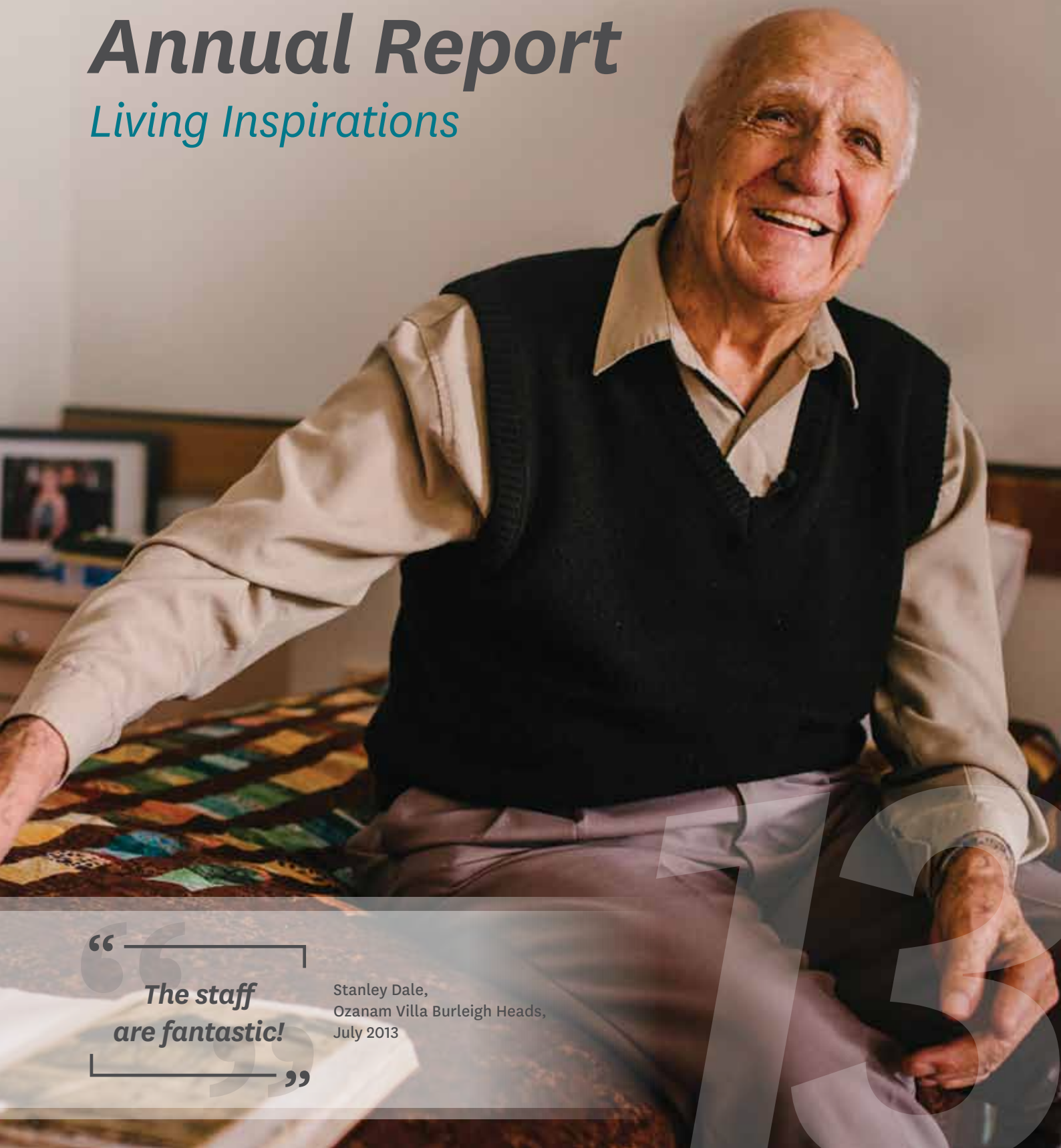


2013

Ozcare

Annual Report

Living Inspirations



“
The staff
are fantastic!
”

Stanley Dale,
Ozanam Villa Burleigh Heads,
July 2013

Ozcare is a leading not-for-profit organisation of professional and caring individuals delivering innovative and superior health and human services to our community.

Each day we provide exceptional aged care and community care, incorporating health and support services to over 15,000 Queenslanders. We offer a diverse range of services from over 60 locations around the State.

Our Purpose

Our purpose is to improve the quality of life for clients through the delivery of individualised health and human services.

History

For more than 17 years, Ozcare has been caring for the Queensland community. Established by the Society of St Vincent de Paul's State Council of Queensland in 1996 as St Vincent's Community Services, Ozcare grew from strength to strength and became a reputable provider of quality community services.

In 2003 after significant growth, a new image and name was adopted to reflect the essence of the past and to look towards the future. The name "Ozcare" was chosen in recognition of the work of Blessed Frederic Ozanam, who with his companions founded the Society of St Vincent de Paul in Paris in 1833.

Today, Ozcare delivers over 320 services from over 60 locations to support Queenslanders. Our substantial growth signifies our commitment to remain responsive to the needs of the Queensland community; we continue to invest in our staff, services and programs to support our clients to re-claim their independence and live full lives.

We have chosen to celebrate the 10 year anniversary of the Ozcare name with a refreshed brand that is simple, timeless and meaningful and that ensures our public image reflects the warm, positive and personalised service our clients receive each day.

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Living Inspirations

Living Inspirations is the theme of this year's annual report.

We seek to showcase Ozcare and our provision of person centred care, which puts all clients at the heart of the decision making process, and we strive to celebrate our clients who are rediscovering their independence and gaining more enjoyment from life each day.

Join us on this journey, to recognise Ozcare's achievements over the past year and share in some of our inspiring stories from our clients and staff that drive home what it means to care for our community.

This year's cover features the handsome Mr Stanley Dale (91), resident at our Ozanam Villa Burleigh Heads aged care facility. Stan is a true gentleman and captivatingly charming. He is known among residents for his outgoing personality and ability to talk to everyone. Stan can be regularly seen playing the tambourine at Chair Zumba on Thursday mornings at Ozanam Villa Burleigh Heads.

Stan explains why he loves living with Ozcare:

"I've been here 3 years... and I love it here. I enjoy the way the staff make me feel welcome and wanted in my new home. I am respected and I have the opportunity to have input in my life.

I like it here because you can walk up to the shops - and I'm a bugger for shopping - I love shopping, it's one fault I have I suppose! I can go up to the shops and buy things - now I've got more shirts than the King of England!"



“
*I rediscovered
my self-belief*
”

..... Sarah Lees

Sarah Lees is a former resident of our Residential Drug and Alcohol Treatment Service (RDATS) in Townsville.

A living inspiration

Before Ozcare, Sarah was living in a rapidly escalating downward spiral of self-destruction; using alcohol to numb the pain and misery she was feeling, Sarah was frequently in and out of hospital with no idea of how to reach out for help.

After being referred to Ozcare’s RDATS three month program, Sarah is now extremely proud to say she has turned her life around:

“Ozcare’s program allowed me to feel like I belonged and was accepted. I felt that for once in my life someone was here to help. I am six months sober and enjoying my clean living and new life; I am working hard to rebuild my future. I am so grateful that Ozcare offered me a helping hand. I want Ozcare and their staff to know how important their jobs really are; with your support I have changed my direction in life and indeed my will to be alive.”

Since leaving Ozcare, Sarah has secured a full-time permanent teaching job and is single-handedly studying for her Cert IV in Training and Assessment and her Diploma of Business in her spare time.

..... Chairman's Report

On behalf of the Board, I am delighted to present to you the Ozcare Annual Report for 2013. Our staff, residents and clients truly are living inspirations; it is their accomplishments and outright joy that constantly motivate our organisation to strive to be a leading provider of exceptional care to the Queensland community.

The 2012-13 year hasn't been without its challenges for Ozcare. Our organisation has felt the impact of issues facing Australia's health care system including the growing burden of chronic disease, an ageing population, difficulty in attracting workers and balancing workplace pressures, and most importantly, ensuring that all Queenslanders are able to easily access services and experience positive health outcomes.

This year we have seen the Australian Government establish a network of Medicare Locals throughout our State. Ozcare has been working closely with Medicare Locals to identify service gaps in our community and to facilitate collaborative working partnerships between health care providers.

Despite these challenges Ozcare has continued to grow and deliver first-class health and human services to our community.

Our organisation has:

- Provided care and support to more than 1,250 residents living with Ozcare;
- Delivered almost 1,700 care packages to seniors;
- Supported almost 6,000 people at home with home and community care services;
- Assisted over 1,300 clients living with dementia;
- Provided short term accommodation and support for over 3,000 people in need of crisis accommodation or refuge from domestic violence;
- Immunised over 40,000 Queenslanders; and
- Helped over 750 people in our community start their journey towards mental health recovery.

These are just some of the services we have provided to care for our community. For a more detailed overview I invite you to review the Our Services section of this report.

Investing in the Future

During the year we invested heavily in capital expenditure, information technology infrastructure, and staff to ensure our services are well placed to grow. It is imperative we continue to maintain our track record of cultivating new growth; as the Queensland community expands and baby boomers reach retiring age there will be an increased demand for our services. We are determined to see that we are well positioned to be able to service the current and future needs of our community.

“Ozcare continues to be a market leader”

Management

In his first year as CEO, Tony Godfrey has cemented his position as an enterprising and inspiring leader. He has further developed the Senior Management Team to ensure we remain steadfast in our goal to improve the quality of life for clients through the delivery of individualised health and human services.

Tony has built on our solid foundations as a quality provider of health and human services, with the introduction of exciting, new innovations in our core business. The strength of our organisation over the past year under Tony’s guidance is evidenced by our solid performance.

Board

During recent years we have seen the retirement of some of our longest serving Board members. This year we continued to expand and build on the capabilities of our Board with the appointment of



non-executive director Professor Susan Dann. Professor Dann brings to Board level extensive experience in marketing. Her impressive knowledge and skills are a valuable addition to the expertise of our Board.

I wish to extend my appreciation and thanks to the Board for their dedication and foresight to ensure that Ozcare continues to be a market leader in our industry.

People

On behalf of the Board, I wish to acknowledge the huge contribution made by our 2,834 staff and 340 volunteers. Your capacity and drive to provide the highest level of care to our community is a constant inspiration to the Board. The dedication and enthusiasm of our staff has been integral to the growth Ozcare has experienced over the years.



Andrew Weil

Chairman



“
*My life had a
tremendous makeover*
”

A living inspiration

Ray Lawlor

Ray Lawlor has been a resident at our Ozanam Villa Clontarf aged care facility for over nine months.

Ray is a happy and healthy 94 year old who is known for his cheekiness. Brisbane born and bred, Ray can remember his first visit to Redcliffe back in 1925.

A living inspiration

Ray was happily married for 58 years to his sweetheart Pat, who has sadly now passed on. Ray first came into contact with Ozcare over ten years ago, when as sole carer of his wife Pat he needed assistance. Community Care Northlakes staff visited Ray’s home every Friday to clean, assist with showering and most importantly share fish and chips.

After the loss of his beloved Pat, Ray’s health started rapidly deteriorating and he moved into Ozanam Villa Clontarf. Ray speaks highly of Ozcare staff, some of whom are very close to his heart:

“Michele Campbell (In Home Care Worker) saved my life; she dragged me out of the gutter. I was drifting and then I came under the influence of Michele and Erin Hinschen (Coordinator) and my life had a tremendous makeover. People are so important. I am extremely happy here at Ozcare, what could be nicer than this, the staff are beautiful and that happiness can’t be brought.”

“It’s an exceptional place; if I had to sum it up in one word it would be ‘genteel’.”

Our Employees

Our people are a constant inspiration; their compassion and drive to deliver exceptional care to the Queensland community is what sets Ozcare apart.

Our people are the ones who make a positive difference each and every day in the lives of our clients and our residents. Their value is immeasurable; they genuinely care for our community and seek validation in their job role through supporting those they care for to achieve positive outcomes.

Adam Zachara is an Assistant in Nursing (AIN) at our Ozanam Villa Burleigh Heads aged care facility. Adam speaks about his role:

“I never had grandparents, so I feel like I have 160 grandparents here; it’s great. You learn how to care for people better every day. Over a week or a month you get to know them so well that you know how to care for them, how to make them smile, which song to sing to them in the morning to help them wake up; it’s great.”

“If you haven’t done it - help people. It makes the biggest difference in your life”

“
**Helping people can
make a difference**
”

Number of Employees

1996	600
2006	2,200
2013	2,834

“My favourite thing is to be happy in the morning. I think that smiling is infectious and it makes such a difference to someone’s mood and their day. It makes me feel good too which I love!”



..... Chief Executive Officer's Report

It has been almost two years since we commenced on our journey of service integration. In this time we have implemented numerous initiatives to meet the identified individual needs of current and future service users, to cement our position as a provider of choice of health and human services.

Achievements

On 1 July 2013 we revealed our refreshed Ozcare brand. This year is the 10 year anniversary of the Ozcare name and it was timely to mark this significant milestone with a refreshed brand that more adequately reflects the warm, professional and personalised service our clients receive every day.

Refreshing the Ozcare brand with a contemporary and timeless design, accompanied by friendly, easy to understand language, positive imagery and the use of staff and client testimonials, creates an overall brand feel that reinforces our position as a quality provider of choice of health and human services.

We have heavily invested resources into maintaining and improving our physical assets to ensure they meet the identified individual needs of current and future service users. Our Port Douglas and Caroline Chisholm aged care facilities received complete refurbishments this year and planning has commenced on refurbishments and extensions for Malanda, Parkwood Gardens and Clontarf aged care facilities.

2012-13 has seen the construction of new offices at Townsville, Robina, Booval, Emerald and Gladstone. Our Currimundi office has seen an upgrade and increase in office space, and we have commenced planning new offices for Chermside and Toowoomba. Our offices provide a base for a diverse range of vital community care services to be delivered to local communities.

Innovation

We strive to be at the forefront of information technology in healthcare. This year we have simplified our processes for intake and information for current and future service users through the implementation of PeoplePoint software, a fully integrated system to improve business processes and support our clients as they progress along the care continuum.

In addition, 2012-13 has seen the establishment of our new Contact Centre at Corporate Office. The Contact Centre was formed in December 2012 as the result of the merger of Community Access Point, Veterans Home Care Assessment Agency and the commencement of the 1800 Ozcare number. Our Contact Centre is a one stop shop for health and human services and means that assistance and support can be provided to clients, their loved ones and the Queensland community every day of the week.

“
Our people are our most important asset
”

People

Our people are the face of Ozcare and our most important asset. Their passion and dedication to caring for our community makes us proud to have them represent our organisation.

It is their drive, hard work and influence that achieves so much positivity in our community as evidenced in all of our client stories in this annual report. I cannot thank our staff enough; each staff member is a living inspiration and an integral contributor to the success Ozcare has experienced this year. I look forward to their continued support as we move forward to care for even more people in our community.

Partnerships

An important focus this year has been to identify and establish meaningful strategic partnerships. This year we embarked on a collaborative project named Res-E-Care with The University of Queensland. This project entails trialling the delivery of Tele-health (video conference sessions with health specialists), over the new high speed National Broadband Network with residents in our Villa Vincent aged care facility in Townsville. Significant market advantage is to be gained as residents benefit from improved access to specialists without enduring the long waiting times and travel distances so often faced by regional communities.



In addition, we have joined forces with Queensland University of Technology to work jointly on five priority areas. These are assistive technology, student placement, aged care design, social inclusion/social benefit and wound management. This mutually beneficial relationship is certain to produce positive outcomes that will have far-reaching benefits for both staff and clients, to be felt across many of our services.

The Future

Ozcare will continue to experience growth due to the strength and determination of our people, our strong balance sheet and the strategic direction of our operations. I would like to take this opportunity to thank my talented Senior Management Team for their continued hard work and advocacy. I also extend my sincere appreciation to our Board of Directors, led by Andrew Weil, whose vision and support has been integral in securing the strong market position Ozcare holds today.

A handwritten signature in black ink that reads "Anthony Godfrey". The signature is written in a cursive, flowing style.

Tony Godfrey
Chief Executive Officer

Carol Marcroft

You offer a wonderful service

A living inspiration

Carol Marcroft was a carer for a friend who was diagnosed with early dementia in March 2012. Sadly Carol's friend deteriorated quickly and by June 2013, he was assessed and approved by ACAT for entry into an aged care facility.

With an impending overseas trip looming, Carol was anxious to find suitable care for her friend. Carol was put in touch with Pauline Hope, Dementia Advisor from Ozcare Dementia Advisory and Support Service. Carol said words do not go far enough to express how highly she rates Pauline and the service provided by Ozcare:

"Pauline was like a lifeline; she is perfect for her role. Her genuine compassion for her clients and their carers is evident, as is her boundless energy. She is an excellent communicator on all levels, keeping me updated on a regular basis, using language I could readily understand and explaining options."

"Thank you to Pauline and Ozcare. You offer a wonderful service and if all of your officers are like Pauline, the community is surely enriched."

Carol Marcroft, Carer
with Pauline Hope,
Dementia Advisor



A living inspiration

..... *Our Services*

At Ozcare, we are proud of our ability to provide exceptional aged care and community care, incorporating health and support services to over 15,000 Queenslanders.

We understand that everyone's needs are different so we offer a wide range of services to suit individuals. Our focus is on the provision of person-centred care; we seek to know our clients personally, understand and anticipate their requirements, and be responsive to their needs to support them to rediscover independence and gain more enjoyment from life.

Additionally, our services are easily integrated to facilitate seamless progression along the care continuum; as care needs change, services can be altered accordingly.

“
Our focus is on the provision of person-centred care
”

Number of Services

1996	46
2006	210
2013	320

Karin Gardiner,
Burleigh Heads Facility
Manager with resident
Nancy Albon



..... Aged Care

Our ten modern residential aged care facilities throughout Queensland provide a warm, relaxed and home-like environment for our 1,258 residents.

Aged Care Living

Our welcoming and inviting facilities make it easy for residents and their loved ones to feel at home. Residents are encouraged to personalise their rooms and staff respect and treat residents' rooms as if they were their own homes.

With a family-like atmosphere, staff actively engage residents in social and community events, daily activities and hobbies of personal interest to ensure residents have the opportunity to enjoy individual and group activities that are meaningful to them.

Our range of accommodation options include:

Low Care - for those who are independent and require a lower level of care

High Care - for those who need a more intensive level of care and support, with 24 hour nursing support available

Special Care - for those living with dementia and associated challenging behaviours, staff specifically trained in dementia provide care and support in a professional, yet compassionate way

Respite Care - for those carers needing respite, we can support care recipients temporarily in our aged care facilities

Number of Residential Aged Care Bed Licences

2008-09	1184
2009-10	1237
2010-11	1237
2011-12	1237
2012-13	1258

“ 1,258 residents live with Ozcare ”



Seniors Week Tea Party Ozanam Villa Clontarf

Community Care

We offer a diverse range of community care services including:

“ We offer encouragement and support ”

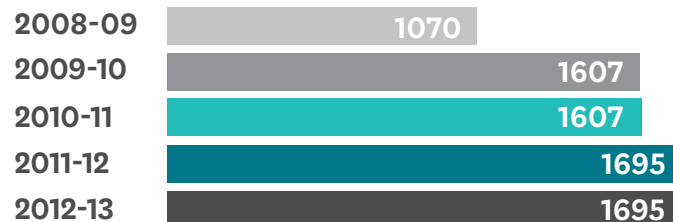
Assisted Living

Packaged Care

Our packaged care options and community care services provide older Queenslanders the encouragement and support they need to live in their own homes for as long as they can.

Our packaged care includes: Community Aged Care Packages (CACP), Extended Aged Care at Home (EACH) and Extended Aged Care at Home Dementia (EACHD).

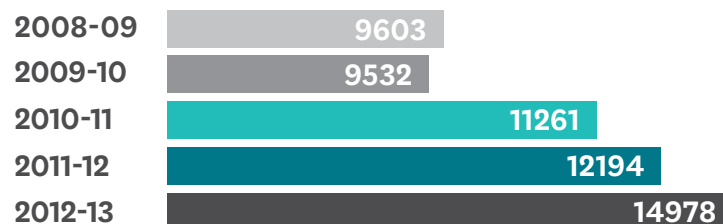
Total Number of Packages



Home and Community Care (HACC) Services

We offer community care services (also known as HACC services) to provide eligible people with help at home, support in getting out into the community and a break for carers. Many of our 'Facing a Difficult Time' services are also HACC funded.

Total Number of Clients who received HACC Services





“
*Without them I wouldn't
still be able to live
at home*
”

A living inspiration

John Beams

John is an elderly widower who lives by himself overlooking the canals at Broadbeach.

A living inspiration

John was born in England and loves to reminisce about his time in the navy during the war. It was during this time John also met his beautiful wife. They embarked on the long voyage to Australia and John became a farmer upon first settling here.

John is now a widower with a very large family who are scattered all across Australia. His family are very supportive and visit as often as possible, however John does admit it is lonely at times. John is on an Extended Aged Care at Home (EACH) Package with Ozcare; he receives personal care, social support and meal preparation services. John has this to say about his care:

“I've been receiving services from Ozcare for just over 3 years, since my wife died. I had a lot of health troubles and they said I could only return home if I had someone to look after me. I had Ozcare visit at home and they have been coming ever since.

Without them I wouldn't be able to still live at home. I can honestly say it makes living worthwhile! It's enough to make me not feel alone. I must admit, I couldn't pick anything wrong with any of the staff – they are all pleasant and happy!”

Joanne Bingham,
Coordinator,
Day Respite Centre,
Townsville

“
*We bring people
together to work
towards a common goal*
”

Day Respite Centres

*Our focus on
person-centred care
fuels innovation
in our day respite
centres. Many new
activities, clubs and
ideas are developed
in collaboration with
our day respite centre
visitors in response
to their needs and
requirements.*

A living inspiration

Our Day Respite Centre Townsville has recently developed a Men's Club in response to what was felt to be a female orientated centre. The Men's Club is a self-sufficient group that brings men together in harmony to work towards a common goal; to repair furniture for sale.

The first item the Men's Club completed was an entertainment unit, which was sold before it was even finished. All proceeds made from the sale of furniture go back into the Men's Club; the money made from the entertainment unit was used to treat the men to coffee and cake on an outing in the community.

The Men's Club has been successful in reducing agitation and isolation, and encouraging teamwork and the development of new friendships. Simultaneously, the men are sharing skills and knowledge and learning new carpentry and finishing skills.

A living inspiration

“

*I feel on top
of the world*

”

A living inspiration

Lorraine Gordon far right

..... Lorraine Gordon

With a warm, engaging smile and somewhat cheeky and spirited disposition, Lorraine Gordon might remind you of your loving mum or friendly next door neighbour. Most people would not realise the difficult journey Lorraine has travelled during her 64 years.

A living inspiration

A victim of family tragedy and abuse, Lorraine turned to drinking and ended up losing everything she had. Sadly, after years of alcohol abuse, Lorraine developed Korsakoff's syndrome resulting in severe memory loss. Despite her condition, Lorraine still yearned to improve her situation and decided to engage with Ozcare's Community Linking Program who assisted her with opportunities for social outings. In time, Lorraine was encouraged to join Ozcare's Mozart Program, which provides recreational opportunities to people living with a disability.

Although initially hesitant because of her mobility issues, Lorraine began attending a variety of art and social activities through the Mozart Program. She quickly developed a renewed zest for life – the pinnacle was to climb the Story Bridge, at which on completion Lorraine declared she “felt on top of the world!”

Lorraine is very thankful to the staff at Ozcare for their constant encouragement and positivity:

“It gives me great comfort to know that I have somebody to turn to that treats me as a human being and a friend.”

Facing a Difficult Time

We offer a range of services to people throughout Queensland that need assistance to address issues related to homelessness, domestic violence, drug and alcohol problems, mental health and more.

“We helped over 750 people in our community start their journey towards mental health recovery”

Services include:

Homeless Hostels – These services include nine homeless services throughout Queensland

Women’s Refuges - Women from all walks of life turn to our five confidential refuges to escape violence and abuse at home

Domestic and Family Violence Counselling and Support in Gladstone

Residential Drug and Alcohol Services – We provide a structured recovery program and accommodation to help turn lives around

Mental Health Services - Provision of emotional well-being and mental health support services

Family Accommodation – Short term accommodation to families that are homeless or at risk of becoming homeless

Goodna Integrated Family Support – Early intervention support to families and their children at Goodna State, Goodna Pre-School and Goodna Special School

Homestay – Homestay services prevent people becoming homeless in Cairns, Rockhampton, Gladstone and Biloela/Moura

Ipswich Community Access Disability Programs – Support and recreation activities to people with disabilities in Ipswich and surrounding areas

Supported Parole Program – Based in Brisbane, our residential program supports men leaving prison to adapt to life in the general community

The Bush Connection – Support to members of families with dependent children aged 18 years or under who are living in rural areas of the Toowoomba Regional Council


Illicit Drug Detoxification Service – Detox service located within the Homeless Men’s Hostel South Brisbane

HACC Homeless Outreach – Support for people who are homeless or at risk of being homeless

Resident Support Program – Assists people living in supported accommodation with social support and access to healthcare services

“Provided short term accommodation and support for over 3,000 people in need of crisis accommodation or refuge from domestic violence”





“ Instead of falling backwards, you will take five steps forward ”
Albert Lucky

Naomi Lucky

Naomi Lucky outwardly appears just like any other young girl; her happy smile and friendly disposition radiate joy and her captivation with our camera betrays her inquisitive side and cheeky nature.

A living inspiration

Regrettably, Naomi hasn't always appeared so happy and confident. She came into her dad Albert's care earlier this year, when she could no longer be looked after by her mother. With no prior experience as to how to be a good dad, and not in the best position to provide a stable home life, Naomi's father, Albert Lucky, found life difficult until he was referred to our Goodna Integrated Family Support service (GIFS) through Naomi's school – Goodna State School. Albert had this to say about the experience:

“It was really hard; I was lucky to have GIFS to help me. Where I was standing, I didn't know where to turn. It has been a long journey, but GIFS have been with me every step of the way; helping me to learn about Naomi's illness, keeping me connected with medicals and making sure I'm there for the appointments.

They are always there to support me. GIFS changed my life – instead of falling backwards, you will pretty much take five steps forward with GIFS.”

A living inspiration

Staying Protected

Ozcare is an approved immunisation provider with endorsed nurse immunisers who conduct immunisation programs for both the public and private sectors.

We provide Workplace Vaccination Programs including influenza, Hepatitis A and B and Tetanus to keep employees healthy.

“In 2011-12 we immunised 38,287 clients; in 2012-23 we immunised 44,203 clients”

Keeping Safe

Ozcare Carelink Medical Alarms provide personal safety and assistance, 24 hours a day at the press of a button.

Carelink Medical Alarms are ideal for individuals who live independently in the community and want the peace of mind that comes with 24 hour monitoring. We also offer the Carelink Alarm service for short-term use in a variety of cases such as recovering from illness or surgery, palliative care, or when people are on holidays or staying away from home.

“940 clients keep safe and secure in their homes with our Carelink Medical Alarms”

Funding Acknowledgments

Ozcare's wide range of services to support Queenslanders is made possible by funding from a diverse range of programs from the Australian and Queensland Governments.

Quality Statement

Ozcare is a quality certified organisation and has met the requirements of the International Standards Organisation (ISO 9001:2008)

Donations

Many of Ozcare's services are made possible by the generous support of Australians through donations and bequests.

We would like to acknowledge and thank the individuals, community groups and corporates who have supported Ozcare this year. Their generous contribution has enabled us to continue to deliver exceptional care services to help people in our community rediscover independence and lead long, happy and connected lives.

“Every cent of every donation goes directly to our services to benefit our community; there are no administration charges”

..... *Board of Directors*



Andrew Weil
Non-executive Chairman



Anthony Godfrey
Executive Director/Chief Executive Officer



Mel Breen
Non-executive Director



June Chandler
Non-executive Director



Professor Susan Dann
Non-executive Director



Bishop Brian Finnigan
Non-executive Director



Fred Gillett
Non-executive Director



Michael McCabe
Non-executive Director



Father Gerard Mulholland
Non-executive Director



Matthew Vanderbyl
Non-executive Director

..... **Senior Management**



Anthony Godfrey
Chief Executive Officer



Bill Allan
Executive Officer - Finance



Peter Camden
Executive Officer - Operations



Gavin Wright
Executive Officer - Strategy
& Resource Management



Russell Young
Executive Officer -
Administrative Services



Sarah Chapman
State Manager - Marketing



Daniel Cruse
State Manager -
Information Technology



Damian Foley
State Manager - Community Care



Keith Lavelle
State Manager -
Systems & Innovation



Lanna Ramsay
State Manager - Aged Care



Joel Reading
State Manager -
Quality



Brett Warhurst
State Manager -
Human Resources

..... *Directors' Report*

The Board of Directors of Ozcare has pleasure in submitting its report for the financial year ended 30 June 2013.

Board of Directors

The names and details of the Directors in office at any time during the financial year, including the period until the date of this report are as follows:

Andrew Weil (Chairman)
Anthony Godfrey (Chief Executive Officer)
Mel Breen
June Chandler
Professor Susan Dann
Bishop Brian Finnigan
Fred Gillett
Michael McCabe
Father Gerard Mulholland
Matthew Vanderbyl

Directors

Andrew M Weil (Chairman/Non-executive Director)

Qualifications: BCom LLB LLM, FAICD

Experience: Board member since 1999. Chairman of the Board of Directors of Ozcare since August 2010. Admitted as a Solicitor of the Supreme Court of Queensland. Registered as a Solicitor of the High Court of Australia. Admitted as a Barrister and Solicitor of the High Court of New Zealand. Practiced as a Partner in Brisbane CBD legal practices for in excess of 20 years. Director of a Queensland based property development company. Director of various Queensland based businesses.

Special Responsibilities: Mr Weil is a member of the Audit and Risk Committee and the Remuneration Committee.

Anthony B Godfrey (Executive Director/Chief Executive Officer)

Qualifications: CA, B Fin Admin

Experience: Board member since 1999. Chartered Accountant and Registered Company Auditor. Mr Godfrey has held senior positions with Ozcare for over 16 years and was previously Deputy Chief Executive Officer and Chief Financial Officer.

Special Responsibilities: Mr Godfrey is a member of the Audit and Risk Committee.

Directors' Report

Mel Breen (Non-executive Director)

Qualifications: Company Director

Experience: Board member since 1996. Former Chairman of Pioneer Mills Supplies Committee. Former State President of the Society of St Vincent de Paul State Council of Queensland.

Special Responsibilities: Mr Breen is a member of the Remuneration Committee.

June Chandler (Non-executive Director)

Qualifications: Significant business experience

Experience: Board member since 2011. Over ten years employed by ANZ Banking Group. Owned and operated business in Tourism Industry. Currently State Councillor and Secretary on St Vincent de Paul Society Queensland State Council. Chair of the Society's Children's Education Fund.

Professor Susan Dann (Non-executive Director)

Qualifications: BA MPub Admin PhD, FAMI CPM MAICD

Experience: Board member since 2013. Professor of Marketing, Australian Catholic University. Extensive experience as a Board director including St Rita's College, St Vincent's and Holy Spirit Health, General Practice Queensland, Quality Improvement Council, Australian Marketing Institute and AFL Queensland Commission.

Bishop Brian Finnigan (Non-executive Director)

Qualifications: Ordained Priest, Ordained Auxiliary Bishop

Experience: Board member since 2011. Priestly Ministry included appointments at Warrnambool and Ballarat, as well as General Secretary of the Australian Catholic Bishops' Conference from 1998 to 2002. He was Ordained Auxiliary Bishop for Brisbane in 2002 and also held the position of Apostolic Administrator of the Diocese of Toowoomba from May 2011 to July 2012. Bishop Finnigan is a member of the Australian Catholic Bishops' Conference and an active member of several commissions.

Fred Gillett (Non-executive Director)

Qualifications: Significant business experience

Experience: Board member since 2004. Over 50 years business experience including senior management roles in the finance industry and 10 years as Managing Director and major shareholder of a national importer/distribution company.

Special Responsibilities: Mr Gillett is a Chairman of the Audit and Risk Committee.

Michael McCabe (Non-executive Director)

Qualifications: Significant business experience

Experience: Board member since 2005. Extensive experience in senior executive roles in private enterprise and the Queensland Public Service. PBI and charitable experience includes seven years on Advisory Board with Canossa Organisation and adviser to the Silver Lining Foundation.

Special Responsibilities: Mr McCabe is a member of the Remuneration Committee.

Father Gerard Mulholland (Non-executive Director)

Qualifications: B.Theol. Ordained Priest

Experience: Board member since 2011. Ordained Priest in 2006. Missionary Papua New Guinea 2007-2009. Executive Director Janssen Spirituality Centre Melbourne 2010. Parish Priest St Mark's Inala 2011 to present.

Matthew P Vanderbyl (Non-executive Director)

Qualifications: BA MBA, MAICD

Experience: Board member since 2011. Previously Board member 2000 to 2010. Superintendent, Commander, Policelink and Programs Group, Community Contact Command, Queensland Police Service. Former Vice President of the Society of St Vincent de Paul State Council of Queensland.

Directors' Report

Results Overview

Revenue for the entity for the 2013 financial year was \$201,145,309 compared with \$192,704,468 for 2012, an increase of 4%.

Revenue

2008-09	135,679,148
2009-10	145,450,091
2010-11	169,980,850
2011-12	192,704,468
2012-13	201,145,309

Profit for the entity for the 2013 financial year was \$13,965,213 compared with \$15,033,600 for 2012.

As noted last year the 2012 profit included some significant one-off capital grants. Profit for the entity before depreciation and amortisation expense for 2013 was \$30,351,292 compared to \$29,942,747 for 2012.

Profit for the Year

2008-09	10,850,301
2009-10	7,263,954
2010-11	11,307,109
2011-12	15,033,600
2012-13	13,965,213

Financial Position

The strength of the entity's financial position was enhanced during the year with total assets at 30 June 2013 of \$365,917,029 compared with \$354,561,995 for 2012.

Total Assets

2008-09	309,125,036
2009-10	323,306,550
2010-11	335,958,841
2011-12	354,561,995
2012-13	365,917,029

Total liabilities at 30 June 2013 were \$79,524,359 compared to \$82,134,538 in 2012.

The entity is in a very sound financial position with Net Assets totalling \$286,392,670 at 30 June 2013 compared with \$272,427,457 in 2012, an increase of 5%. This increase is attributable to the 2013 Profit for the year.

Net Assets

2008-09	228,152,794
2009-10	241,836,748
2010-11	256,793,857
2011-12	272,427,457
2012-13	286,392,670

Business Strategies and Prospects for Future Financial Years

The entity's short-term objectives are to:

- Provide quality health and human services to clients at all times irrespective of religion, sex, race and national origin;
- To provide these services to the community and in particular to the aged, frail, disabled, and disadvantaged; and
- Be recognized as a leader in the provision of these services.

The entity's long-term objectives are to:

- Be the provider of choice for both clients and other stakeholders; and
- Be sustainable and to strive for continuous improvement to provide the highest level of service to our clients.

To achieve these objectives, the entity has adopted the following strategies:

- The entity strives to attract and retain quality staff to provide the services which will ensure the ongoing success of the entity.
- Staff work in partnership with a range of community stakeholders which is evidenced by the entity continually receiving new projects and services.

Directors' Report

- The entity's staff strive to meet consistent standards of best practice and provide clear expectations of professional accountabilities and responsibilities to all stakeholders.

The entity continued to invest strongly in Capital Expenditure over the year in order to drive future growth. Significant capital projects during the year included major building works at Aged Care Facilities and regional offices. The entity will continue to invest heavily in the refurbishment of its Aged Care Facilities to maintain modern standards of best practice and maintain optimal occupancy.

Extensions are planned for Parkwood Gardens to add another 32 beds, Clontarf to add another 17 beds and a 120 bed new facility is planned for Hervey Bay. The entity will continue to grow its services in Community Care and is opening new regional offices in Gladstone and Brisbane.

Ozcare's performance is constantly measured against the following KPIs:

- number of people assisted
- number of different services provided
- quality of service (including incident reporting)
- financial performance to budget
- maintenance of capital base
- investment returns

Ozcare relies on revenue provided from various sources but, in particular, from the Commonwealth government and the Queensland State government. A significant change in government funding policy that resulted in reduced funding would most probably lead to a reduction of services that Ozcare is able to provide. At this point in time, Ozcare expects to maintain, if not increase, the level of services it provides.

Environmental Regulation

Ozcare's operations are not subject to any significant environmental regulations under Commonwealth or State legislation. The Board of Directors of Ozcare believes that the company has adequate systems in place to manage the company's environmental obligations and is not aware of any significant breach of those obligations.

Members' Guarantee

Ozcare is incorporated under the Corporations Act 2001 and is a company limited by guarantee. If the company is wound up, the Constitution states that each member is required to contribute a maximum of \$10 each towards meeting any outstanding obligations of the company. At 30 June 2013, the total amount that members of the company are liable to contribute if the company is wound up is \$10.

Directors' Meetings

The number of meetings of the Board of Directors and Board Committees during the year ended 30 June 2013, and attendance by Directors at those meetings.


Director	Board		Audit & Risk Committee	
	H	A	H	A
A Weil	7	7	4	4
A Godfrey	7	7	4	4
B Finnigan	7	4		
F Gillett	7	7	4	4
G Mulholland	7	4		
J Chandler	7	7		
M Vanderbyl	7	5		
M Breen	7	6		
M McCabe	7	7		
S Dann	3	3		

H - Number of meetings held during the time the director held office or was a member of that committee during the year. A - Number of meetings attended. There were no meetings held of the Remuneration Committee. The Nominations Committee has been disbanded.

Auditor's Independence Declaration

A copy of the auditor's independence declaration as required under section 307C of the Corporations Act 2001 is set out on the next page .

Signed in accordance with a resolution of the Board of Directors:


Andrew M Weil - Chairman

Dated this 25th day of October 2013

Auditor's Independence Declaration

Under Section 307C of the Corporations Act 2001
I declare that, to the best of my knowledge and belief,
during the year ended 30 June 2013 there have been:

- (i) no contraventions of the auditor independence requirements as set out in the Corporations Act 2001 in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

Morris & Batzloff

N Hoare

Morris & Batzloff
Chartered Accountants

N Hoare
Partner

Dated this 25th day of October 2013

Independent Audit Report to the Members of Ozcare

Report on the Financial Report

We have audited the accompanying financial statements of Ozcare (the company), which comprises the Statement of Financial Position as at 30 June 2013 and the Statement of Profit or Loss and Other Comprehensive Income, Statement of Changes in Equity and Statement of Cash Flows for the year ended on that date, notes comprising a summary of significant accounting policies and other explanatory information, and the directors' declaration.

Directors' Responsibility for the Financial Report

The directors of the company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and the Corporations Act 2001 and for such internal control as the directors determine is necessary to enable the preparation of the 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 statements based on our audit. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial

statements 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 entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial statements.

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

Independence

In conducting our audit, we have complied with the independence requirements of the Corporations Act 2001. We confirm that the independence declaration required by the Corporations Act 2001, which has been given to the directors of Ozcare, would be in the same terms if given to the directors as at the time of this auditor's report.

Opinion

In our opinion, the financial report of Ozcare is in accordance with the Corporations Act 2001, including:

- (i) giving a true and fair view of the company's financial position as at 30 June 2013 and of its performance for the year ended on that date; and
- (ii) complying with Australian Accounting Standards - Reduced Disclosure Requirements and the Corporations Regulations 2001.



Morris & Batzloff
Chartered Accountants

Dated this 25th day of October 2013



N Hoare
Partner

Directors' Declaration

The directors of the entity declare that:

1. The financial statements and notes, as set out on pages 33 to 54 are in accordance with the Corporations Act 2001 and:
 - (a) comply with Australian Accounting Standards - Reduced Disclosure Requirements; and
 - (b) give a true and fair view of the financial position as at 30 June 2013 and of the performance for the year ended on that date of the entity.
2. In the directors' opinion there are reasonable grounds to believe that the entity will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors.



Andrew M Weil - Chairman

Dated this 25th day of October 2013

Statement of Profit or Loss and Other Comprehensive Income for the Year Ended 30 June 2013

	Notes	2013	2012
Revenue	2	201,145,309	192,704,468
Employee benefits expense		(135,232,694)	(126,297,330)
Purchased services		(2,453,346)	(2,629,735)
Premises expense		(10,924,449)	(10,082,718)
Motor vehicle expense		(4,699,665)	(4,506,319)
Food services		(5,818,554)	(5,819,789)
Client services		(5,068,571)	(4,954,975)
Depreciation and amortisation expenses		(16,386,079)	(14,909,147)
Loss on disposal of fixed assets		-	-
Other expenses		(6,596,738)	(8,470,855)
Profit before income tax	3	13,965,213	15,033,600
Income tax expense	1(a)	-	-
Profit for the year	4	13,965,213	15,033,600
Other comprehensive income		-	600,000
Net gain on revaluation of non-current assets			
Total comprehensive income for the year		13,965,213	15,633,600
Profit attributable to members of the entity		13,965,213	15,033,600
Total comprehensive income attributable to members of the entity		13,965,213	15,633,600

The accompanying notes form part of these financial statements.

Statement of Financial Position as at 30 June 2013

	Notes	2013	2012
Current assets			
Cash and cash equivalents	5	28,591,674	16,169,386
Trade and other receivables	7	3,899,770	3,237,966
Financial assets	10	4,773,837	4,681,000
Other assets	8	920,310	1,116,917
Total current assets		38,185,591	25,205,269
Non-current assets			
Property, plant and equipment	9	242,113,514	243,821,482
Financial assets	10	28,948,032	28,865,352
Intangible assets	11	56,669,892	56,669,892
Total non-current assets		327,731,438	329,356,726
Total assets		365,917,029	354,561,995
Current liabilities			
Trade and other payables	12	17,276,994	20,114,178
Borrowings	13	33,639,698	34,993,411
Provisions	14	13,343,460	13,379,486
Total current liabilities		64,260,152	68,487,075
Non-current liabilities			
Trade and other payables	12	474,777	63,051
Borrowings	13	3,647,382	4,026,218
Provisions	14	11,142,048	9,558,194
Total non-current liabilities		15,264,207	13,647,463
Total liabilities		79,524,359	82,134,538
Net assets		286,392,670	272,427,457
Equity			
Reserves		120,028,169	120,028,169
Retained earnings		166,364,501	152,399,288
Total equity		286,392,670	272,427,457

The accompanying notes form part of these financial statements.

Statement of Cash Flows for the Year Ended 30 June 2013

	Notes	2013	2012
Cash flows from operating activities			
Receipts from activities		194,944,337	186,882,836
Payments to suppliers and employees		(173,107,205)	(160,194,380)
Interest received		4,590,699	2,860,680
Interest costs of finance paid		(17,299)	(1,302)
Net cash provided by operating activities	17	26,410,532	29,547,834
Cash flow from investing activities			
Proceeds from sale of property, plant and equipment		6,545,555	9,783,226
Purchase of property, plant and equipment		(19,884,488)	(32,213,298)
Purchase of investments		(92,837)	(4,315,253)
Net cash used in investing activities		(13,431,770)	(26,745,325)
Cash flow from financing activities			
Repayment of borrowings		-	-
Sundry deposits received		(35,406)	730
Accommodation bond receipts		8,511,630	10,166,668
Accommodation bond repayments		(9,032,698)	(7,439,511)
Net cash provided by (used in) financing activities		(556,474)	2,727,887
Net increase/(decrease) in cash held		12,422,288	5,530,396
Cash at 1 July 2012		16,169,386	10,638,990
Cash at 30 June 2013	5	28,591,674	16,169,386

The accompanying notes form part of these financial statements.

Notes to the Financial Statements for the Year Ended 30 June 2013

The financial statements were authorised for issue on 25 October 2013 by the directors of the company.

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

(a) Income Tax

The entity is a Public Benevolent Institution and as such is exempt from income tax under Div 50 of the Income Tax Assessment Act.

(b) Property, Plant and Equipment

Each class of property, plant and equipment are carried at cost or fair value less, where applicable, any accumulated depreciation.

Property

Freehold land and buildings and leasehold improvements are measured on the fair value basis, being the amount for which an asset could be exchanged between knowledgeable willing parties in an arm's length transaction.

Plant and Equipment

Plant and equipment are measured on the cost basis.

Depreciation

All assets, excluding freehold land, are depreciated on a straight line basis over their useful lives to the company, at varying rates.

(c) Employee Entitlements

Provision is made for the liability for employee benefits arising from services rendered by employees to balance date. Employee benefits expected to be settled within one year together with benefits arising from long service leave, annual leave and sick leave which will be settled after one year, have been measured at the amounts expected to be paid when the liability is settled plus related on-costs. Long service leave is provided for from commencement of employment and 100% of sick leave is provided for.

Contributions are made by the economic entity to employee superannuation funds and are charged as expenses when incurred.

(d) Intangibles

Aged Care Bed Licences and Community Care Packages are measured on the fair value basis, being the amount for which an asset could be exchanged between knowledgeable willing parties in an arm's length transaction. Accordingly, bed licences purchased are measured on the cost basis and operational bed licences, granted direct from the Australian Government Department of Health and Ageing (DoHA) are revalued to estimated recoverable amount. Provided Ozcare complies with DoHA requirements, Aged Care Bed Licences and Community Care Packages have an indefinite life and accordingly they are not amortised.

(e) Cash

For the purposes of the Statement of Cash Flows, cash includes cash on hand, at call deposits with banks or financial institutions and term deposits which are capable of being converted to cash within 24 hours.

(f) Financial Instruments

Recognition

Financial instruments are initially measured at cost on trade date, which includes transaction costs, when the related contractual rights or obligations exist. Subsequent to initial recognition these instruments are measured as set out below.

Loans and Receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market and are stated at amortised cost using the effective interest rate method.

Held-to-Maturity Investments

These investments have fixed maturities, and it is the intention to hold these investments to maturity. Any held-to-maturity investments held are stated at amortised cost using the effective interest rate method.

Notes to the Financial Statements for the Year Ended 30 June 2013

(l) Critical Accounting Estimates and Judgments

The directors evaluate estimates and judgments incorporated into the financial report based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the entity.

Key Estimates — Impairment

The entity assesses impairment at each reporting date by evaluating conditions specific to the entity that may lead to impairment of assets. Where an impairment trigger exists, the recoverable amount of the asset is determined. Value-in-use calculations performed in assessing recoverable amounts incorporate a number of key estimates.

(m) Comparative Figures

Where required by Accounting Standards comparative figures have been adjusted to conform with changes in presentation for the current financial year.

The financial statements were authorized for issue on 26 October 2013 by the Directors of the company.

(n) Change in Accounting Policies

Presentation of items of other comprehensive income (OCI)

As a result of early adopting AASB 2012-7, which includes amendments to disclosure requirements arising from the Tier 1 (full-disclosure) Standard AASB 2011-9: Amendments to Australian Accounting Standards - Presentation of Items of Other Comprehensive Income that became mandatorily applicable from 1 July 2012, the following changes to the presentation of the company's financial statements were made during the year:

- items of OCI were grouped into:
 - items that will not be reclassified subsequently to profit or loss; and
 - those that will be reclassified subsequently to profit or loss when specific circumstances occur.

The adoption of AASB 2011-9 only changed the presentation of the company's financial statements and did not have any impact on the amounts reported for the current period or for any prior period in the company's financial statements.

Notes to the Financial Statements for the Year Ended 30 June 2013

Note 2: Revenue

	Notes	2013	2012
Operating activities			
Government grants and subsidies		156,590,915	145,895,756
Residents and clients fees and charges		36,825,031	35,071,037
Other		981,165	269,052
		194,397,111	181,235,845
Non-operating activities			
Capital grants		1,526,687	6,395,570
Accommodation bond retentions		754,869	766,995
Interest received		3,811,242	3,279,573
Rent received		439,904	588,193
Bequests and donations		158,976	164,585
Profit on disposal of non-current assets		56,520	273,707
		6,748,198	11,468,623
		201,145,309	192,704,468

Note 3: Profit before Income Tax

Profit before income tax has been determined after:

(a) Expenses

Depreciation of property, plant and equipment		15,599,609	14,147,846
Amortisation of property, plant and equipment		786,470	761,301
Net loss on disposal of non-current assets		-	-
Remuneration of Auditor:			
- audit or review		68,700	74,550
- other services		-	-
Bad and Doubtful Debts		10,112	20,257

(b) Revenue and Net Gains

Adjustment to Commonwealth capital grants	13(c)	378,836	568,682
Profit on disposal of non-current assets		56,520	273,707

Notes to the Financial Statements for the Year Ended 30 June 2013

Note 4: Profit for the year

The entity is required under accounting disclosure purposes to disclose its operating surplus as a profit. However, under the Corporations Law and under its Constitution, the entity is forbidden from transferring any part of that income or property to members of the entity.

The Constitution of the entity states the entity is to use such funds for the purposes of caring for and rehabilitating the poor, the sick, the aged or afflicted in Australia, relieving poverty and hardship, promoting the care, development or education of those in need or providing for the health, growth, development and education of the poor, the sick, the aged or the afflicted otherwise lacking basic necessities, irrespective of religion, sex, race or national origin.

Note 5: Cash and Cash Equivalents

	2013	2012
Cash on hand	42,450	40,650
Cash at bank and on deposit	28,549,224	16,128,736
	28,591,674	16,169,386

Notes to the Financial Statements for the Year Ended 30 June 2013

Note 6: Capital Expenditure Commitments

	2013	2012
Capital expenditure commitments:		
- Capital expenditure projects contracted for	-	6,950,459
- Capital expenditure projects planned	55,350,000	-
	55,350,000	6,950,459
Payable		
- Not longer than one year	16,050,000	6,950,459
- Longer than 1 but not longer than 5 years	39,300,000	-
	55,350,000	6,950,459

Note 7: Trade and Other Receivables

	2013	2012
Current		
Trade debtors	1,482,086	1,233,540
Other debtors	2,417,684	2,004,426
	3,899,770	3,237,966

(a) Provision for Impairment of Receivables

Current trade receivables are generally on 30-day terms. These receivables are assessed for recoverability and a provision for impairment is recognised when there is objective evidence that a material individual trade receivable is impaired. Included in trade receivables are debtors with a carrying amount of \$120,670 (2012 \$397,056) which are past due at the reporting date, of which \$28,602 (2012 \$77,021) is due from government departments and agencies. Of the remaining balance \$84,954 (2012 \$188,868) is 60 days and over. However, the majority of these amounts are considered recoverable and at 30 June 2013 no material provision was required (2012 \$nil).

(b) Credit Risk — Trade and Other Receivables

The entity does not have any material credit risk exposure to any single receivable or group of receivables and has a large and unrelated customer base. The entity does not hold any financial assets whose terms have been renegotiated, but which would otherwise be past due or impaired.

Note 8: Other Assets

	2013	2012
Current		
Prepayments	920,310	1,116,917

Notes to the Financial Statements for the Year Ended 30 June 2013

Note 9: Property, Plant and Equipment

	2013	2012	
Land and Buildings			
Freehold land			
- at Directors' valuation 2009	44,556,000	44,556,000	
- at cost	10,108,632	7,037,065	
	54,664,632	51,593,065	
Buildings			
- at Directors' valuation 2009	125,899,000	125,899,000	
- at cost	67,652,505	61,476,032	
Less accumulated depreciation	(36,630,250)	(26,963,528)	
	156,921,255	160,411,504	
Leasehold improvements			
- at independent valuation 2000	4,107,491	4,107,491	
- at cost	11,621,909	11,156,853	
Less accumulated amortisation	(6,972,837)	(6,186,367)	
	8,756,563	9,077,977	
Total Land and Buildings	220,342,450	221,082,546	
Plant and Equipment			
Plant and equipment at cost	52,127,971	48,502,135	
Less accumulated depreciation	(30,356,907)	(25,763,199)	
Total Plant and Equipment	21,771,064	22,738,936	
Total Property, Plant and Equipment	242,113,514	243,821,482	
	Land and Buildings	Plant and Equipment	Total
Movements in carrying amount (2013)			
Balance at the beginning of the year	221,082,546	22,738,936	243,821,482
Additions at cost	11,052,274	10,171,392	21,223,666
Disposals	-	(6,545,555)	(6,545,555)
Depreciation expense	(11,792,370)	(4,593,709)	(16,386,079)
Carrying amount at end of year	220,342,450	21,771,064	242,113,514

The entity's land and buildings were revalued at 30 June 2009 by the directors. Valuations were made on the basis of open market value. The revaluation surplus was credited to an asset revaluation reserve in equity.

Notes to the Financial Statements for the Year Ended 30 June 2013

Note 10: Financial Assets

	2013	2012
Held-to-maturity financial assets –		
Current		
Bank issued floating rate notes	-	-
Bank fixed rate term deposits	4,773,837	4,681,000
	4,773,837	4,681,000
Non-Current		
Bank issued floating rate notes	7,106,365	4,477,343
Bank issued fixed rate notes	7,177,650	6,051,985
Bank issued floating rate transferable deposit	2,000,000	2,000,000
Bank fixed rate term deposits	12,664,017	16,336,024
	28,948,032	28,865,352

Note 11: Intangible Assets

	2013	2012
Aged Care Bed Licences and Community Care Packages		
- at cost	11,629,892	11,629,892
- at directors' valuation	45,040,000	45,040,000
	56,669,892	56,669,892

	At Cost	At Valuation	Total
Balance at 30 June 2012	11,629,892	45,040,000	56,669,892
Additions	-	-	-
Disposals	-	-	-
Amortisation charge	-	-	-
Impairment losses	-	-	-
Balance at 30 June 2013	11,629,892	45,040,000	56,669,892

Notes to the Financial Statements for the Year Ended 30 June 2013

Note 12: Trade and Other Payables

	Notes	2013	2012
Current			
Trade creditors		1,726,750	4,396,747
Subsidy advance		11,327,905	11,393,939
Sundry creditors		4,197,649	4,263,396
Deposits held		24,690	60,096
		17,276,994	20,114,178
Non-Current			
Subsidy advance		474,777	63,051
Financial liabilities at amortised cost classified as trade and other payables			
Total current		17,276,994	20,108,957
Total non-current		474,777	63,051
Less subsidies in advance		(11,802,682)	(11,681,718)
	18	5,949,089	8,490,290

Notes to the Financial Statements for the Year Ended 30 June 2013

Note 13: Borrowings	Notes	2013	2012
Current			
Unsecured liabilities			
Accommodation bonds held		33,639,698	34,993,411
Non-Current			
Unsecured liabilities			
Commonwealth capital grants	13(c)	333,025	711,861
Loans		703,931	703,931
		1,036,956	1,415,792
Secured liabilities			
Loans	13(d)	1,199,713	1,199,713
Loans	13(e)	1,410,713	1,410,713
		2,610,426	2,610,426
		3,647,382	4,026,218

13 (a) Accommodation bonds have been disclosed as a current liability to comply with Australian Accounting Standards. However, the outstanding balance generally increases or remains similar each year and bonds that are required to be repaid are replaced by new, and normally larger, bonds from new residents. Accordingly, it would be more accurate to disclose these as a non-current liability.

13 (b) In 2012, the entity had a commercial bill facility provided by the Commonwealth Bank of Australia with a limit of \$20,000,000. The facility was secured by a Registered Equitable Mortgage over all of the assets and undertakings of the entity.

13 (c) The Commonwealth capital grants of financial assistance were received towards the construction costs of various aged care facilities. These grants are repayable only if the company fails to meet its obligations under the grant. The "Commonwealth Interest" in these grants reduces over time in accordance with formulae based on the original amount of the grant. Accordingly, the grant liability has been reduced by \$378,836 (2012 \$568,682) to reflect the actual amount that could be repayable.

13 (d) The Queensland Department of Health (QH) has provided funding to purchase two properties to be used for programs funded by QH. The loans are secured by Registered First Mortgages over the properties acquired and Capital Funding Agreements.

13 (e) The Queensland Department of Housing has provided funding to assist with the renovation of a building used for a supported accommodation service. The Queensland Department of Housing retains an interest in the building secured by a Registered First Mortgage over the property.

Notes to the Financial Statements for the Year Ended 30 June 2013

Note 14: Provisions

	2013	2012
Current		
Employee entitlements	13,343,460	13,379,486
Non-Current		
Employee entitlements	11,142,048	9,558,194
	No.	No.
Number of Employees at Year End	2,834	2,761

Note 15: Key Management Personnel Compensation

Total remuneration paid to key management personnel of the company during the year is as follows:

Key management personnel compensation	2,998,870	3,681,164
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Note 16: Related Party Transactions

Any transactions between related parties are on normal commercial terms and conditions no more favourable than those available to other persons unless otherwise stated.

Notes to the Financial Statements for the Year Ended 30 June 2013

Note 17: Cash Flow Information

Reconciliation of cash flow from operations
with profit for the year.

	2013	2012
Profit for the year	13,965,213	15,033,600
Non cash flows in profit for the year		
Amortisation	786,470	761,301
Accommodation bond retentions	(754,869)	(766,995)
Accommodation bond interest accrued	-	(199,237)
Adjustment to Commonwealth capital grants	(378,836)	(568,682)
Charges to provisions	1,547,828	2,406,095
Depreciation	15,599,609	14,147,846
Loss/(profit) on disposal of non-current assets	(56,520)	(273,707)
Changes in assets and liabilities		
Increase in trade and other debtors	(661,804)	(352,689)
Increase in prepayments	196,607	(10,185)
Increase/(decrease) in trade and sundry creditors	(3,833,166)	(629,513)
Increase/(decrease) in accrued interest expense	-	-
Net cash provided by operating activities	26,410,532	29,547,834

Notes to the Financial Statements for the Year Ended 30 June 2013

Note 18: Financial Risk Management

The entity's financial instruments consist mainly of deposits with banks, local money market instruments, short-term investments, accounts receivable and payable, bank bills accommodation bonds, government grants and loans. The totals for each category of financial instruments, measured in accordance with AASB 139 as detailed in the accounting policies to these financial statements, are as follows:

	Notes	2013	2012
Financial assets			
Cash and cash equivalents	5	28,591,674	16,169,386
Held-to-maturity investments	10		
- Bank issued fixed rate notes		7,177,650	8,101,450
- Bank issued floating rate notes		7,106,365	6,977,343
- Bank fixed rate deposits		12,664,017	16,467,559
- Bank floating rate deposits		2,000,000	2,000,000
Loans and receivables	7	3,899,770	3,237,966
		61,439,476	52,953,704
Financial liabilities			
Financial liabilities at amortised cost			
- Trade and other payables	12	5,949,089	8,490,290
- Borrowings	13	37,287,080	39,019,630
		43,236,169	47,509,920

The Board of Directors and Senior Management are responsible for monitoring and managing financial risks. Senior Management regularly review investments and borrowings and seek advice from an independent investment research and advisory firm. The Board reviews investments at each meeting and receives a quarterly portfolio report from the independent investment research and advisory firm.

The company does not have any derivative instruments at 30 June 2013 (2012 nil).

Net Fair Values

Fair values are those amounts at which an asset could be exchanged, or a liability settled, between knowledgeable, willing parties in an arm's length transaction. The aggregate carrying amounts of financial assets and financial liabilities are disclosed in the Statement of Financial Position and in the notes to the financial statements. For all assets and liabilities, the carrying value approximates their net fair value.

Notes to the Financial Statements for the Year Ended 30 June 2013

Note 20: Segment Reporting

2013

Business Segments	Residential Aged Care	Community Health and Care	Community Support Services	Administration and Unallocated	Total
Revenue					
Government grants and subsidies	54,933,910	82,147,386	19,372,673	136,946	156,590,915
Residents and client fees	21,302,647	12,976,168	2,546,216	-	36,825,031
Other operating revenue	43,735	43,204	10,118	884,108	981,165
Capital grants	408,331	196,267	39,749	882,340	1,526,687
Accommodation bond retentions	754,869	-	-	-	754,869
Interest received	2,329,834	14,670	-	1,466,738	3,811,242
Rent received	-	287,434	-	152,470	439,904
Bequests and donations	-	8,172	53,126	97,678	158,976
Profit on disposal	(23,298)	(4,190)	(2,949)	86,957	56,520
Total segment revenue	79,750,028	95,669,111	22,018,933	3,707,237	201,145,309
Result					
Segment profit before income tax	(1,420,609)	8,697,424	973,350	5,715,048	13,965,213
Income tax expense	-	-	-	-	-
Segment profit after income tax	(1,420,609)	8,697,424	973,350	5,715,048	13,965,213
Segment assets	210,067,486	24,943,126	8,577,370	122,329,047	365,917,029
Segment liabilities	47,752,673	17,688,251	6,185,604	7,897,831	79,524,359
Acquisition of non-current assets	2,321,154	213,481	122,790	18,566,241	21,223,666

Notes to the Financial Statements for the Year Ended 30 June 2013

2012

Business Segments	Residential Aged Care	Community Health and Care	Community Support Services	Administration and Unallocated	Total
Revenue					
Government grants and subsidies	53,014,462	74,006,467	18,574,605	300,222	145,895,756
Residents and client fees	19,877,016	12,718,228	2,475,793	-	35,071,037
Other operating revenue	47,023	58,915	14,414	148,700	269,052
Capital grants	727,773	2,962,291	63,883	2,641,623	6,395,570
Accommodation bond retentions	766,995	-	-	-	766,995
Interest received	2,520,641	3,531	-	755,401	3,279,573
Rent received	-	278,013	-	310,181	588,194
Bequests and donations	78,567	15,871	59,492	10,655	164,585
Profit on disposal	8,649	(31,372)	(1,139)	297,568	273,706
Total segment revenue	77,041,126	90,011,944	21,187,048	4,464,350	192,704,468
Result					
Segment profit before income tax	(519,363)	10,028,254	834,728	4,689,981	15,033,600
Income tax expense	-	-	-	-	-
Segment profit after income tax	(519,363)	10,028,254	834,728	4,689,981	15,033,600
Segment assets	215,751,508	9,034,618	24,856,381	104,919,488	354,561,995
Segment liabilities	43,671,109	17,243,340	6,660,084	14,560,005	82,134,538
Acquisition of non-current assets	6,146,638	463,181	256,040	25,347,439	32,213,298

Notes to the Financial Statements for the Year Ended 30 June 2013

The following additional information is provided for Residential Aged Care operations:-

Residential Aged Care Expenses	2013	2012
Employee benefits	51,927,706	49,164,989
Premises	6,942,729	6,642,003
Motor vehicle	467,438	395,662
Food services	4,251,642	4,185,660
Client services	2,477,534	2,467,088
Depreciation and amortisation	8,830,816	8,738,616
Purchased services external	1,170,439	1,449,592
Loss on disposal non-current assets	-	-
Other	5,102,333	4,516,879
Total residential aged care expenses	81,170,637	77,560,489
Residential aged care assets		
Current	8,119,126	7,396,158
Non-current	201,948,360	208,355,350
	210,067,486	215,751,508
Residential aged care liabilities		
Current		
Accommodation bonds	33,639,698	34,993,411
Staff provisions	4,673,437	4,203,350
Other	5,685,016	1,263,095
Total	43,998,151	40,459,856
Non-current		
Staff provisions	3,421,497	2,499,392
Other borrowings	333,025	711,861
	3,754,522	3,211,253
	47,752,673	43,671,109

Notes to the Financial Statements for the Year Ended 30 June 2013

Accounting Policies

Segment revenues and expenses are those directly attributable to the segments and include any joint revenue and expenses where a reasonable basis of allocation exists. Segment assets include all assets used by a segment and consist principally of cash, receivables, inventories, intangibles and property, plant and equipment, net of allowances and accumulated depreciation and amortisation. Segment liabilities consist principally of payables, employee benefits, accrued expenses, provisions and borrowings.

Geographical Segments

The entity operated in one geographical area, Queensland, Australia.

Note 21: Economic Dependence

Ozcare's continued operation is dependent on retaining bed licences and ongoing Government subsidies which are subject to regular contractual reviews and/or accreditation requirements.

Note 22: Events After the Reporting Period

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the entity, the results of those operations, or the state of affairs of the entity in future financial years.

Note 23: Company Details

The registered office of the company is:

Ozcare
66 River Terrace
Kangaroo Point Qld 4169

Note 24: Members' Guarantee

The entity is a company limited by guarantee under the Corporations Law and as such does not have share capital. If the company is wound up, the Constitution states that each member is required to contribute a maximum of \$10 each towards meeting any outstanding obligations of the company. At 30 June 2013 the number of members was 1 (2012 – 1 member).

Gordon & Mavis Allan

A living inspiration

“When you first joined hands and hearts 75 years ago, you did not know where life would take you...” said Father Hobbs as he renewed the wedding vows of Gordon (99) and Mavis Allan (96) for their 75th Wedding Anniversary at our Ozcare Keith Turbull Place aged care facility in front of staff, residents, family and friends.

The vow renewal ceremony was organised for our married residents, Gordon and Mavis, in collaboration with their family.

Father Hobbs renewed the happy couple’s vows, and when Mavis needed help with her words, her beloved husband stepped in to read them aloud with her *“With you as my partner, the best is yet to be. For this I pray.”*

When asked the secret to such a long and happy marriage the couple said, *“Respect for one another and communication.”*

In his speech Gordon said: *“Today has been such a pleasure; this is something we will have for the rest of our lives. Thank you to all of the staff for what you have done for us.”*

“
The best is yet to be!

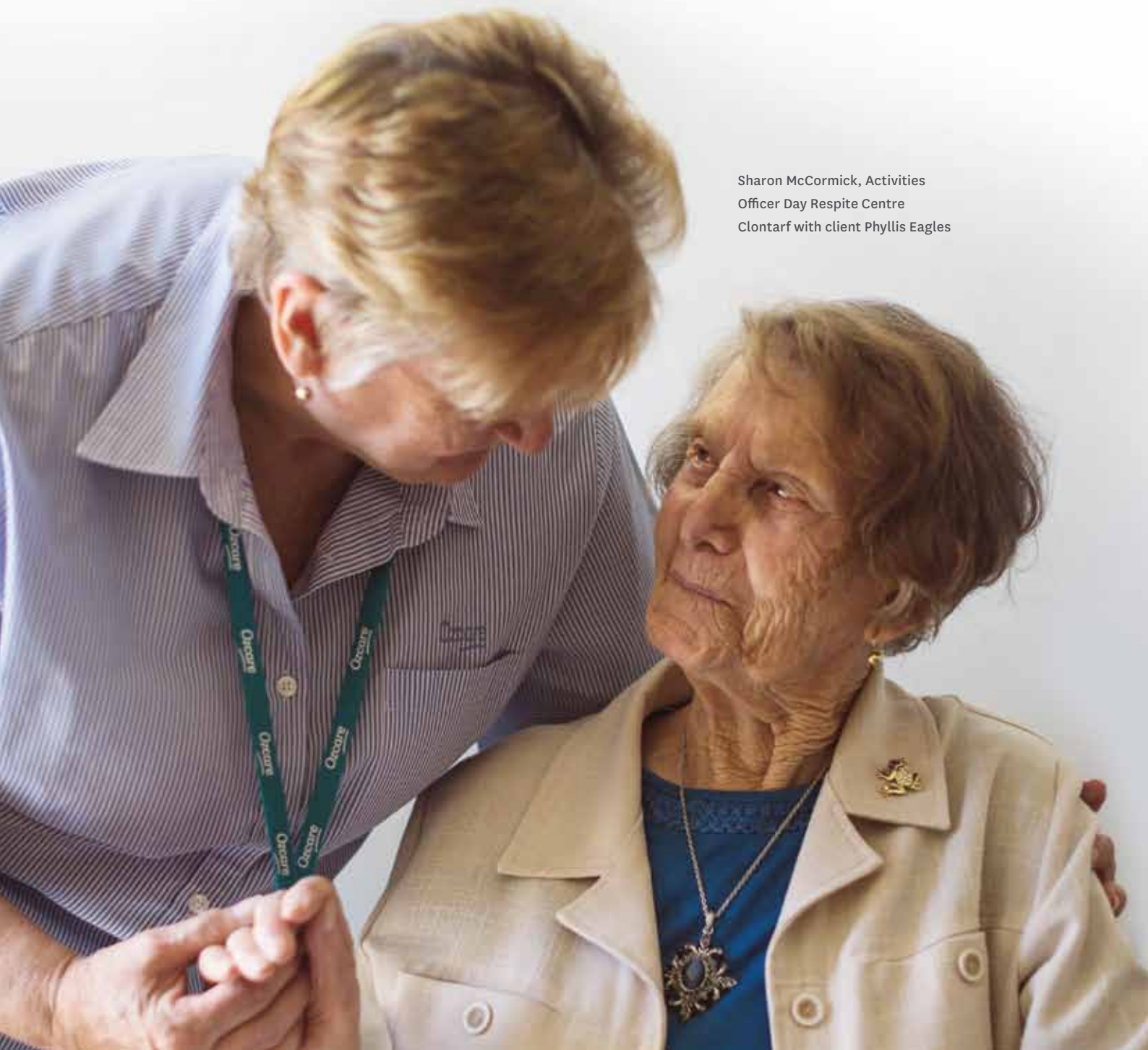


A living inspiration

..... *Thank you*

We would like to thank our living inspirations featured in this years annual report for sharing their personal journeys with us. Your inspirational stories have touched our hearts and motivate us to continue to provide the best care possible to our community.

Sharon McCormick, Activities
Officer Day Respite Centre
Clontarf with client Phyllis Eagles



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ABN: 58 072 422 925



Australian Government

Department of Health and Ageing



home and community care



**Queensland
Government**

Ozcare's wide range of services to support Queenslanders are made possible by funding from a diverse range of programs from the Australian and Queensland Governments.

Ozcare is a quality certified organisation and has met the requirements of the International Standards Organisation (ISO 9001:2008)

**Caring
for our
Community**

Living Inspirations