“I have been more relaxed and haven’t been stressing about my house so much anymore”

“I look forward to the days that my Community Support Worker comes to visit”

“I praise the way my appointments are managed and the level of support Aboriginal Home Care provide me with”

“I really appreciate all you have done for me, I don’t think I would have coped without your support. Much appreciated”

“I am very grateful to Aboriginal Home Care for the service they provide”

“I would like to express my sincere thanks to my father’s Client Care Coordinator for his genuine support, sensitivity and positive attitude when dealing with matters concerning my father.”

“Thank you for all the help we all get when needed. A great support for whilst dealing with my health”
Aboriginal Elders & Community Care Services
Annual Report 2013-2014

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It is with great pride and honour that I provide this Chairperson’s Report for 2013/14. I would like to start by acknowledging our previous Chairperson, Philip Saunders and Aunty Shirley Peisley who acted as Chairperson during the past 12 months. I would also like to acknowledge all Board members, past and present.

My relationship with this organisation goes back over 20 years when I was a volunteer carer for a number of Elders in the community. I have watched the organisation grow and have served as member of the Board for 4 years and as the Chairperson since March 2014.

This year the Board and management team worked together on the development of a strategic plan which followed extensive consultation within the organisation. The 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 was also involved in the development of a new constitution that was endorsed at last year’s AGM. The constitution provides us with clear direction about how the organisation operates and makes decisions. Where necessary, the advice of consultants and legal opinion is obtained to ensure we are compliant and meeting all legal obligations.

Our organisational budgets continue to grow as a result of an expansion to the programs and services we provide to our Elders. The planning and policy development that the Board has undertaken in recent years places the organisation in a good position to adapt and manage change.

The Board is interested in the quality of care and services we are providing and monitor the formal quality reviews and improvement processes for both the Aboriginal Elders Village and Aboriginal Home Care. We are pleased that we continue to receive good reviews from our funding bodies.

The year has presented a number of challenges for the Board and staff. I would like to thank each and every staff member for their on-going efforts in making Aboriginal Elders & Community Care Services Inc. a successful and progressive organisation. 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 was pleasing for our organisation to receive an award under the “Aboriginal Employment Industry Cluster Initiative” for supporting Aboriginal Employment in South Australia. We were also pleased to receive an award at Government House for our efforts in raising awareness of Elder abuse prevention.

It is important for me to thank my fellow Board members for their time, energy and support.

Finally, I would like to acknowledge the support of the Australian Government, Department of Social Services and the State Government, Department for Communities and Social Inclusion, for their on-going funding support to our organisation.
Executive Director Report
by Graham Aitken

It is with pleasure that I present my fourth Executive Director’s report and I am happy to advise that this year we have again seen our organisation continue to grow in terms of the number of Elders receiving our services and the funding we receive to provide those services.

This year, we provided services to approximately 345 Elders in the community through Aboriginal Home Care and 30 residents at Aboriginal Elders Village. We now employ over 70 staff and manage a budget in excess of $4.3 million.

We have made significant changes our organisational structure to help us manage this growth by establishing a management team with new reporting lines and I trust you enjoy reading the other reports contained in this annual report from our Aboriginal Home Care Operations Manager and Managers at the Aboriginal Elders Village.

Aged Care Reforms

Through our newsletters and other opportunities, we have informed Elders about the Australian Government’s Living Longer Living Better 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.

We have been assessing and planning for how the reforms impact on our organisation and the services we provide. Due to the work we have undertaken in recent years to strengthen our organisation, we believe we are in a good position to manage the changes and limit the impact on services for our Elders.

The My Aged Care website has been developed to assist older people, their families and service providers deal with the Aged Care Reforms.

As result of the reforms and in the short term, we have applied for Home Care Packages through the 2014 Aged Care Approvals Round which, if approved will enable us to provide a full range of aged care services from basic Home & Community Care (HACC) services through to high level residential care. Elders will then be able to stay with us through their aged care experience and service provision.

Consumer Directed Care is the new model of service for these packages. This represents a significant change in how clients are involved in decisions about their care and our organisation is starting to plan for this new way of delivering services.

In the longer term, we believe that the reforms may provide some opportunities for our organisation in the way the Elders access aged care services through the “Gateway” as an Regional Assessment Service.

Commonwealth and State budgets

There has been concern in the community about how the Commonwealth and State budget announcements have impacted on various Aboriginal programs, however I am pleased to advise that our organisation has not been adversely affected by the budget announcements.
Funding for HACC services through Aboriginal Home Care will remain unchanged in 2014/15 and the Aboriginal Elders Village has received a significant increase to its budget which will assist us in providing better quality services.

**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 of our services are subject to Quality Reviews from our funding bodies and I am also pleased to advise that we have received positive results from these reviews.

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.

**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.

In addition to the Home Care Packages, we have also applied for funding for Ngangkari services. This application has been made in partnership with Anangu Ngangkari Tjataku Aboriginal Corporation and if successful will enable us to provide ongoing Ngangkari services for our Elders.

We will also look to expand our Community Visitor Scheme so that we can provide visitors for residents at the Elders Village and for Elders living in the community who may live alone and/or be socially isolated.

We remain on the “Preferred Panel” of disability service providers for Disability SA and will monitor future opportunities, especially through the new National Disability Insurance Scheme.

**Acknowledgements and thank you**

I would like to acknowledge our 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 that 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 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.
**Aboriginal Home Care Report**  
*by Raelene Hanley*

This year we have delivered services to over 345 clients across the metropolitan region and demand for Home Care services continues to grow. While the chart below gives a snapshot of services in highest demand we delivered, we also provided a significant amount of other support to our clients including the vital support services of care coordination, case management and advocacy and information services.

Aboriginal Home Care continued our strong commitment to Social & Emotional Wellbeing and Lifestyle programs that enrich our clients’ lives, reduce social isolation and maintain family and community connections.

**Some of the major activities during the year have been:**

**Dental Project**

Aboriginal Home Care have been involved in the Building Better Oral Health Communities Project with Dental SA. The project promotes good oral health as being essential for healthy ageing. 140 clients participated in the project which offered them the opportunity to learn about the care of natural teeth, care of dentures, relief of dry mouth, tooth friendly eating and why you should see a dentist. The clients and residents that participated in this project received great benefits.

This project would not have been successful without the involvement and commitment from Dental SA, all of the staff at Aboriginal Home Care and of course our clients and residents.

**Healing Foundation Event**

We held a Healing Expo held at Warriparinga Wetlands and Living Kaurna Cultural Centre in April. The aim of the event was to focus on the Stolen Generations and this was achieved by giving Elders the opportunity to share their traditional healing knowledge from the land and to remember and embrace a part of their cultural history and cultural wellbeing.

Activities like this will continue to provide a diverse range of cultural and traditional activities that can link the Elders to a variety of pathways for their healing. Providing these activities for the Elders will help them continue to reflect on the cultural and spiritual connection to history and their traditional values. The activities included cooking of bush tucker, earth medicine, the art of weaving and wood artefacts, Traditional Healers, art and craft exhibitions, aromatherapy, massage and Tai Chi.

We have received a positive response from those that attended and our clients are keen to see events like this occur regularly. I would like to acknowledge the Healing Foundation for providing the funding for this event.
**NAIDOC**

We held our annual NAIDOC celebration during NAIDOC Week in July. Clients of Aboriginal Home Care and residents of Aboriginal Elders Village gathered for lunch, entertainment and several moving tributes.

Aboriginal Elders Board Member and host for the event, Frank Lampard, used this year’s NAIDOC theme to honour the role and sacrifice of Aboriginal people who served and fought for their country.

The event was also an opportunity for the Elders to meet and mingle with some of our highly talented future sporting stars with four young men and women who are part of the SANFL (South Australian National Football League) Indigenous Program undertaking SANFL traineeships.

A highlight of the celebration was a tribute to Marj Tripp, who was honoured for her dedication and commitment in developing Aboriginal residential and community care services in Adelaide and around South Australia. Marj was awarded an Order of Australia Medal in the 2014 Queens Birthday Honours for this and other outstanding achievements. Marj was also recognised for her role as one of the first Aboriginal female serving members of the Royal Australian Navy and her tireless work as the Chair of the Aboriginal & Torres Strait Islander War Memorial Committee. This committee established the Aboriginal & Torres Strait Islander War Memorial built in Adelaide and unveiled in November last year.

A great day was had by all!

In closing, I would like to thank all of the staff of Aboriginal Home Care for their great commitment to providing excellent support to our clients.

---

**Aboriginal Home Care:**

**Services Delivered**

- Hours of Domestic Assistance
- Hours of Home Maintenance
- Hours of Social Support
- Hours of Centre-based Day Care
- Hours of Transport

![Pie chart showing services delivered](chart.png)
Over the past 12 months we have continued to improve due to some significant achievements within Aboriginal Elders Village.

We commenced employing Enrolled Nurses to ensure continuity of clinical care is maintained. We have also employed an Aboriginal Liaison Officer who will be a link between residents, their carers and families, hospitals and a wide range of other agencies.

This year we reviewed our Allied Health Services which has seen an increase in our physiotherapy and podiatry services to our residents, as well as developing a partnership with Adelaide Northern Medicare Local to enhance our palliative care services.

The purchase of a bus has enabled us to provide transport for several outings for residents, including back to country visits to improve social and emotional wellbeing. The feedback from clients for these types of activities has been very positive.

This year we undertook a review of our food services. We have begun preparing for changes to food service delivery which will commence in September 2014. We have partnered with the food services branch of ECH, one of the largest providers of retirement living, community and residential care in Adelaide. This will enable us to provide tasty, high quality meals in a more efficient way, that suits residents’ preferences and continue to meet the Food Safety Standards.

We have worked hard to improve the grounds of the Village and have built a sensory garden, a fire pit area and general beautification for residents and their families to enjoy. The grounds will continue to be upgraded.

Leisure and lifestyle activities are equally important as clinical care for our residents and our partnerships with many organisations continues to help us ensure that residents have access to activities that enrich their lives. This has included weekly visits from school students from the local school to work with Elders on drawing and painting activities, students from Wiltja School either visiting residents or Elders and students attending outings together. This allows the students to maintain cultural links while being away from their families and community and providing an opportunity for the Elders to pass on their knowledge and experiences.

Finally we would like to thank all of our team at Aboriginal Elders Village for their dedication in caring for and supporting our residents.


<table>
<thead>
<tr>
<th>Income</th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government Subsidies</td>
<td>3,620,819</td>
<td>3,443,564</td>
</tr>
<tr>
<td>Resident Contribution</td>
<td>371,648</td>
<td>359,100</td>
</tr>
<tr>
<td>Sundry Income</td>
<td>305,715</td>
<td>139,086</td>
</tr>
<tr>
<td>Total Income</td>
<td>4,298,182</td>
<td>3,941,750</td>
</tr>
</tbody>
</table>

**Expenditure**

<table>
<thead>
<tr>
<th>Expenditure</th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee Expenses</td>
<td>2,914,649</td>
<td>2,566,198</td>
</tr>
<tr>
<td>Consultancy</td>
<td>212,010</td>
<td>41,396</td>
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<tr>
<td>Cleaning</td>
<td>44,547</td>
<td>34,887</td>
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<tr>
<td>Depreciation</td>
<td>147,899</td>
<td>146,370</td>
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<tr>
<td>Food Supplies</td>
<td>99,075</td>
<td>102,557</td>
</tr>
<tr>
<td>Gas &amp; Electricity</td>
<td>57,460</td>
<td>54,234</td>
</tr>
<tr>
<td>Insurance</td>
<td>46,364</td>
<td>45,511</td>
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<tr>
<td>Motor Vehicles</td>
<td>110,295</td>
<td>84,047</td>
</tr>
<tr>
<td>Printing &amp; Stationery</td>
<td>12,992</td>
<td>9,089</td>
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<tr>
<td>Purchased Services</td>
<td>337,806</td>
<td>294,075</td>
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<tr>
<td>Rent &amp; Rates</td>
<td>64,480</td>
<td>70,011</td>
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<tr>
<td>Repairs &amp; Maintenance</td>
<td>163,590</td>
<td>76,432</td>
</tr>
<tr>
<td>Other expenses from ordinary activities</td>
<td>272,337</td>
<td>231,390</td>
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<tr>
<td><strong>Total Expenditure</strong></td>
<td>4,483,504</td>
<td>3,756,197</td>
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</tbody>
</table>

**Operating Surplus (Deficit) (185,322) 185,553**

**Less Carry Over 2012/2013 Financial Year** 185,553

**Net Profit** 231

Assets

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building</td>
<td>756,631</td>
<td>773,803</td>
</tr>
<tr>
<td>Cash</td>
<td>641,384</td>
<td>929,662</td>
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<tr>
<td>Plant &amp; Equipment</td>
<td>288,876</td>
<td>298,377</td>
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<tr>
<td>Motor Vehicles</td>
<td>25,282</td>
<td>37,340</td>
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<tr>
<td>Prepayments &amp; Debtors</td>
<td>-</td>
<td>55,138</td>
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<tr>
<td><strong>Total Assets</strong></td>
<td><strong>1,657,035</strong></td>
<td><strong>2,057,951</strong></td>
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</tbody>
</table>

Liabilities

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Creditors &amp; Accruals</td>
<td>231,977</td>
<td>380,563</td>
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<tr>
<td>Resident Funds</td>
<td>-</td>
<td>89,712</td>
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<tr>
<td>Provisions</td>
<td>247,346</td>
<td>224,642</td>
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<tr>
<td><strong>Total Liabilities</strong></td>
<td><strong>479,323</strong></td>
<td><strong>694,917</strong></td>
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</table>

Leaving what the organisation has built up over the years

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reserves</td>
<td>1,177,712</td>
<td>1,363,034</td>
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</tbody>
</table>


19 October 2014

Mr Harry Harun  
Chairperson  
Aboriginal Elders & Community Care Services Inc.  
3 Ninth Street  
BOWDEN SA 5007

Dear Mr Harun

Please be advised that I have now signed the financial statement audit report for the year ended 30 June 2014. The audit report was signed without qualification.

Could you please thank Rhiannon and Andrew for their assistance during the audit.

If further information is required please feel free to contact me.

Yours sincerely,

[Signature]

Ian Mc Donald

Enc.
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. for the year ended 30 June 2014.

Board of Management’s Responsibility 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 regulations 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 Responsibility

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.

Opinion

In our opinion, the financial statements of the Aboriginal Elders & Community Care Services Inc. are properly drawn up:

(a) to present fairly the financial position of the Association as at the 30 June 2014 and the results of its operations for the period then ended, and;
(b) according to applicable Australian Accounting Standards.

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 regulations. As a result, the financial report may not be suitable for another purpose. Our report is intended solely for the members of the Aboriginal Elders & Community Care Services Inc.

IAN G McDonald FCA
REGISTERED COMPANY AUDITOR

DATED at ADELAIDE this 19 day of October 2014

Liability limited by a scheme approved under Professional Standards Legislation

234 Waymouth St
Adelaide SA 5000

PO Box 75
Henley Beach SA 5022

0419 620 908 / 0408 832 848
08 8356 6397

ianmcdonald@creativeauditing.com.au
nancytran@creativeauditing.com.au
AECCS Organisational Chart

Board of Management

AEV Residents & Resident Committee
- AEV Clinical Care Manager
- Personal Care Workers
- Enrolled Nurses

AEV Site Manager
- Leisure & Lifestyle Coordinator
- Aboriginal Liaison Officer
- Food Services Assistants
- Cleaners
- Laundry Workers
- Maintenance Worker
- Admin Assistant Receptionist

Executive Director
- AECCS Finance Officer
- AECCS HR Consultant
- Admin Assistant Receptionist

AHC Clients & Client Advisory Group
- AHC Manager
- Team Coordinator
- Client Care Coordinators
- Community Support Workers

AHC Manager
- Senior Admin Officer
- Administration Officer
- Administration Officer
- Social Coordinator

AHC — Aboriginal Home Care
CVS — Community Visitors Scheme
Board Members

Harry Harun
Chairperson

Vicki Holmes
Treasurer

Shirley Peisley

Greg Sinclair

Frank Lampard

Jeff Fiebig
Aboriginal Home Care
Level 1-65 Henley Beach Road,
Mile End SA 5031
p: 8346 9155 f: 8346 9766
e: Homecare@aboriginalelders.org.au

Aboriginal Elders Village
2 Oldford Street,
Davoren Park SA 5113
p: 8287 1454 f: 8287 1580
e: AEVreception@aboriginalelders.org.au