

2014

Ozcare

Annual Report

A Day in the Life of...



A leading not-for-profit organisation of professional and caring individuals, we deliver innovative and superior health and human services to the Queensland community.

We offer in home care, respite care, nursing and health services, residential aged care facilities and provide a number of community support services to reach out to people in need. Our services deliver exceptional care to over 15,000 people from 60 unique locations.

Driven by our purpose

We resolve to improve the quality of life for clients through the delivery of individualised health and human services.

Our past at a glance

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 adopted a new name in 2003 to celebrate the past and lay the foundations for a bright future.

The name 'Ozcare' was chosen in recognition of the work of Blessed Frederic Ozanam, who along with his companions, founded the Society of St Vincent de Paul in Paris in 1833.

The future is ours

Significant growth and expansion of our services, sound business decisions and smart capital acquisitions have put us in good stead for future success.

Our branch network spanning 60 locations across Queensland and sizeable fleet of more than 600 vehicles enables us to reach the majority of Queenslanders to deliver services. With over 3,000 staff and volunteers on the ground, passionate about making a difference, we are here for the long term.

We are in the business of people – we care about delivering first class services and supporting people to live well. There is no better way to showcase this than by sharing insights from our staff and clients.

We invite you to learn more about Ozcare as you turn the pages of this report. Share in the journeys of our staff and clients as we walk you through 'a day in the life' of eight of our services. Be inspired by their stories and don't be surprised if you find yourself smiling as you read.

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a day in the life of...

• Andrew Weil •

Chairman's Report



On behalf of the Board, I am pleased to present you with Ozcare's Annual Report for 2014. This year, Ozcare succeeded in caring for more people than ever and once again delivered solid financial results. We are operating in a constantly changing environment, yet I believe if we continue to plan, readjust and invest in our people and facilities, we will continue to achieve great results.

2014 has been a year of change in the aged care industry. The Australian Government has implemented a range of aged care reforms in an effort to address challenges brought on by Australia's rapidly ageing population and the pressure this will put on the sector.

The 'Living Longer, Living Better' aged care reform package represents the government's readiness for client-led models of care to be implemented to ensure the power rests with consumers; giving them more choice, greater control and easier access to a full range of aged care services.

Significant changes were introduced on 1 July 2014 around means testing for home care packages and residential aged care, as well as changes to accommodation payment arrangements, care and services.

“Our vision
is clear”

Ozcare has embraced these changes and will continue to support future reforms and policies to help create a flexible and seamless aged care system that is able to service the needs of older Australians.

Serving the Community

I am constantly inspired by our people and the services we deliver. To understand the full gamut of services we offer can be quite a challenge, yet the diverse nature of our services allows us to focus on individuals, determine their needs and then offer a range of professional health and human services which work together to deliver high quality coordinated care to achieve best outcomes for clients.

I invite you to learn more about our service diversity and the number of Queenslanders we supported in 2014 in the 'Our Services' section of this report.

Going Forward

Ozcare has a strong position in the market and we are dedicated to ensuring future growth and expansion of our services. This year we continued to invest heavily in capital expenditure with the highlight being the acquisition of 6.5 hectares of prime land in Hervey Bay. This purchase was driven by the 120 bed licences Ozcare was allocated in the aged care approvals round in 2012-13.

The vision for this property is strongly aligned with our strategic direction, to achieve service integration to better deliver tailored care solutions to clients. We see a community that caters to the needs of seniors living in Hervey Bay with multiple accommodation options, including an aged care facility with the potential for adjacent



independent living units. Central to the community is our regional office, delivering in-home care, specialist nursing, allied health and dementia advisory and support services, accessible by people living in the community along with individuals in the greater Fraser Coast region.

A day respite centre and residential respite care accommodation options will bring people into the community to sample daily life, while a coffee shop, kids playground and possibly a medical centre with adjoining chemist will mean residents won't need to venture far with visitors or when requiring medical attention.

Our commitment is to provide current and future clients access to services appropriate to their assessed needs.

Board Update

In January we welcomed John Thomas to our Board as a non-executive director. John brings a wealth of experience of business, finance and strategy within large corporations.

I would like to take this opportunity to thank the Board for contributing to what has been another successful year. Your endorsement of strategic decisions to benefit our clients demonstrates your personal commitment to ensuring Ozcare continues to provide exceptional care to our community.

The Heart of Ozcare

It is our people who make a difference each day in the lives of our clients. Your dedication to improving the lives of the people we care for, by focusing on their well-being, helps them live happier for longer.

On behalf of the Board, thank you for the commitment you have made to Ozcare and the strength you bring to our organisation. You truly make us stand apart from our competitors.

A handwritten signature in black ink, appearing to read 'Andrew Weil'. The signature is fluid and cursive, written over a white background.

Andrew Weil
Chairman

• Anthony Godfrey •

Chief Executive Officer's Report



2014 has been another year of success for Ozcare. We have progressed towards achieving our strategic directions set down in 2012 and expanding our presence in Queensland.

We are building our reputation in the industry as a provider of choice through marketing that involves our staff and clients speaking to consumers about the type of care we deliver. This honest and real representation of our organisation is leaving its mark not only on the general public but also on other healthcare providers.

Investing in our facilities

During the year we continued to invest in our physical assets to meet the needs of our current and future clients.

We are proud of our buildings and the resources we have available to provide exceptional services to clients. Many of these buildings are home to our clients, whether it is for a day, a week or potentially the rest of their lives. With this in mind, it is paramount that our facilities reflect the type of place we would all be happy to call home.

This year we purchased land at Hervey Bay for what we hope to be the future footprint of Ozcare, where on one site a number of our services can come together to provide a diverse range of professional care to our clients.

**“The driving force
of our success is
our people.”**

We have rebuilt accommodation facilities at our Bundaberg homeless men's hostel which was inundated with flood waters during the devastating 2013 floods. Refurbishment and renovations were also completed at our Caroline Chisholm aged care facility on the Sunshine Coast.

The opening of our new Toowoomba office was marked with a huge event at the end of May to celebrate our journey, which spans more than 30 years in Toowoomba. The open day event was attended by dignitaries, health care providers, staff, volunteers and a range of clients; from our homeless services right through to our day respite program to successfully make this a real community event.

We commenced construction of our new Brisbane North regional office at Chermside in June this year and at the same time started construction of our new special care wing at Malanda to address the growing demand for dementia services on the Atherton Tablelands.

This work, along with the rebranding of all of our locations, has made it a very busy year. To continue this momentum in 2015, planning is well underway for our new Hervey Bay development as well as extensions to our aged care facilities at Parkwood Gardens on the Gold Coast and an 18 bed extension including a designated special care unit at Ozanam Villa Clontarf on the Redcliffe peninsula.

Refurbishment works are also scheduled for a number of aged care facilities; Palm Lodge, Ozanam Villa Burleigh Heads and Noosa Heads. It is an exciting time for all involved and wonderful to see clients, residents, volunteers and staff enjoy our first class facilities.



Excellence through technology

We have continued to invest in the area of information technology as we progress towards our goal of delivering better services through the use of mobile technology.

Modernising our systems, to put us at the forefront of the industry, will give our field staff the opportunity to use technology to better serve our clients.

Striving to make a difference

The heart and soul of this organisation and the driving force of our success is our people who make a difference every day in the lives of those they support.

Our varied services demand a lot from our staff, emotionally, physically and mentally, yet they are never put off by this challenge and the one thing that makes their stories very similar is their united view to make a difference in the life of someone else. This selflessness is the very thing that helps our clients to lead the best possible lives they can.

Thank you to our staff, senior management and board of directors - Ozcare would not be where it is today without the people who shape our organisation.

The best is yet to come

We will continue to capitalise on our strengths and plan and respond to changes in the industry. 2015 is about ensuring our organisation is the one consumers choose because we provide the best services and the best care. At Ozcare, we believe in health and happiness at every stage in life and we will continue to bring joy and independence to the lives of the people who trust us to assist them.

A handwritten signature in black ink that reads "Anthony Godfrey". The signature is fluid and cursive, written over a white background.

Anthony Godfrey
Chief Executive Officer

Our Services

We are proud of our ability to provide exceptional health and human services to the Queensland community.

We understand that everyone's needs are different, so we offer a wide range of services that can be tailored to suit individuals.

Our diverse service offering includes:

- Aged Care Facilities
- Care at Home (including personal care, domestic assistance, meal preparation, social support and transportation)
- Respite Care (including in-home, residential, and day respite)
- Nursing & Health Services (including nursing, allied health and dementia advisory and support)
- Community Support
 - Homeless Services
 - Domestic Violence & Women's Refuges
 - Drug & Alcohol Services
 - Family Services
 - Mental Health Services
 - Disability Programs
 - Supported Parole
 - The Bush Connection
 - Immunisation Services
 - Monitoring Alarms

Number of Services



*“ We focus on
the person
receiving the
care ”*

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

We focus on the person receiving the care, to deliver care that is responsive to their individual differences, cultural needs and their preferences.

This enables us to care for clients in the way that they wish to be cared for. We value our relationship with clients and feel this underpins the way in which we deliver care.

The better we know our clients, the better we can support them to enjoy life.

Laraine Ellis, care
assistant with client,
Barbara Turnbull



Our People

Our organisation is full of people with big hearts; two thousand, nine hundred and fourteen of them.

Whether they work as a domestic in one of our aged care facilities, as a care assistant in a client's home, a coordinator of one of our women's refuges, a manager of a department in corporate office or in any of the other 184 roles at Ozcare, our staff are all driven by the same intrinsic desire - to make a positive difference in the lives of those we support.

It doesn't matter which Ozcare service you come into contact with - you will be met by the same warm, caring and professional attitude that is apparent throughout Ozcare.

The contribution of our staff is celebrated monthly with service awards; it is rewarding to see so many of our staff reaching 15, 20, 25 and even 30 years of service with Ozcare. The longevity of our staff is invaluable and is essential to enabling us to deliver the best care possible.

Furthermore, we are fortunate to be blessed with 285 volunteers who generously donate their time to Ozcare. Their kindness enriches the lives of our clients and assists our staff.

Our people are inspiring. You only have to speak with them to see how passionate they are about caring for our community. Their passion and hard work is the foundation for the theme of this year's annual report.

Number of employees



It is important that we share some of the work they do, so you too can appreciate their dedication and commitment to striving for a better future for the people we care for.

**“Our people
have big
hearts”**



“We provide great one on one care”

• Caroline Chisholm Currimundi •

Registered Nurse

Kylie Rewald,
registered nurse
with Peter Farrell,
Caroline Chisholm
Currimundi resident

When moving into one of Ozcare’s ten aged care facilities you can expect a warm, friendly, home-like environment where you can live safe in the knowledge that nurses and trained care workers are at your service 24 hours a day.

Ozcare’s Caroline Chisholm, located in Currimundi on the Sunshine Coast, is an ideal example of a modern approach to aged care. The design, amenities and furnishings of the recently refurbished facility reflect the relaxed coastal lifestyle of the Sunshine Coast.

Today we are speaking with Kylie Rewald, registered nurse at Caroline Chisholm, to find out more about what her typical day involves. Kylie oversees the care of residents who require full living assistance.

“My day can be quite regimented with assessments, palliative care, wound care and medication rounds,” said Kylie.

“However, on a daily basis we also deal with a lot of unforeseen events like falls or someone becoming acutely unwell.”

Kylie gained her qualifications as a registered nurse two and half years ago when she turned to nursing after working as a legal secretary.

“I didn’t feel like I was making a difference – now I know I make a difference every day, no matter how small it is,” said Kylie.

Kylie said being able to make a connection with people is why she chose to work in an aged care facility.



a day in the life of...

“Palliative care is a passion of mine. For me it is being able to help people leave this life in a comfortable and peaceful way. Being able to support families means everything. Families are really appreciative - and not shy to say ‘thank you’,” said Kylie.

“I didn’t realise I would love aged care as much as I do. It is hectic - there are so many decisions to be made - but because of this, I feel rewarded. I am learning every day.”

Kylie speaks about a particular resident who has a lot of behavioural issues. The team has worked hard with the resident and their family to identify the triggers and now deliver care in a way that avoids aggravating the individual.

The outcome of this is the resident is a lot happier and feels a lot safer. This has not only been of great comfort to the family but has also been a very rewarding experience for the team.

Kylie works closely with carers, enrolled nurses and diversional therapists to ensure the best care possible for residents.

“We have a great team here - I am confident in the knowledge that should a resident’s condition change and they need medical help, we can quickly assess and get in contact with doctors and families to make decisions,” said Kylie.

Peter Farrell, a resident at Caroline Chisholm, is very appreciative of the dedicated care that he receives. In

October, Peter will have lived at the facility for ten years and staff are planning a party to celebrate.

“The people are so good here. A lot of care and thought goes into everything they do - even the renovation,” said Peter.

Kylie nods her head as she agrees with Peter.

“We provide great one on one care - we are very caring and we make our residents feel at home.”

Aged Care Facilities

We offer ten modern residential aged care facilities throughout Queensland to provide a home for older people looking for support with daily living and extra company.

Over 1250 residents enjoy living with Ozcare. Our facilities are warm, welcoming, and tastefully decorated in a way that reflects the comfort of home. Gardens are lush and well-maintained offering walking paths for residents to wander around and enjoy the grounds.

Family, friends and visitors are welcome any time of the day, just as they would be at home. Fresh, tasty meals are prepared onsite by our wonderful hospitality staff, catering to even the most discerning tastebuds and individual dietary requirements.

Within our facilities, we provide a range of care options to suit a variety of needs. Those who are more independent are supported with day-to-day living, including; assistance with showering, dressing, medication management and social activities. Those who require a higher level of care and support are provided with full living assistance, including; clinical care, medication administration, assistance with feeding, continence management and social activities.

In addition we offer a special secured wing where staff trained in dementia care provide a warm and safe environment for people living with dementia and associated challenging behaviours.

Total number of residential aged care bed licences



“**1258**
residents call
our facilities
home”



Gordon
and Mavis
Allan,
Residents
at Keith
Turnbull
Place





a day in the life of...

• Allied Health Robina •

Physiotherapist

Matt Daley, physiotherapist
and Genevieve Dauth,
Parkwood Gardens resident

Our allied health services focus on making a positive impact on a person's independence, well-being and quality of life.

“ We help people achieve their goals ”

Our physiotherapists, occupational therapists, social workers and dietitians work together to address the immediate issues the client is facing, then provides them with the right knowledge, practical strategies, exercises and aids to assist clients to be as independent as possible.

It is 8am and Matt Daley, physiotherapist, is on his way to meet a client at home to check out her wheelie walker. She is finding it too heavy to lift in and out of her car so Matt is going to help her look at lighter alternatives.

Matt spends an hour with his client, pouring through product catalogues, to find a walker that his client is happy with.

Next stop for Matt is Ozcare's Parkwood Gardens aged care facility. Matt does relief work at the facility when the regular physiotherapists are on leave.

Today Matt is working with Genevieve who has Parkinson's disease; it is important for Genevieve to exercise regularly and keep walking due to her condition. Matt is on hand as Genevieve transfers from her chair to her walker and monitors her mobility as she slowly proceeds down the hall for her short walk.

Matt has a general passion for Gerontology and chose to work at Ozcare because of past interactions.

“Living healthier and longer is my interest. Our bodies aren't really designed to live into our 80s, however if we educate people approaching middle age and skill them with the right knowledge of what is to come and how to avoid the impact, we can make a difference,” Matt said.

“My father was a recipient of Ozcare's palliative care services and this positive experience left a strong impression. While studying physiotherapy, I was lucky enough to secure a three month internship with Ozcare and after graduating I knew exactly where I wanted to work.”

The strength of our allied health team is their multi-disciplinary nature and the way they look at the broader problem in a team environment to achieve the best outcome possible for the client.

For example, a client presents to Matt with a tear in his shoulder – he can't lift his arm above 90 degrees. Matt helps the client deal with the acute pain through massage and pain relieving techniques with a tolerated strengthening program. An occupational therapist then visits to make adjustments to the home environment, such as relocating items stored high in kitchen cupboards and making adjustments to the clothesline. Local Ozcare community care services are then called in to organise support

with meal preparation and domestic assistance.

“Every day is different and no client is the same. Because of this we assess the need and then link with relevant services,” said Matt.

“In addition, we run a variety of programs in our day respite centres and out in the public, such as 'Head to Toes' which deals with core issues for seniors living at home and 'Find your Feet', a falls prevention program. We teach Tai Chi classes and run 'A Blokes Business' program in our local community homeless hostels to talk about taboo health and lifestyle choices which normally wouldn't come up in conversation with men.”

It is 3pm and time for Matt to go and pick up the trial walker for the client he saw earlier.

“I love it because the work is so varied and we help people achieve their goals,” said Matt.

“It’s very rewarding”

• Community Care Shailer Park •

Care Assistant

Lois Justins, care assistant with Valmai Jiev, client

It’s 12.45 on Tuesday afternoon and Lois Justins, care assistant from our Shailer Park office, has just pulled up in the driveway of Valmai Jiev (Val), her client for the afternoon.

Lois bounds into Val’s house, full of energy and excitement for their afternoon together. The close bond between these two is evident as they share secrets with us of their time together.

“We go to lunch, every Tuesday at Coffee Club,” said Val.

“We sit at a table and chat and eat. Then I give Lois my list of groceries and she goes into Coles while I go to the newsagent.”

When they get home Lois puts the groceries away and folds up the bags; if there is any spare time in the two hour service they sit down together and have a chat. Val lives alone in a two story house

and is in remission from Hodgkin’s lymphoma; she finds it hard to lift a two litre bottle of milk.

“The service means everything to me; I can’t do my shopping because I can’t push the trolley,” said Val.

Why, you might ask? Because, Val says: *“What would I do with my walker.”*

Val also has Ozcare deliver domestic assistance in her home. Lois explains the significance of her weekly visits.

“Val doesn’t get out unless somebody comes, it’s her treat, her special day and she looks forward to it, and I do too – I look forward to coming and seeing Val,” said Lois.

“Val is always making funny comments and she has an answer for everything. She is just a happy go lucky lady and she makes me smile when she talks – we get on really well.”



a day in the life of...

With Certificate III qualifications, Lois found her calling as a care assistant when her sister was sadly diagnosed with breast cancer at the young age of 35.

“I looked after my sister for a year in my home before she died and she said to me, ‘Lois, you’re good at this, you should do this when I’m gone’ and that is just what I did - I’ve been doing it ever since.”

Lois is adamant that you shouldn’t be in this job unless you have a caring nature and it is your passion.

“It’s very rewarding; you know you are doing something to help. I just love it, even after 14 years. Sure you have your days - but you know what, when I wake up of a morning I

just go, great! Especially on Tuesday’s when I get to see Val. It’s a great job, I just love it,” said Lois.

Lois loves the variety and doing something different every day. A normal day at work for Lois starts at 7am with clients who need showering and help with medications. Afternoon appointments usually involve shopping and Lois can see up to seven clients in one day.

Lois’ vivacious nature and enthusiasm is infectious, although she tells us she knows when to back off.

“I can sense when someone has had enough; I can tell in a clients’ face when they are not feeling well - it’s important to know when to back off,” said Lois

It is time for us to leave this excited duo as they head off for a couple of hours of lunch and shopping. With a cheeky smile on her face, Val teases Lois by saying, *“I usually get Lois a vegemite sandwich, but I was thinking of letting her have peanut butter today.”*

Care at Home

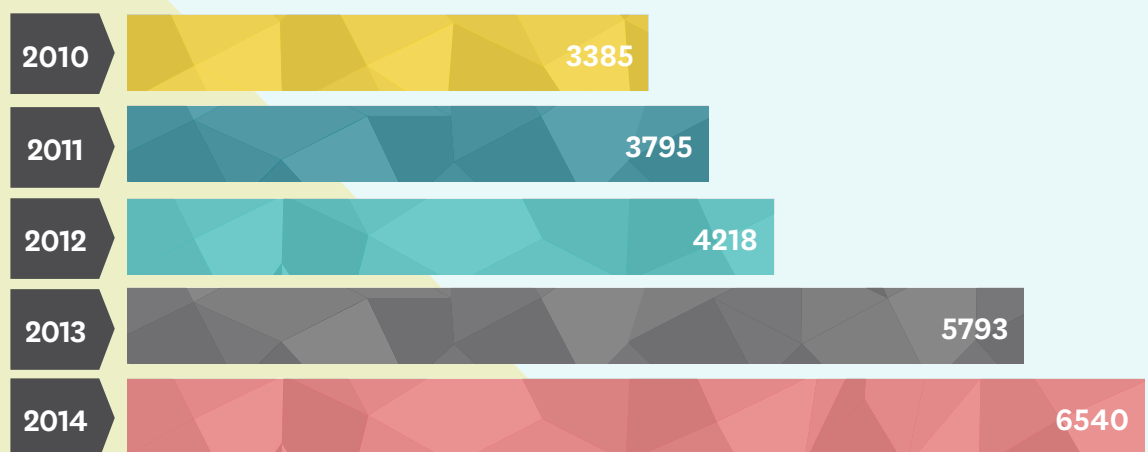
We offer support at home to older Queenslanders to assist them with daily tasks they may find difficult to manage on their own.

For those needing basic support at home, we deliver care through the Commonwealth Home and Community Care program (known as HACC) for people aged 65 and over and Queensland Community Care for people under 65. For those who have more complex needs we offer a range of home care packages that can be tailored to meet individual needs.

Assistance at home may include help with:

- Personal care – showering, bathing, dressing and grooming
- Domestic assistance – cleaning, laundry and ironing
- Home modification – alarms, equipment and aids
- Meals – shopping and preparing food
- Minor home maintenance – gardening and lawn mowing
- Transport
- Social support
- Specialised nursing services
- Allied health services – physiotherapy, occupational therapy and dietetics

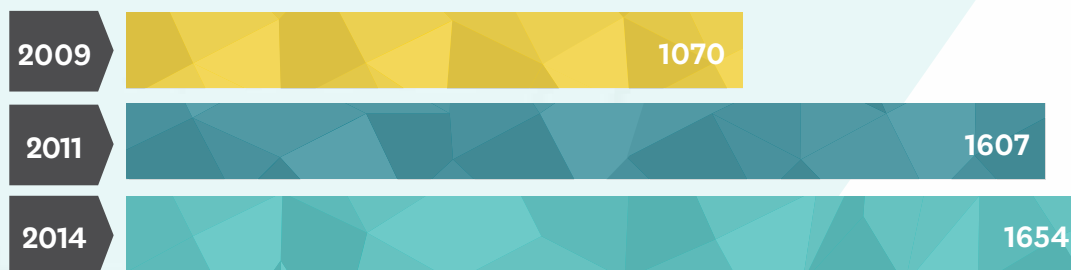
**Total number of clients in HACC program
(excludes allied health and dementia advisory and support services)**



“Over
8000
clients remain
in their homes
with our
support”

Delivering exceptional care at home means our clients can continue to live independently in the comfort of their own home, surrounded by their personal belongings and close to their local community. Being able to remain in their own home has a positive impact on the health and well-being of our clients.

Total number of home care packages



Arthur Kean,
client and
Roberta Burton,
registered nurse





a day in the life of...

• Corporate Office •

Contact Centre

Amy Elliot & Wendy Fox -
assessment intake officers &
Nikki Field - administration
support officer

We are in the contact centre to speak with Amy Elliott and Wendy Fox, assessment and intake officers and Nikki Field, an administration support officer. We are immersed in the atmosphere surrounding us; it is alive with the sound of dialogue being exchanged over the phone as staff answer calls and perform assessments.

“Often people just need someone to listen”

Our contact centre is a hub of activity with three distinct programs at work which are staffed by 35 people. Six of these staff members are dedicated to answering all incoming calls from three lines. These are known as our administration staff, possibly the busiest, they answer all calls from 1800 Ozcare, Community Access Point and Veterans’ Home Care. Calls from 1800 Ozcare are transferred to more than 60 Ozcare locations, while calls from Community Access Point and Veterans’ Home Care are logged for our assessors to follow up.

Ozcare won the Community Access Point tender to look after the assessment and intake for Queensland Community Care Services (QCCS) for under 65s throughout the State and Home and Community Care (HACC) for over 65s in the Central, Central West and Wide Bay areas. We have 13 Community Access Point staff, plus a manager, who assess calls and evenly refers on to service providers.

Our 14 staff members looking after Veterans’ Home Care coordinate the assessment and intake of Veterans into services throughout Peninsula, Northern, Brisbane North and Darling Downs; once again clients are equitably referred to numerous service providers.

With so much happening in one contact centre you might assume that staff operate quite separately in their own programs, but this assumption would be incorrect as

the girls tell us they really are one big team.

“We have monthly team lunches where we bring plates of food to share,” said Wendy.

“There is a lot of team blending,” said Amy. *“Our monthly meetings involve everyone and staff are trained across programs.”*

“It is the people in the contact centre that make me want to come to work every day. Everyone is amazing – we have the best atmosphere,” said Nikki.

From great management to birthday fairies, fierce competition around State of Origin and whose pod is decorated the best at Christmas time, there is no doubt that a unique culture exists in our contact centre.

The girls find it hard to pinpoint exactly what makes their culture so special but all agree it is a pretty amazing atmosphere to work in. Ever present during the photo-shoot, the culture is all too apparent as the staff posing for the photos receive friendly jibes from team mates. The banter is warming and inviting and makes you slightly envious of the inclusive team atmosphere.

But it is not all about the team culture and the staff; it is also about the service they provide. The contact centre received 53,986 calls during the last financial year

and on average complete 1500 assessments per month and help 400 clients per month with information about services.

“It means an enormous amount for consumers to be able to speak to an actual person,” said Wendy.

“We are often helping people at their wits end,” adds Amy.

“Callers have often been told many different things prior to calling and we are able to help and arm them with useful information,” said Wendy.

“Often people just need someone to listen; it is a very rewarding role.”

Respite Care

Many Queenslanders are supported by carers who are often family members or friends. Like everyone else, carers need to take a break.

Some of the reasons our clients use respite care include; taking a break for a few hours during the day or night, taking an extended break such as a holiday, travel, re-entering the workforce or as a social outing for the person being cared for.

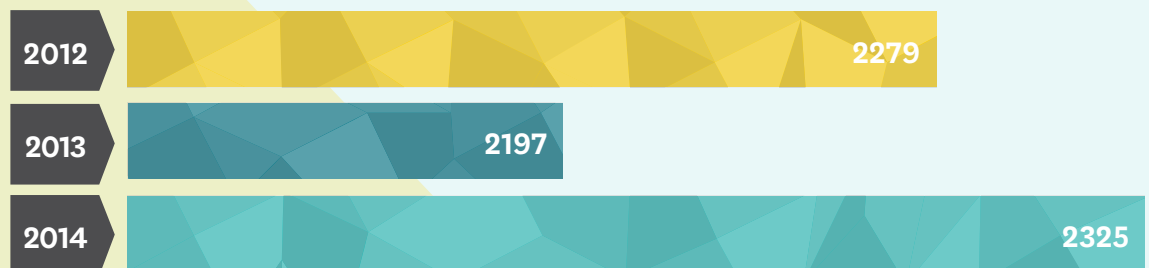
We offer a number of respite care options:

- Day Respite Centres – our eight centres throughout Queensland provide care during business hours for older people, adults with a disability and those in the community who feel isolated or lonely

- In Home and Overnight Respite Care – we can provide emergency or regular assistance in the carer or care recipient’s home during the day or overnight
- Residential Respite Care – we can provide temporary day and night respite accommodation in each of our ten aged care facilities

**“2325
clients received
respite care
at home”**

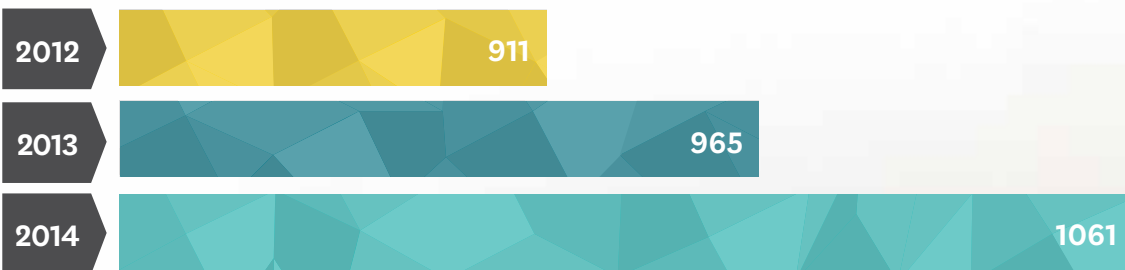
Total number of clients who received respite care at home



“**1061**
clients enjoyed
spending time
at our day
respite centres”



Total number of clients attending day respite centres



Sharon Saul, daughter and carer
with Norma Clark, mother



“Everybody is given a chance”

• Homeless Men’s Hostel South Brisbane •

Senior Support Worker

Dee Marion, senior support worker, with client, Warren

It is 9.30 on a Monday morning and Warren, a client at our South Brisbane Homeless Men’s Hostel, is busy mopping the floors. We pull Warren and his support worker, Dee Marion, aside for a brief chat.

Dee explains that Warren has been living at the hostel for just over three months and is due to leave at the end of the week. Warren has been fortunate enough, with the help of hostel staff, to secure his own accommodation in the Brisbane bayside suburb of Shorncliffe.

This is a positive outcome for both Warren and the staff at the hostel. The main goal of the service is to secure long term accommodation for males aged over 18 who are facing homelessness, with the view to breaking the cycle of homelessness so clients don’t ever need to return to the hostel.

As a senior support worker, Dee is responsible for the case management of clients living in our 80 bed hostel which constantly operates at full capacity.

“When clients enter the hostel, support staff work with them to determine the immediate issue which has led them to becoming homeless. This can often be linked to drugs, alcohol, mental health issues, money or a relationship breakdown,” said Dee.

“Clients are then referred on to other services, including our own drug and alcohol and mental health teams, to ensure they get any additional support required. Weekly catch up meetings are scheduled to monitor progress and discuss any other issues that may arise.”

Dee feels that society unfairly brands homeless people as not being able to do anything.



a day in the life of...

“Society often sees homeless people as people in the gutter – this is not true – many of our clients are quite incredible and have survived a lot of trauma in their lives,” Dee said.

“Take Warren for example; he came to Ozcare after a relationship breakdown seeking help to get his life back together and rebuild his relationship with his daughters. Three months on, he is moving into his own independent accommodation, located in close proximity to his family.”

“It is clients like Warren who motivate me to come to work every day. Knowing you can make a difference, even if it is just a small difference, and be able to assist someone to get their life back on track, is pretty neat.”

Dee said it makes her smile to think of the huge amount of effort Warren has put in while living at the hostel to improve himself.

“From the beginning Warren volunteered to help out at the hostel, every morning he mops the floors. Not only is this great exercise for Warren, it increases his self-esteem and allows him to give back to the hostel,” Dee said.

“Many of our clients have so much to give – I have learnt a lot from our clients including how to be patient and tolerant. Not everyone is going to make it the first time but it is about planting the seed for next time.”

Warren said the best thing about living at the hostel is the support.

“It is a lot more than just a bed and a feed – we have access to counselling, support, nurses, doctors, Centrelink and housing, and there is always someone to talk to,” Warren said.

“I just want to change my life and Ozcare is a good start. They don’t judge. Everybody is given a chance.”

Nursing & Health Services

We offer a number of specialist health services that help our clients to stay as active and healthy as they can be.

Nursing – our skilled team of registered and enrolled nurses deliver a high standard of nursing care to our clients. From support with continence management, medications, wound care and help with end of life care through to immunisation and health outreach services, our nurses help clients manage any health condition they may be facing.

Total number of clients who received nursing care at home



Immunisation Services - We are an approved immunisation provider with endorsed nurse immunisers who conduct clinics for both public and private sectors. We have been providing immunisation services to the Queensland community for over 15 years. Services can be provided in a range of environments including the workplace, schools, home and residential aged care facilities.

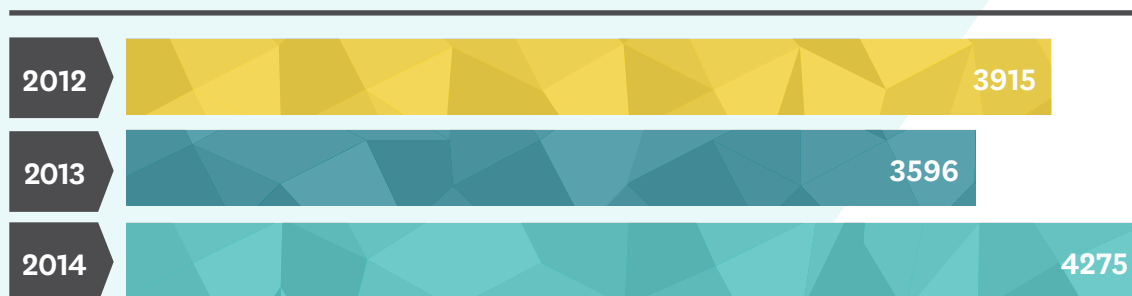
Total number of clients immunised



“5501 clients received nursing care in their own home”

Allied Health – our team of allied health staff offer a range of therapies including physiotherapy, occupational therapy, social work and nutritional advice to make a positive impact on a client’s well-being and quality of life.

Total number of clients who received allied health services

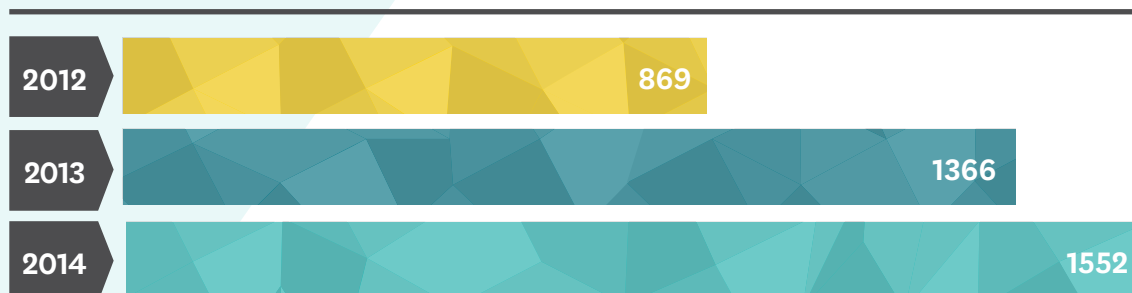


Our range of nursing and health services can be provided in the client’s choice of environment, whether this is at home, work, an education centre, aged care facility, at one of our clinics or elsewhere in the community.

Staff work in consultation with clients, giving consideration to unique strengths, abilities and limitations to help clients set and achieve their own goals.

Dementia Advisory & Support Service – we provide assistance to people living with dementia, their families and health providers to further develop knowledge and skills in dementia care.

Total number of clients who received dementia advisory and support services





a day in the life of...

• Lucinda House •

Program Coordinator

Vernesa Turalic, program coordinator - Residential Drug & Alcohol Treatment Service with Meg O'Rourke, client

It is 7.30am, Vernesa Turalic, program coordinator of one of Ozcare's six residential drug and alcohol treatment services (RDATS), is arriving to work at Lucinda House in Brisbane's south-west suburb of Taringa. Vernesa walks in the door, cheerfully greeting her five female clients in residence.

“It is about giving each client every living, breathing opportunity to achieve goals”

RDATS is a strengths-based program for people recovering from drug and alcohol abuse. It requires 100 per cent abstinence and clients must attend the program five days a week, for eight hours each day. Vernesa explains her program is based on trust and honesty as it is not staffed around the clock.

“We do a lot of assessment in the initial intake to ensure the person applying is a good fit for the house,” said Vanessa.

“Our comprehensive assessment process takes into account the person’s willingness to engage fully with the expectations of the program.”

This morning, art therapy has been scheduled at Mur’s Ceramics in Ipswich. This is an opportunity for clients to focus their energy on creating beautiful ceramic pieces to keep.

Meg O’Rourke, a client who has recently transitioned from Lucinda House, shows us the guardian angel she has made to keep watch over her now she has finished the program. Meg tells us she chose Ozcare’s RDATS program because of the abstinence criteria.

“I knew I had to give up alcohol and really wanted to do it - I needed the sobriety, 24 hours a day, seven days a week,” said Meg.

Under Vernesa’s guidance, Meg has learnt to trust her instincts and has realised life is not about trying to please people.

“Fully living and living for ourselves is the difference about Lucinda. I have learned there is a difference between being selfish and being self-caring. I now accept and go with my emotions instead of blocking them out with alcohol,” said Meg.

Vernesa adds, *“Meg used to be shy and reserved. Since going through our program she has blossomed, found a renewed confidence and most importantly, her voice.”*

Each activity, learning session and conversation Vernesa has with clients has a purpose – *“It is about giving each client every living, breathing opportunity to achieve goals.”*

Vernesa runs Lucinda House with the assistance of a casual support worker and while at times the role can feel quite solo, she is quick to say how much she values her local counterparts.

“We often talk to each other when a difficult situation arises to nut things out. We are each other’s devil’s advocate and try to be as consistent as possible between our services,” Vernesa said.

It’s 1pm and art therapy class has come to an end. It is now time for Vernesa and members of Lucinda House to eat lunch and return home. They need to pick up the pace because this afternoon entails an hour at the gym followed by rostered chores and cooking.

With tertiary qualifications in journalism, law and psychology it is clear Vernesa is perfect for the role. When asked what she loves about it, she shrugs her shoulders and replies, *“Who else gets to do all of this? My need to help people is being satisfied, it does wonders for my personal life and I am constantly being challenged.”*

Community Support

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

Our staff walk beside clients to support them every step of the way to achieve personal goals. We care for people based on what they want to do and at their pace.

Our services include:

Homeless Services

- Homeless Men's Hostels - eight hostels for men aged over 18 to provide temporary accommodation and support to re-establish a capacity to live independently
- Women & Children's Shelter (Townsville) - temporary accommodation for women and children and assistance to obtain long-term, secure and affordable housing
- Homestay - support for people at risk of homelessness to maintain their tenancy or accommodation in Cairns, Rockhampton, Gladstone and Biloela/Moura
- HACC Homeless Outreach - assists people living in parks, temporary shelters, boarding houses, caravan parks and public housing to access health and support services

- Family Accommodation Programs - short-term accommodation and transitional support for families that are homeless or at risk of homelessness
- Resident Support Program - access to health and community care services and social support for people who live in boarding houses, rental accommodation and hostels
- Assistance with Care & Housing for the Aged (ACHA) - provision of services to older people who are at risk of becoming homeless

Women's Refuges

Women from all walks of life turn to our refuges in five confidential locations around the state to escape violence and abuse at home. We also offer a Domestic and Family Violence Counselling and Support Service in Gladstone.

Drug & Alcohol Recovery Services

We offer communal living, shared responsibilities and a structured program in an alcohol and drug free environment in seven locations throughout Queensland for people facing alcohol and drug addiction.

Mental Health Services

Our emotional well-being and mental health support services encourage individuals to take responsibility for their own recovery.

“We provided shelter and support for 3253 people facing homelessness”

Monitoring Alarms

We have partnered with Tunstall, a worldwide leader in Telecare systems for over 55 years, to offer a range of monitoring alarms to support people with a wide variety of care needs to live safely and independently in their own home. Our monitoring alarms are ideal for individuals living independently in the community who want the peace of mind that comes with 24 hour monitoring.

Supported Parole Program

Based in Brisbane, our residential program supports men leaving prison to adapt to general life in the 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.

Disability Services

We deliver three programs to provide support and recreational activities to people with disabilities living in Ipswich and surrounding areas.

- Community Access Disability Program – support for clients living with an acquired brain injury or mental illness to access services
- Community Linking Program – an outreach service for people living with a disability in privately supported accommodation
- Mozart Program – provision of a diverse range of recreational activities in the community for people living with a disability

Goodna Integrated Family Support

Early intervention support to families and their children attending Goodna State, Goodna Pre-School and Goodna Special School.

Indigenous Services

We offer a range of aged care, health and community support services to Indigenous Australians. We provide support to achieve personal goals in an environment that is warm, welcoming and culturally appropriate.

Total number of clients who received homeless services



“They focus on our abilities”

• Mozart, Community Access & Community Linking Ipswich •

Disability Services

Andrew Hobson, coordinator, and clients of MOZART, enjoying the Royal Queensland Show

The air is alive with excitement as we arrive at the Royal Queensland Show (known as the Ekka), Brisbane’s largest annual cultural festival. It is 10am and we are meeting clients and the coordinator of our Mozart program, one of Ozcare’s disability services in Ipswich, to witness their enjoyment as they experience Queensland’s best on show.

Ozcare has three disability services running out of Ipswich; Mozart, Community Access and Community Linking, which are open to people aged 18-65 living with a disability in the region.

Their purpose is to improve quality of life and this means supporting clients to live their lives in the best way they can. There is not a great deal of opportunity for people living with a disability and these services allow them to experience a lot of ‘firsts’. It’s a place where they are challenged by adventure and choice.

Coordinator of the Mozart program, Andrew Hobson, said it provides an

opportunity for people living in the region to participate in activities of their choosing in a positive way.

“We focus on empowerment through friendship, peer networks, linkages and physical activity. Clients brainstorm activities they would like to participate in and then we produce a quarterly calendar of activities for clients to pick and choose from,” said Andrew.

Client Billie said it is only because of Mozart that he has been able to visit all of the theme parks on the Gold Coast.

“I never would have gone by myself. Without Ozcare I would be socially isolated but now I have lots of friends. My biggest achievement is being able to live independently in my own house,” said Billie.

While the Mozart program focuses on getting people out of the house and doing activities they never thought possible, the Community Linking program is an outreach



a day in the life of...

service for people living in privately supported accommodation at Tarampa, Fairhaven and Fernvale hostels. The program links them to activities such as movies, bingo, arts and crafts and the weekly Meals on Wheels programs where our clients volunteer to give back to others in the community.

The third program, Community Access, is specifically targeted towards people living with a mental illness or acquired brain injury in the region.

The program focuses on case management and helps clients access services to help improve their quality of life. It uses a 'star chart' approach to monitor progress and runs a range of social events such as monthly barbecues, a 'secret men's business' group and a weekly group for females.

In addition to visiting theme parks with Mozart, Billie has joined the Alchemy Street Choir through Community Access. Initially incredibly shy, Billie is now performing solo acts in front of his choir members and has been accepted into the Ipswich Orpheus Chorale – one of Australia's premier community choirs.

Another client, John, who also utilises both the Community Access and Mozart programs, said the staff are great and are always there if he needs them.

"They are compassionate – they understand where you are coming from. They recognise you have a disability, but you are not defined by it and instead they focus on abilities," said John.

Having three programs running out of one office has also made a big difference to staff. Michael Willett, program manager - disability services, said the three programs work together as one big team.

"We work closely together and undertake a lot of joint planning. Many of our clients cross-over the three different programs so we only keep one client file," said Michael.

"This ensures our programs work together to achieve the best possible outcomes for our clients."



or day in the life of...

• Dementia Advisory and Support Service •

Dementia Advisor

Sue Radecker and Linda Porter,
Ozcare Toowoomba dementia
advisors, with Warren Weber, client

It's nine on Tuesday morning and our Toowoomba dementia advisors, Sue Radecker and Linda Porter, have already had a busy morning answering phone calls from carers looking for advice and reassurance.

“We make a difference to the people we visit”

A client recently had to make the difficult decision to move his wife of 60 years into an aged care facility. The client phoned Sue upset and looking for reassurance.

“I explained to him that it is ok to feel sad and that although the situation is extremely hard, his wife is in the right place,” said Sue.

Sue and Linda feel the title “dementia assurer” would more accurately reflect their role, as often people just need to be assured they are doing the right thing.

The key objective of Ozcare’s Dementia Advisory and Support Services is to support people living with dementia in the community and their families.

“We help people understand the changes that are taking place and offer practical strategies to clients and carers to help manage these changes,” said Linda.

“Delivering our service means people are able to stay at home longer, delaying entry into an aged care facility - which is often the goal of the client and carer,” explains Sue.

“We are also trying to change the attitudes of the community towards dementia, this includes professionals too. Not all health professionals have a good understanding of dementia so we want to let them know how support can make a difference.”

Registered nurses (RNs), Sue and Linda have a grounded medical knowledge and first-hand experience with dementia; both women have been touched by this disease in their personal lives.

Their intimate knowledge and understanding helps them to educate clients, carers and other services providers; they recently educated 90 RNs from other healthcare providers in the area of dementia.

It seems Sue and Linda were born to be dementia advisors.

“As corny as it sounds, it’s the word ‘passion’, if you don’t have that absolute innate burning desire to work in this area you shouldn’t be in it - it needs to come from the heart,” said Sue.

Their passion is apparent when Sue and Linda talk about their role and how it is sometimes viewed negatively by others.

“People often say to us it must be awfully sad and horrible to be a dementia advisor, but we don’t see it that way, so we spend a lot of time breaking down this stigma,” said Linda.

Sue and Linda spend most of their time visiting clients and their families at home, educating the community about dementia and providing support over the phone. Sue and Linda often visit clients

together to ensure positive outcomes for both the person living with dementia and their family.

“We work very well together. I will speak to the person living with dementia to find out what is happening, while Sue speaks with the family. We find that people with dementia can understandably be upset when we are speaking with family members and carers about their condition. With both of us visiting, the person with dementia has a voice too,” said Linda.

“We make a difference to the people we visit - we know we make a difference,” said Sue.

Board of Directors

“Ozcare has a diverse board committed to the purpose of our organisation, the services we provide to our clients and to achieving the highest standards of corporate governance.” -Andrew Weil



Andrew Weil

Non-executive Chairman

Qualifications: BCom LLB LLM, FAICD GIA(Cert)

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 from 1996 to 2013. Director of various Queensland based businesses.

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



Anthony Godfrey

Executive Director/Chief Executive Officer

Qualifications: CA, B Fin Admin

Experience: Board member since 1999. Over 25 years experience as a Chartered Accountant and 18 years as a Registered Company Auditor. Mr Godfrey has held senior positions with Ozcare for over 18 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.



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 Migrants & Refugees Committee. Co-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 the 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. Formerly Parish Priest St Mark's Inala.



John Thomas

Non-executive Director

Qualifications: MBA CPA, FCMA MAICD

Experience: Board member since 2014. Group Finance Director, Toyota Tsusho South Pacific Holdings Pty Ltd. Extensive financial management, strategic planning and general management experience, at senior management and board levels in large corporations, over a career spanning 40 years.



Matthew P Vanderbyl

Non-executive Director

Qualifications: BA Grad Dip Mgt MBA, GAICD

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.

Special Responsibilities:

Mr Vanderbyl is a member of the Audit and Risk Committee.

Company Secretaries

William Allan

Qualifications: FIPA CTA GIA(Cert)

Experience: Extensive experience in Company Secretarial and CFO positions, both in private enterprise and the Not for Profit sector.

John Lemon

Qualifications: BA LLB(Hons) G DipAppFin (Finsia) Grad.Dip. AppCorpGov, AGIA

Experience: Qualified Solicitor with vast experience and/or In-House Legal Counsel with various companies including M.I.M. Holdings Limited, General Electric Company and Bank of Queensland Limited. Chaired the Audit Committee of an ASX-listed company.

Senior Management

“The best thing we can do to is to provide the appropriate resources and support to our outstanding service managers and coordinators so that they can implement our business strategies and objectives to deliver outstanding and sustainable services and care to our clients.” -Anthony Godfrey



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 2014.

The information on pages 1 to 40 forms part of the director's report for the financial year ended 30 June 2014 and is to be read in conjunction with the following information.

Directors

The names of each person who has been a director during the year and to the date of this report are:

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

John Thomas (Commenced 21 Jan 2014)

Matthew Vanderbyl

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

The qualifications, experience and special responsibilities of the directors in office at the date of this report appear on pages 35 to 38 of this annual report.

Directors' Meetings

The number of meetings of the Board of Directors and Board Committees during the year ended 30 June 2014, and attendance by Directors at those meetings.

Director	Board		Audit & Risk Committee		Remuneration Committee	
	H	A	H	A	H	A
A Weil	8	8	5	5	1	1
A Godfrey	8	8	5	5		
M Breen	8	7			1	1
J Chandler	8	8				
S Dann	8	7				
B Finnigan	8	5				
F Gillett	8	8	5	5		
M McCabe	8	8			1	1
G Mulholland	8	2				
J Thomas	4	2				
M Vanderbyl	8	5	4	2		

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.

*Father Mulholland has been granted a leave of absence by the board.

Principal Activities

The principal continuing activity of the entity is to act as a Public Benevolent Institution providing a wide range of programs and services which aim to improve the quality of life for the aged, frail, disabled and disadvantaged.

Aged Care

Ozcare operates ten aged care facilities throughout Queensland, from Port Douglas in the far north to Burleigh Heads on the Gold Coast. Ozcare's aged care facilities offer a relaxed, home-like environment where residents can be safe in the knowledge that nurses and trained care workers are at their service 24 hours a day.

Residents are assessed as eligible for care prior to entry to one of our facilities. Those who are more independent may require a lower level of care with support with day-to-day living, including; assistance with showering, dressing, medication management and social activities.

Those who require a higher level of care and support are provided full living assistance, including; clinical care, medication administration, assistance with feeding, social activities and continence management.

We offer a special secured wing for residents living with dementia and associated challenging behaviours. Staff specially trained in dementia care provide a warm, safe, home-like environment.

Community Care

Ozcare provides a range of services in the community to support Queenslanders.

We offer care at home services to older Queenslanders to assist them with daily tasks. Care is delivered through the Commonwealth Home and Community Care program (known as HACC) for people aged 65 and over and Queensland Community Care for people under 65. For those who have more complex needs we offer a range of Home Care Packages with different levels of care.

A range of services can be provided at home, including:

- Personal services – showering, bathing, dressing and grooming
- Support services – domestic assistance, social support, transport, meals, minor home maintenance and home modification
- Clinical care – nursing and other health support

We provide a range of respite care options, including day respite centres, in home and overnight respite care and temporary respite care in our ten aged care facilities.

Our nursing and health services provide specialist health care to members of the community of all ages. Our qualified nurses, allied health professionals and dementia advisors deliver care in a way that promotes healthy active ageing.

We offer a range of vital community support services to the Queensland community. Our homeless hostels and support services, women's refuges, drug and alcohol recovery services, mental health services, disability services, supported parole program, bush connection and Goodna Integrated Family Support program work to provide support to people facing a difficult time, to help them get back on their feet and turn their lives around.

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

This year we have partnered with Tunstall, a worldwide leader in Telecare systems for the last 55 years, to increase our offering of monitoring alarms to support people to live safely and independently in their own homes.

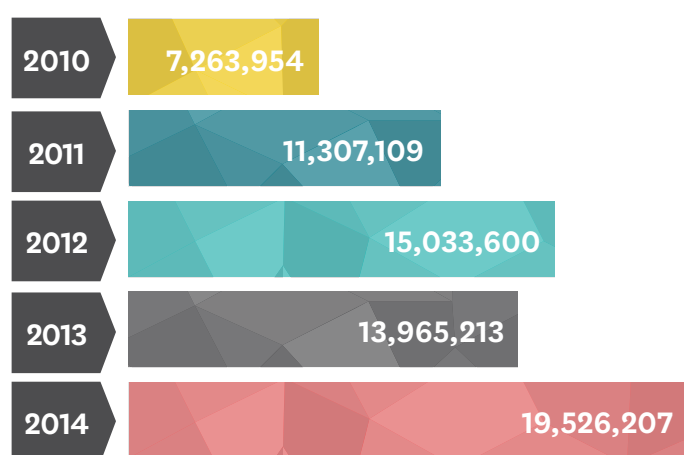
There have been no significant changes in the nature of these activities during the financial year.

Review of Results and Operations

The 2014 financial year saw an overall pleasing operational and financial performance by the entity.

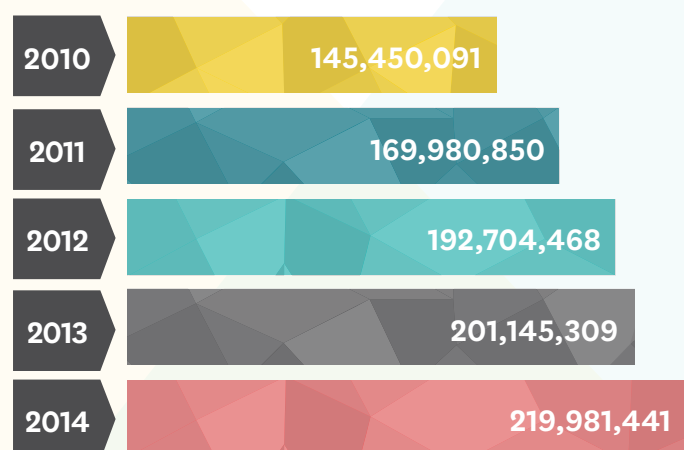
Profit for the entity for the 2014 financial year was \$19,526,207 compared with \$13,965,213 for 2013. This is an increase of 40% over the previous result.

Profit for the Year



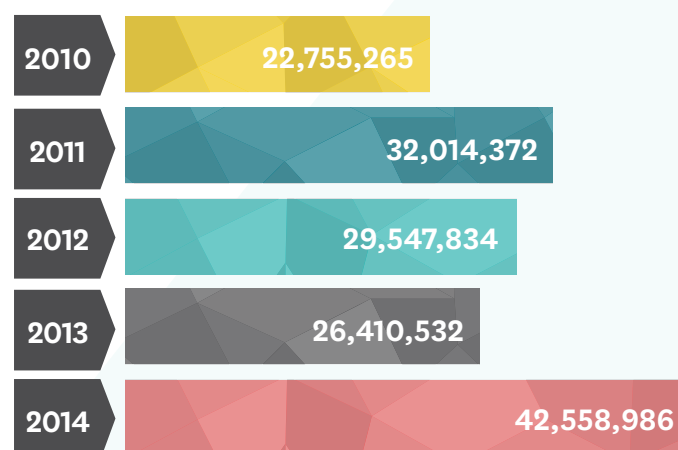
Revenue for the entity for the 2014 financial year was \$219,981,441 compared with \$201,145,309 for 2013, an increase of 9%.

Revenue



Operating cash flows for the entity for the 2014 financial year was \$42,558,986 compared with \$26,410,532 for 2013, an increase of 61%.

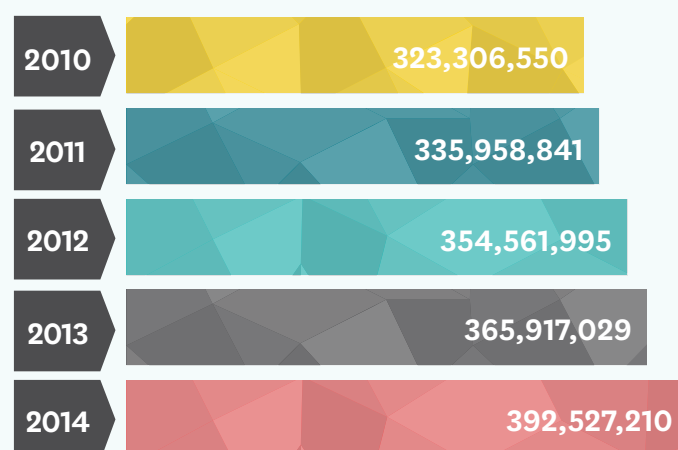
Operating Cash Flows



Financial Position

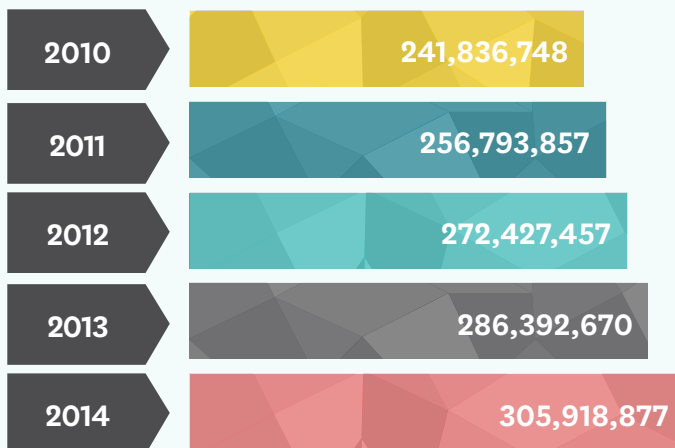
The strength of the entity's financial position was further enhanced during the year with total assets at 30 June 2014 of \$392,527,210 compared with \$365,917,029 for 2013, an increase of 7%.

Total Assets



The entity is in a very sound financial position with Net Assets totalling \$305,918,877 at 30 June 2014 compared with \$286,392,670 in 2013 an increase of 7%. This increase is attributable to the 2014 profit for the year.

Net Assets



Total liabilities at 30 June 2014 were \$86,608,333 compared to \$79,524,359 in 2013.

The entity continued to invest strongly in Capital Expenditure over the year in order to drive future growth. This Capital Expenditure included a significant investment in the entity's income technology systems together with 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. Construction work has commenced on a 32 bed extension at Parkwood Gardens and a new special care unit at Malanda. Land has been purchased for an aged care facility at Hervey Bay.

Short-term and Long-term Objectives

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
- To strive for continuous improvement to provide the highest level of service to our clients
- Strengthen existing programs and services through operating excellence and satisfying client needs
- Ensuring sustainability through responsible long-term management.

Business Strategies

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
- Investing and maintaining the quality of the entity's assets
- Continual interaction with clients to assess current needs and future trends
- The entity's staff strive to meet consistent standards of best practice and provide clear expectations of professional accountabilities and responsibilities to all stakeholders.

Prospects for Future Financial Years

The entity will seek to strengthen its existing programs and services, secure growth opportunities and continue to renew, upgrade and develop our existing aged care facilities in order to meet the projected future needs of the community.

The entity's aged care division will continue to grow with new facilities to be constructed in Hervey Bay and a future facility planned for Toowoomba.

The entity will continue to actively develop and manage its portfolio of programs and services, retaining a strong balance sheet in order to take advantage of opportunities should they arise.

Key Performance Measures

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

Members' Guarantee

Ozcare is incorporated under the Corporations Act 2001 and is a company limited by guarantee. If the entity 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 entity. At 30 June 2014, the total amount that members of the entity are liable to contribute if the entity is wound up is \$10.

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 31st day of October 2014

Tuija Lindstrom,
dementia advisor with clients



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 2014 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
Chartered Accountants

Dated this 31st day of October 2014



N Hoare
Partner

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 2014 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 2014 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.



N Hoare
Partner



Morris & Batzloff
Chartered Accountants

Dated this 31st day of October 2014

The directors of the entity declare that:

1. The financial statements and notes, as set out on pages 49 to 70 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 2014 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 31st day of October 2014

Statement of Profit or Loss and
Other Comprehensive Income
for the Year Ended 30 June 2014

	Notes	2014 \$	2013 \$
Revenue	2	219,981,441	201,145,309
Employee benefits expense		(144,728,078)	(135,232,694)
Purchased services		(3,172,633)	(2,453,346)
Premises expense		(11,470,280)	(10,924,449)
Motor vehicle expense		(5,116,050)	(4,699,665)
Food services		(6,130,879)	(5,818,554)
Client services		(5,372,889)	(5,068,571)
Depreciation and amortisation expenses		(17,311,137)	(16,386,079)
Loss on disposal of non current assets		(31,526)	-
Other expenses		(7,121,762)	(6,596,738)
Profit before income tax	3	19,526,207	13,965,213
Income tax expense	1(a)	-	-
Profit for the Year	4	19,526,207	13,965,213
Other comprehensive income		-	-
Net gain on revaluation of non-current assets		-	-
Total comprehensive income for the year		19,526,207	13,965,213
Profit attributable to members of the entity		19,526,207	13,965,213
Total comprehensive income attributable to members of the entity		19,526,207	13,965,213

The accompanying notes form part of these financial statements.

Statement of Financial Position
as at 30 June 2014

	Notes	2014 \$	2013 \$
Current assets			
Cash and cash equivalents	5	59,209,014	28,591,674
Trade and other receivables	7	4,635,842	3,899,770
Financial assets	10	3,676,657	4,773,837
Other assets	8	663,981	920,310
Total current assets		68,185,494	38,185,591
Non-current assets			
Property, plant and equipment	9	237,928,389	242,113,514
Financial assets	10	29,743,435	28,948,032
Intangible assets	11	56,669,892	56,669,892
Total non-current assets		324,341,716	327,731,438
Total assets		392,527,210	365,917,029
Current liabilities			
Trade and other payables	12	20,497,360	17,276,994
Borrowings	13	33,927,247	33,639,698
Provisions	14	16,364,778	13,343,460
Total current liabilities		70,789,385	64,260,152
Non-current liabilities			
Trade and other payables	12	221,077	474,777
Borrowings	13	3,406,381	3,647,382
Provisions	14	12,191,490	11,142,048
Total non-current liabilities		15,818,948	15,264,207
Total liabilities		86,608,333	79,524,359
Net assets		305,918,877	286,392,670
Equity			
Reserves		120,028,169	120,028,169
Retained earnings		185,890,708	166,364,501
Total equity		305,918,877	286,392,670

The accompanying notes form part of these financial statements.

Statement of Changes in Equity
for the Year Ended 30 June 2014

	Retained Earnings	Asset Revaluation Reserve	Total \$
Balance at 30 June 2012	152,399,288	120,028,169	272,427,457
Profit attributable to the entity	13,965,213	-	13,965,213
Transfer on sale of assets	-	-	-
Total comprehensive income for the year	-	-	-
Balance at 30 June 2013	166,364,501	120,028,169	286,392,670
Profit attributable to the entity	19,526,207	-	19,526,207
Transfer on sale of assets	-	-	-
Total comprehensive income for the year	-	-	-
Balance at 30 June 2014	185,890,708	120,028,169	305,918,877

The accompanying notes form part of these financial statements.

Statement of Cash Flows
for the Year Ended 30 June 2014

	Notes	2014 \$	2013 \$
Cash flows from operating activities			
Receipts from activities		214,504,896	194,944,337
Payments to suppliers and employees		(175,543,073)	(173,107,205)
Interest received		3,597,163	4,590,699
Interest costs of finance paid		-	(17,299)
Net cash provided by operating activities	17	42,558,986	26,410,532
Cash flow from investing activities			
Proceeds from sale of property, plant and equipment		14,346,578	6,545,555
Purchase of property, plant and equipment		(27,504,116)	(19,884,488)
Purchase of investments		219,097	(92,837)
Net cash used in investing activities		(12,938,441)	(13,431,770)
Cash flow from financing activities			
Repayment of borrowings		-	-
Sundry deposits received		(19,878)	(35,406)
Accommodation bond receipts		8,689,837	8,511,630
Accommodation bond repayments		(7,673,164)	(9,032,698)
Net cash provided by (used in) financing activities		996,795	(556,474)
Net increase/(decrease) in cash held		30,617,340	12,422,288
Cash at 1 July 2013		28,591,674	16,169,386
Cash at 30 June 2014	5	59,209,014	28,591,674

The accompanying notes form part of these financial statements.

The financial statements are for Ozcare as an individual entity, incorporated and domiciled in Australia. Ozcare is a company limited by guarantee.

Note 1: Statement of Accounting Policies

Ozcare applies Australian Accounting Standards - Reduced Disclosure Requirements as set out in AASB 1053: Application of Tiers of Australian Accounting Standards and AASB 2010-2: Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements.

The financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards - Reduced Disclosure Requirements of the Australian Accounting Standards Boards (AASB) and the Corporations Act 2001. The entity is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards.

Australian Accounting Standards set out accounting policies that the AASB has concluded would result in financial statements containing relevant and reliable information about transactions, events and conditions. Material accounting policies adopted in the preparation of these financial statements are presented below and have been consistently applied unless stated otherwise.

The financial statements, except for cash flow information, have been prepared on an accruals basis and are based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities. The amounts presented in the financial statements have been rounded to the nearest dollar.

The financial statements were authorised for issue on 31 October 2014 by the directors of the entity.

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

No provision for income tax has been raised as the entity is exempt from income tax under Div 50 of the Income Tax Assessment Act 1997.

(b) Property, Plant and Equipment

Each class of property, plant and equipment is carried at cost or fair value as indicated, less, where applicable, accumulated depreciation and any impairment losses.

Freehold Property

Freehold land and buildings are shown at their fair value, less subsequent depreciation for buildings.

In periods when the freehold land and buildings are not subject to an independent valuation, the directors conduct directors' valuations to ensure the carrying amount for the land and buildings is not materially different to their fair value.

Increases in the carrying amount arising on revaluation of land and buildings are recognised in other comprehensive income and accumulated in the revaluation surplus in equity. Revaluation decreases that offset previous increases of the same class of assets shall be recognised in other comprehensive income under the heading of revaluation surplus. All other decreases are recognised in profit or loss.

Any accumulated depreciation at the date of the revaluation is eliminated against the gross carrying amount of the asset and the net amount is restated to the revalued amount of the asset.

Freehold land and buildings that have been contributed at no cost, or for nominal cost, are initially recognised and measured at the fair value of the asset at the date it is acquired.

Plant and Equipment

Plant and equipment are measured on the cost basis and are therefore carried at cost less accumulated depreciation and any accumulated impairment losses. In the event the carrying amount of plant and equipment is greater than its estimated recoverable amount, the carrying amount is written down immediately to its estimated recoverable amount and impairment losses are recognised either in profit or loss or as a revaluation decrease if the impairment losses relate to a

revalued asset. A formal assessment of recoverable amount is made when impairment indicators are present.

Plant and equipment that have been contributed at no cost, or for nominal cost, are valued and recognised at the fair value of the asset at the date it is acquired.

Depreciation

The depreciable amount of all fixed assets, including buildings and capitalised lease assets but excluding freehold land, is depreciated on a straight-line basis over the asset's useful life to the entity commencing from the time the asset is held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements. The depreciation rates used for each class of depreciable assets are:

Class of Fixed Asset	Depreciation Rate
Buildings & Leasehold Property	5%
Plant & Equipment	15-33%

The assets' residual values and useful lives are reviewed and adjusted if appropriate, at the end of each reporting period.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains or losses are recognised in profit or loss in the period in which they arise. When revalued assets are sold, amounts included in the revaluation surplus relating to that asset are transferred to retained earnings.

(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.

Short-term Employee Benefits

Provision is made for the entity's obligation for short-term employee benefits. Short-term employee benefits (other than termination benefits) that are expected to be settled wholly within 12 months after the end of the annual reporting period in which the employees render the related service, including wages, salaries and sick leave. Short-term employee benefits are measured at the (undiscounted) amounts expected to be paid when the obligation is settled.

The entity's obligations for short-term employee benefits such as wages, salaries and sick leave are recognised as a part of provisions in the statement of financial position.

Other Long-term Employee Benefits

The entity classifies employees' long service leave and annual leave entitlements as other long-term employee benefits as they are not expected to be settled wholly within 12 months after the end of the annual reporting period in which the employees render the related service. Provision is made for the entity's obligation for other long-term employee benefits, which are measured at the present value of the expected future payments to be made to employees.

(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 Social Services are revalued to estimated recoverable amount. Provided Ozcare complies with Department of Social Services requirements, Aged Care Bed Licences and Community Care Packages have an indefinite life and accordingly they are not amortised.

(e) Cash and Cash Equivalent

Cash and cash equivalent include cash on hand, deposits held at call with banks, other short term highly liquid investments with original maturities of 3 months or less.

(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 subsequently measured at amortised cost. Gains or losses are recognised in profit or loss through the amortisation process and when the financial asset is derecognised.

Held-to-Maturity Investments

Held-to-maturity investments are non-derivative financial assets that have fixed maturities and fixed or determinable payments, and it is the entity's intention to hold these investments to maturity. They are subsequently measured at amortised cost. Gains or losses are recognised in profit or loss through the amortisation process and when the financial asset is derecognised.

Financial Liabilities

Non-derivative financial liabilities are measured at amortised cost. Gains or losses are recognised in profit and loss through the amortisation process and when the financial liability is derecognised.

Impairment

At the end of each reporting period, the entity assesses whether there is objective evidence that a financial

asset has been impaired. A financial asset (or a group of financial assets) is deemed to be impaired if, and only if, there is objective evidence of impairment as a result of one or more events (a "loss event") having occurred, which has an impact on the estimated future cash flows of the financial asset(s).

Derecognition

Financial assets are derecognised when the contractual rights to receipt of cash flows expire or the asset is transferred to another party whereby the entity no longer has any significant continuing involvement in the risks and benefits associated with the asset. Financial liabilities are derecognised when the related obligations are discharged or cancelled, or have expired. The difference between the carrying amount of the financial liability, which is extinguished or transferred to another party and the fair value of consideration paid, including the transfer of non-cash assets or liabilities assumed, is recognised in profit or loss.

(g) Impairment of Assets

At each reporting date, the entity assesses whether there is any indication that an asset may be impaired. If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, to the asset's carrying amount. Any excess of the asset's carrying amount over its recoverable amount is recognised immediately in profit or loss, unless the asset is carried at a revalued amount in accordance with

another Standard (eg. in accordance with the revaluation model in AASB116). Any impairment loss of a revalued asset is treated as a revaluation decrease in accordance with that other Standard.

Where it is not possible to estimate the recoverable amount of an individual asset, the entity estimates the recoverable amount of the cash-generating unit to which the asset belongs.

Impairment testing is performed annually for intangible assets with indefinite lives.

(h) Revenue

Grant revenue is recognised in profit or loss when the entity obtains control of the grant and it is probable that the economic benefits gained from the grant will flow to the entity and the amount of the grant can be measured reliably. If conditions are attached to the grant which must be satisfied before it is eligible to receive the contribution, the recognition of the grant as revenue will be deferred until those conditions are satisfied.

Revenue from the rendering of a service is recognised upon the delivery of the service to residents/clients. Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets. All revenue is stated net of the amount of goods and services tax (GST).

(i) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Tax Office. In these circumstances the GST is recognised

as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the Statement of Financial Position are shown exclusive of GST.

(j) Unexpended Grants

The entity receives grant monies to fund projects either for contracted periods of time or for specific projects irrespective of the period of time required to complete those projects. It is the policy of the entity to treat grants monies as unexpended grants in the Statement of Financial Position where the entity is contractually obliged to provide the services in a subsequent financial period to when the grant is received or in the case of specific project grants where the project has not been completed.

(k) Provisions

Provisions are recognised when the entity has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

(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 31 October 2014 by the Directors of the entity.

(n) New and Amended Accounting Policies

Fair Value of Assets and Liabilities

The entity measures some of its assets and liabilities at fair value on either a recurring or non-recurring basis, depending on the requirements of the applicable Accounting Standard.

“Fair value” is the price the entity would receive to sell an asset or would have to pay to transfer a liability in an orderly (ie. unforced) transaction between independent, knowledgeable and willing market participants at the measurement date.

As fair value is a market-based measure, the closest equivalent observable market pricing information is used to determine fair value. Adjustments to market values may be made having regard to the characteristics of the specific asset or liability. The fair values of assets and liabilities that are not traded in an active market are determined using one or more valuation techniques. These valuation techniques maximise, to the extent possible, the use of observable market data.

To the extent possible, market information is extracted from the principal market for the asset or liability (ie. the market with the greatest volume and level of activity for the asset or liability). In the absence of such a market, market information is extracted from the most advantageous market available to the entity at the end of the reporting period (ie. the market that maximises the receipts from the sale of the asset or minimises the payments made to transfer the liability, after taking into account transaction costs and transport costs).

For non-financial assets, the fair value measurement also takes into account a market participant's ability to use the asset in its highest and best use or to sell it to another market participant that would use the asset in its highest

and best use.

The fair value of liabilities and the entity's own equity instruments (if any) may be valued, where there is no observable market price in relation to the transfer of such financial instrument, by reference to observable market information where such instruments are held as assets. Where this information is not available, other valuation techniques are adopted and where significant, are detailed in the respective note to the financial statements.

Fair Value Measurement

The entity has applied AASB 13: Fair Value Measurement and the relevant consequential amendments arising from the related Amending Standards prospectively from its mandatory

application date of 1 January 2013 and in accordance with the transitional requirements in AASB 13. (As a result, the entity early adopted AASB 2012-1: Amendments to Australian Accounting Standards - Fair Value Measurement - Reduced Disclosure Requirements because the entity's financial statements are prepared under Australian Accounting Standards - Reduced Disclosure Requirements).

No material adjustments to the carrying amounts of any of the entity's assets or liabilities were required as a consequence of applying AASB 13.

Note 2: Revenue

<i>Notes</i>	2014 \$	2013 \$
Operating activities		
Government grants and subsidies	171,704,514	156,590,915
Residents and clients fees and charges	39,269,998	36,825,031
Other	361,556	981,165
	211,336,068	194,397,111
Non-operating activities		
Capital grants	3,616,941	1,526,687
Accommodation bond retentions	729,125	754,869
Interest received	3,514,482	3,811,242
Rent received	501,609	439,904
Bequests and donations	283,216	158,976
Profit on disposal of non-current assets	-	56,520
	8,645,373	6,748,198
	219,981,441	201,145,309

Note 3: Profit before Income Tax

Profit before income tax has been determined after:

(a) Expenses

	2014 \$	2013 \$
Depreciation of property, plant and equipment	16,518,772	15,599,609
Amortisation of property, plant and equipment	792,365	786,470
Net loss on disposal of non-current assets	31,526	-
Remuneration of Auditor:		
- audit or review	85,915	68,700
- other services	-	-
Bad and Doubtful Debts	32,063	10,112

(b) Revenue and Net Gains

Adjustment to Commonwealth capital grants	241,001	378,836
Profit on disposal of non-current assets	-	56,520

Note 4: Profit for the Year

The entity has chosen to disclose its operating surplus as Profit for the Year. 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

	2014 \$	2013 \$
Cash on hand	46,480	42,450
Cash at bank and on deposit	59,162,534	28,549,224
	59,209,014	28,591,674

Note 6: Capital Expenditure Commitments

	2014 \$	2013 \$
Capital expenditure commitments:		
- Capital expenditure projects contracted for	17,300,000	-
- Capital expenditure projects planned	33,000,000	55,350,000
	50,300,000	55,350,000
Payable		
- Not longer than one year	26,300,000	16,050,000
- Longer than 1 but not longer than 5 years	24,000,000	39,300,000
	50,300,000	55,350,000

Note 7: Trade and Other Receivables

	2014 \$	2013 \$
Current		
Trade debtors	1,584,805	1,482,086
Other debtors	3,051,037	2,417,684
	4,635,842	3,899,770

(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 \$213,454 (2013 \$120,670) which are past due at the reporting date, of which \$9,486 (2013 \$28,602) is due from government departments and agencies. Of the remaining balance \$203,968 (2013 \$84,954) is 60 days and over. However, the majority of these amounts are considered recoverable and at 30 June 2014 no material provision was required (2013 \$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

	2014 \$	2013 \$
Current		
Prepayments	663,981	920,310

Note 9: Property, Plant and Equipment

	2014	2013	
	\$	\$	
Land and Buildings			
Freehold land			
- at Directors' valuation 2009	44,556,000	44,556,000	
- at cost	10,323,340	10,108,632	
	54,879,340	54,664,632	
Buildings			
- at Directors' valuation 2009	125,899,000	125,899,000	
- at cost	71,622,185	67,652,505	
Less accumulated depreciation	(46,400,193)	(36,630,250)	
	151,120,992	156,921,255	
Leasehold improvements			
- at independent valuation 2000	4,107,491	4,107,491	
- at cost	11,658,456	11,621,909	
Less accumulated amortisation	(7,765,202)	(6,972,837)	
	8,000,745	8,756,563	
Total Land and Buildings	214,001,077	220,342,450	
Plant and Equipment			
Plant and equipment at cost	57,670,481	52,127,971	
Less accumulated depreciation	(33,743,169)	(30,356,907)	
Total Plant and Equipment	23,927,312	21,771,064	
Total Property, Plant and Equipment	237,928,389	242,113,514	
	Land and Buildings	Plant and Equipment	Total
Movements in carrying amount (2014)			
Balance at the beginning of the year	220,342,450	21,771,064	242,113,514
Additions at cost	4,220,935	23,251,655	27,472,590
Disposals	-	(14,346,578)	(14,346,578)
Depreciation expense	(10,562,308)	(6,748,829)	(17,311,137)
Carrying amount at end of year	214,001,077	23,927,312	237,928,389

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.

Note 10: Financial Assets

	2014	2013
	\$	\$
Held-to-maturity financial assets –		
Current		
Bank issued floating rate notes	-	-
Bank fixed rate term deposits	3,676,657	4,773,837
	3,676,657	4,773,837
Non-Current		
Bank issued floating rate notes	9,047,853	7,106,365
Bank issued fixed rate notes	5,722,987	7,177,650
Bank issued floating rate transferable deposit	1,795,938	2,000,000
Bank fixed rate term deposits	13,176,657	12,664,017
	29,743,435	28,948,032

Note 11: Intangible Assets

	2014	2013
	\$	\$
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 2013	11,629,892	45,040,000	56,669,892
Additions	-	-	-
Disposals	-	-	-
Amortisation charge	-	-	-
Impairment losses	-	-	-
Balance at 30 June 2014	11,629,892	45,040,000	56,669,892

Note 12: Trade and Other Payables

	Notes	2014 \$	2013 \$
Current			
Trade creditors		5,291,841	1,726,750
Subsidy advance		10,254,069	11,327,905
Sundry creditors		4,946,638	4,197,649
Deposits held		4,812	24,690
		20,497,360	17,276,994
Non-Current			
Subsidy advance		221,077	474,777
Financial liabilities at amortised cost classified as trade and other payables			
Total current		20,497,360	17,276,994
Total non-current		221,077	474,777
Less subsidies in advance		(10,475,146)	(11,802,682)
	18	10,243,291	5,949,089

Note 13: Borrowings

	Notes	2014 \$	2013 \$
Current			
Unsecured liabilities			
Accommodation bonds held		33,927,247	33,639,698
Non-Current			
Unsecured liabilities			
Commonwealth capital grants	13(b)	92,024	333,025
Loans		703,931	703,931
		795,955	1,036,956
Secured liabilities			
Loans	13(c)	1,199,713	1,199,713
Loans	13(d)	1,410,713	1,410,713
		2,610,426	2,610,426
		3,406,381	3,647,382

Note 13: Borrowings cont.

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) 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 entity 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 \$241,001 (2013 \$333,025) to reflect the actual amount that could be repayable.

13 (c) 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 (d) 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.

Note 14: Provisions

	2014 \$	2013 \$
Current		
Annual leave	11,450,135	9,089,781
Long service leave	4,914,642	4,253,679
	16,364,778	13,343,460
Non-Current		
Sick leave	7,606,077	6,808,212
Long service leave	4,585,413	4,333,836
	12,191,490	11,142,048

Employee Benefits

During the year, the entity adopted AASB 119: *Employee Benefits* (September 2011) and the relevant consequential amendments arising from the related Amending Standards, which are mandatorily applicable from 1 January 2013. (As a result, the entity early adopted AASB 2011-11: *Amendments to AASB 119 (September 2011) arising from Reduced Disclosure Requirements* because the entity’s financial statements are prepared under Australian Accounting Standards - Reduced Disclosure Requirements).

The main changes introduced by AASB 119 (September 2011) relate to defined benefit plans and termination benefits, which have no impact on the entity’s financial statements as the entity has no defined benefit obligations or termination benefits at present. Additionally, AASB 119 (September 2011) has introduced revised definitions for “short-term employee benefits” and “other long-term employee benefits”. These revisions cause a change in accounting policy for the annual leave provision amounts recognised in the financial statements as explained below.

Provision for employee benefits: annual leave

For the purpose of measurement, AASB 119 (September 2011) defines obligations for short-term employee benefits as obligations expected to be settled *wholly* before 12 months after the end of the annual reporting period in which the employees render the related services. Previously, annual leave satisfied the definition of short-term employee benefits and therefore the leave liability was measured on an undiscounted basis at the amounts expected to be paid when the liability was settled. However, under AASB 119 (September 2011), if the entity expects that most employees will not use all of their annual leave entitlements in the same year in which they are earned or during the 12-month period that follows, obligations for annual leave entitlements now meet the definition of other long-term employee benefits and, therefore, are required to be measured at the present value of the expected future payments to be made to employees.

The entity has adopted AASB 119, and in reviewing its annual leave, notes the following: There is an entity policy that staff are required to take their annual leave in the year it is earned.

The staff of the entity are paid under industrial agreements that are current for up to 3 years so all pay increases are agreed in advance and documented. The increases are processed on 1st July and 1st December each year as a result of that increase the leave provisions are also adjusted at those times and the resultant expense is carried through to the profit and loss at that time.

The entity has reviewed its provision for annual leave in line with AASB 119 as at 30th June 2014 and finds that an adjustment is not material as per AASB 1031.

The entity will continue to review the annual leave provision as per AASB 119 on an annual basis.

Note 15: Key Management Personnel Compensation

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

	2014	2013
	\$	\$
Key management personnel compensation	2,909,785	2,998,870

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.

Note 17: Cash Flow Information

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

	2014	2013
	\$	\$
Profit for the year	19,526,207	13,965,213
Non cash flows in profit for the year		
Amortisation	792,365	786,470
Accommodation bond retentions	(729,125)	(754,869)
Accommodation bond interest accrued	-	-
Adjustment to Commonwealth capital grants	(241,001)	(378,836)
Charges to provisions	4,070,760	1,547,828
Depreciation	16,518,772	15,599,609
Loss/(profit) on disposal of non-current assets	31,526	(56,520)
Changes in assets and liabilities		
Increase in trade and other debtors	418,282	(661,804)
Increase in prepayments	(815,343)	196,607
Increase/(decrease) in trade and sundry creditors	2,986,543	(3,833,166)
Increase/(decrease) in accrued interest expense	-	-
Net cash provided by operating activities	42,558,986	26,410,532

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	2014 \$	2013 \$
Financial assets			
Cash and cash equivalents	5	59,209,014	28,591,674
Held-to-maturity investments	10		
- Bank issued fixed rate notes		5,722,987	7,177,650
- Bank issued floating rate notes		9,047,853	7,106,365
- Bank fixed rate deposits		13,176,657	12,664,017
- Bank floating rate deposits		1,795,938	2,000,000
Loans and receivables	7	3,564,170	3,899,770
		92,516,619	61,439,476
Financial liabilities			
Financial liabilities at amortised cost			
- Trade and other payables	12	10,243,291	5,949,089
- Borrowings	13	37,333,628	37,287,080
		47,576,919	43,236,169

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 entity does not have any derivative instruments at 30 June 2014 (2013 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.

Note 19: Segment Reporting

2014

Business Segments	Residential Aged Care \$	Community Health and Care \$	Community Support Services \$	Administration and Unallocated \$	Total \$
Revenue					
Government grants and subsidies	61,824,753	90,700,992	19,036,045	142,724	171,704,514
Residents and client fees	22,972,330	13,624,006	2,673,602	-	39,269,998
Other operating revenue	57,008	17,626	7,215	279,707	361,556
Capital grants	259,408	48,500	84,435	3,224,598	3,616,941
Accommodation bond retentions	729,125	-	-	-	729,125
Interest received	1,968,448	5,074	-	1,540,960	3,514,482
Rent received	-	291,304	-	210,305	501,609
Bequests and donations	157,731	45,768	79,717	-	283,216
Profit on disposal	-	-	-	-	-
Total segment revenue	87,968,803	104,733,330	21,881,014	5,398,294	219,981,441
Result					
Segment profit before income tax	3,624,116	7,709,245	142,736	8,050,111	19,526,208
Income tax expense	-	-	-	-	-
Segment profit after income tax	3,624,116	7,709,245	142,736	8,050,111	19,526,208
Segment assets	206,591,869	25,346,226	8,361,640	152,227,475	392,527,210
Segment liabilities	46,463,891	18,689,925	6,890,119	14,564,398	86,608,333
Acquisition of non-current assets	5,077,221	168,059	109,688	22,117,622	27,472,590

Note 19: 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

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

Residential Aged Care Expenses	2014	2013
	\$	\$
Employee benefits	53,323,594	51,927,706
Premises	7,145,214	6,942,729
Motor vehicle	491,611	467,438
Food services	4,555,591	4,251,642
Client services	2,579,090	2,477,534
Depreciation and amortisation	8,888,658	8,830,816
Purchased services external	1,553,827	1,170,439
Loss on disposal non-current assets	-	-
Other	5,807,102	5,102,333
Total residential aged care expenses	84,344,687	81,170,637
Residential aged care assets		
Current	8,130,765	8,119,126
Non-current	198,461,104	201,948,360
	206,591,869	210,067,486
Residential aged care liabilities		
Current		
Accommodation bonds	33,927,247	33,639,698
Staff provisions	7,668,373	4,673,437
Other	3,178,953	5,685,016
Total	44,774,573	43,998,151
Non-current		
Staff provisions	1,597,294	3,421,497
Other borrowings	92,024	333,025
	1,689,318	3,754,522
	46,463,891	47,752,673

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 20: 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 21: 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 22: Company Details

The registered office of the entity is:

Ozcare
66 River Terrace
Kangaroo Point Qld 4169

Note 23: Members' Guarantee

The entity is a company limited by guarantee under the Corporations Law and as such does not have share capital. If the entity 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 entity. At 30 June 2014 the number of members was 1 (2013 - 1 member).

Ozcare is a not-for-profit organisation caring for older Queenslanders, their carers, individuals with a disability, the homeless, and men, women and children in crisis. Our wide range of services are made possible by funding and the help of individuals, the community and corporates.

Funding Acknowledgements

Ozcare's wide range of services 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 and Bequests

We rely on the generosity of our community supporters through donations and bequests to help deliver our valuable services throughout Queensland.

We would like to acknowledge and thank the individuals, community groups and corporates who have supported Ozcare this year.

Your generous contribution has enabled us to continue to deliver exceptional care services to assist people in our community to rediscover independence and lead long, happy and connected lives.



A big thank you to all of our staff and clients featured in this year's annual report.

To be able to walk through "a day in the life" of eight of our services gives an insight into what you can expect from some of the different types of services we offer and the real difference they make in the lives of the people we support.

It is gratifying to witness these stories firsthand and know that thousands of others just like these happen each day in our services.

We pledge to continue our work to deliver the best care possible to the Queensland community.



Corporate Office

66 River Terrace, Kangaroo Point Q 4169

PO Box 912 Fortitude Valley Q 4006

p: 1800 Ozcare (1800 692 273)

f: (07) 3028 9199

www.ozcare.org.au

ABN: 58 072 422 925

.....
Ozcare's wide range of services to support
Queenslanders are made possible by funding.

**Funded by the Australian Government
Department of Social Services**



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a day in the life of...