Package Level

June 2018	Adelaide Metropolitan	SA Regional		June 2019	Adelaide Metropolitan	SA Regional	
Level 1	3		3	Level 1	4		4
Level 2	28	2	30	Level 2	21	2	23
Level 3	25	1	26	Level 3	25	1	26
Level 4	14		14	Level 4	28	2	30
Total	70	3	73	Total	78	5	83

Home Care Packages—South Australia

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 continue to grow.

In addition to providing our Home Care Packages in Adelaide, we are now expanded into regional areas. We are pleased that we are now providing supports to Elders through Home Care Packages in Whyalla, Victor Harbour and Penola.

The above tables show the growth of our Home Care Packages program and the allocations between package levels, from low level packages (level 1) to high level packages (level 4).

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

APY Lands

This is the third 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 domestic assistance.

In addition to these Commonwealth Home Support Programme services, we have added Home Care Packages 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 and have two communities (Fregon and Mimili) that is 100% local staff.

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

This service also works closely with our Community Development and Engagement Team in relation to Home Care Packages and our Trachoma Elimination Program.

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.

ACS contracts 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 Program funding agreement was novated to ACS.

ACS commenced our Marree program in January 2019 and have employed a local staff member to support the Elders of Marree. The funding for Marree is nominal to support approximately 30 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.



Aboriginal Elders Village

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.

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

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

The Village is managed by our Residential Services Manager and 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 events that the residents enjoy.

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





Community Development and Engagement

Our Community Development and Engagement Team is in its second year of operation.

We were successful with a two-year funded Dementia and Aged Care Services grant. The purpose of this grant is to inform the Aboriginal community of South Australia about the National Aged Care Reforms, including what services Elders may be entitled to receive.

The team has provided many presentations to communities, aged care service providers, health services, Regional Assessment Services and Aged Care Assessment Teams.

Through the presentation to Elders, we have now assisted many Elders through their aged care journey towards a Home Care Package. To track the progress of the Home Care Packages for each Elder, we have developed a database called Client Relationship Management.

In addition to the above aged care activity, the Community Development and Engagement Team have also secured funding to deliver a Trachoma Elimination Program to the APY Lands. The Trachoma Elimination Program is funded for the communities of Indulkana, Mimili and Fregon.

In each of these communities, we have established a Trachoma Elimination Advisory group to assist the sharing of information and support the program initiatives. We have also employed Trachoma Elimination workers in these communities.

To assist the aims of this project, we work closely with the University of Melbourne National Indigenous Eye Health Unit and Nganampa Health.



kuru ngukintjuku



AECCS Financial Report 2018/2019

Simplified Statement of Financial Performance and Financial Position for the year ended 30 June 2019

	2019	2018
	\$	\$
Income		
Subsidies and Fees	8,498,551	8,262,147
Other Income	3,161	1,212
Grant Income	129,610	319
Investment Income	2,096	2,939
Total Income	8,633,418	8,266,617
Expenditure		
Employee Expenses	4,750,227	4,842,748
Agency Expenses	480,793	372,626
Administration Expenses	731,348	648,338
Domestic Expenses	97,830	93,088
Food Supplies	486,388	403,890
Property Expenses	433,147	446,722
Repairs and Maintenance Expenses	64,979	93,709
Light and Power	125,768	116,597
Medical Supplies	328,872	225,733
Motor Vehicle Expenses	344,124	346,860
Resident/Client Expenses	429,274	301,740
Grant Expenses	129,610	409
Depreciation	57,861	70,008
Total Expenditure	8,460,221	7,962,470
Profit/(Loss) from ordinary activities	173,197	303,148
Profit/(Loss) from asset sales	0	1,000
Net Profit	173,197	304,148

AECCS Financial Report 2018/2019

Simplified Statement of Financial Performance and Financial Position for the year ended 30 June 2019

	2019	2018
	\$	\$
Assets		
Property, Plant and Equipment	796,461	805,331
Cash and Cash Equivalents	2,440,399	1,835,498
Trade and Other Receivables	396,837	16,168
Prepayments	24,823	22,640
Total Assets	3,658,520	2,679,637
Liabilities		
Creditors and Accruals	1,520,966	745,814
Provisions	489,728	459,194
Total Liabilities	486,388	403,890
Leaving what the organisation has built up over the years		
Equity	1,647,826	1,474,629

Ian G McDonald FCA



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 2019.

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 2019 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.

A handwritten signature in black ink, appearing to read 'Ian McDonald'.

Ian G McDonald FCA
Registered Company Auditor

Dated at Grange this 2nd day of September 2019

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