



A Tribute to  
*Happiness*

ANNUAL FINANCIAL REPORT 2016



CELEBRATING 20 YEARS OF OZCARE

*Happiness*

# A Tribute to Happiness

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Ozcare is a leading not-for-profit organisation with 20 years' experience in delivering aged care, disability care, nursing, health and community support services.

Our commitment is to provide clients with the highest standard of care. We proudly support more than 15,000 individuals with 320 services from over 60 locations.

It is our people that make the difference. Our workforce of 3,000 staff are dedicated to improving the quality of life of our clients. We partner with our clients to understand their needs and identify goals. We then tailor our support accordingly to ensure our clients remain doing the things they can, while working with them to achieve things they hadn't thought possible.

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## GUIDING PRINCIPLES

Ozcare was established as a special work of the St Vincent de Paul Society. The Society, as a lay Catholic organisation, aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

### OUR PURPOSE

Our purpose is to improve our clients' quality of life through the delivery of personalised health and human services in the spirit of the St Vincent de Paul Society.

### OUR VALUES

Our values form the basis of our culture and guide everything we do.

**Commitment** – Loyalty in service to our purpose and values.

**Compassion** – Welcoming and serving all with understanding and without judgement.

**Respect** – Service to all regardless of belief, ethnic or social background, health and gender.

**Integrity** – Promoting, maintaining and adhering to our purpose and values.

**Empathy** – Establishing relationships based on respect and trust.

**Courage** – Encouraging spiritual growth, welcoming innovation and giving hope for the future.

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- SPECIAL EDITION LIFTOUT -  
20 YEARS OF OZCARE

*Happiness*

## 20 YEAR ANNIVERSARY

On 1 July 2016, Ozcare celebrated 20 years of delivering high quality aged care, nursing, health and community support services to the Queensland community.

Previously known as St Vincent's Community Services, Ozcare was established as a special work of the St Vincent de Paul Society in 1996 with 46 services and 600 staff to provide much needed services to Queenslanders.

The name Ozcare was adopted in 2003 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.

20 years on, we proudly deliver over 320 services with the support of 3,000 staff and 350 volunteers.

To commemorate this significant milestone we have developed a special edition lift out '20 years of Ozcare' to pay homage to our staff and services that have had a positive impact on the lives of hundreds of thousands of Queenslanders.





## LOOKING AHEAD



While Ozcare has experienced significant growth and seen huge advances in technology over the last 20 years, the one thing that has, and will continue, to stay the same is our dedication to supporting our clients to live their lives to the fullest.

The reason our staff join Ozcare is because they love to help people. They get satisfaction from leaving a client knowing they have made a difference: whether it is organising the installation of grab rails to prevent a client from falling when showering; helping a client to rediscover purpose in their life through a new hobby; or finding permanent accommodation for someone experiencing homelessness.

The theme of this year's annual report, 'A Tribute to Happiness', shines the spotlight on some of our talented clients. We share their stories in an effort to inspire others to make the most of every moment. We are proud to support all of our wonderful clients as they find happiness in the things they love and we are confident that we are strongly positioned to serve the community for many years to come.

*Happiness*

# Chairman's Report

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ON BEHALF OF THE BOARD OF OZCARE, I AM HONOURED TO WELCOME YOU TO OUR ANNUAL REPORT FOR 2016, OUR SPECIAL 20 YEAR ANNIVERSARY EDITION, AND MY FIRST REPORT AS CHAIRMAN.

The theme of this annual report is happiness. To me happiness is about embracing life and making the most of every opportunity. I feel extremely privileged to be given the chance to chair an organisation that is genuinely focused on supporting the health and wellbeing of clients, their carers and families.

## 2016 IN REVIEW

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Ozcare had another successful year serving our clients. Our foresight to add new services and increase the number of people we help by increasing the locations we service, building and extending aged care facilities, investing in service development and employing more staff means we are helping more people than ever before.

This year we forged ahead with construction of our new, impressive, and much anticipated \$40 million aged care facility in Hervey Bay, invested \$9 million into a new three storey extension at Ozanam Villa in Clontarf, completed our \$7 million extension at Parkwood Gardens on the Gold Coast, and embarked on a new venture into retirement living with the acquisition of Currimundi Gardens Retirement Village on the Sunshine Coast.

Investing in our services demonstrates our commitment to caring for the community; not only does it ensure our clients and staff have first-class facilities to enjoy, it benefits communities as a whole, from those who have been part of the construction phase, to those that will work as nurses, allied health professionals, administrators, carers, hospitality services, grounds and maintenance when the new facility or extension opens.



Our hugely diverse range of services, the most diverse of our competitors, means we can help members of the community of all ages and from all walks of life; whether it is helping seniors staying in their own homes as long as possible, helping the disadvantaged get back on their feet, providing respite services to carers looking after loved ones or offering homely aged care facilities to our oldest Australians.

## BUILDING ON STRONG FOUNDATIONS

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Ozcare continues to develop a strong working relationship with St Vincent de Paul Society Queensland, of which Ozcare is a special work.

Our guiding principles reflect the mission of the Society, and the 20 year anniversary of Ozcare is an opportune time to acknowledge the wisdom of the Society back in 1996 in making the decision to form Ozcare. We have helped hundreds of thousands of Queenslanders in the last 20 years and I think this is something we can all be very proud of.

## THE BOARD

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This year we bade farewell to former chairman, Andrew Weil. On behalf of the board, I would like to thank Andrew for the tremendous work he has done as chairman for the last six years and his contribution as a board member and former legal advisor for over 20 years.

Andrew's astute guidance and direction of the board has been influential in helping Ozcare realise the success it enjoys today and ensuring the future remains bright. Andrew has been unwavering in his dedication to serving the board, and in particular ensuring that the health and wellbeing of our clients is central to every decision that is made.

“I FEEL EXTREMELY  
PRIVILEGED TO BE GIVEN  
THE CHANCE TO CHAIR AN  
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& WELLBEING OF CLIENTS,  
THEIR CARERS AND FAMILIES”

**RON SULLIVAN**

Andrew has left big shoes to fill, and I personally would like to thank him for his support for me, firstly in my role as fellow board member and then as Chairman. We wish Andrew all the best in the future.

I would like to thank my board colleagues for their individual and collective contributions and support throughout the year. The varied skillsets of our board ensures wise counsel in the direction of Ozcare.

## OUR PEOPLE

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If you are yet to meet an Ozcare staff member, then I can attest it is not hard to recognise them in a crowd; look for a warm, smiling face with a caring disposition, they will be dressed professionally and you will find they are expert at what they do.

Our staff are the heart of our organisation, their personalised and professional approach to care and support is what keeps Ozcare alive. Nearly 3,000 staff and 350 volunteers are committed to positively influencing or changing one person's experience, even if only for half an hour, to help them rediscover happiness.

On behalf of the board, I thank our employees and volunteers for bringing their best to Ozcare each day. Your hard work and dedication is truly appreciated.

I also extend my thanks and appreciation to the leadership team for the successful management of the operations of Ozcare.

We look forward to a bright future caring for our community.



**Ron Sullivan**

- Chairman -

# Chief Executive Officer's Report

IT HAS BEEN A YEAR OF CHANGE FOR OZCARE WITH THE INTRODUCTION OF CONSUMER DIRECTED CARE. WHILST THIS HAS BEEN CHALLENGING, IT HAS ALSO BEEN REWARDING AS WE CAN NOW TAILOR OUR SERVICES TO BETTER SUIT THE INDIVIDUAL NEEDS OF OUR CLIENTS.

## INVESTMENT

During this financial year Ozcare has made a significant investment in service development. We are moving into a new era of care and it is critical that our staff are mobile. We have deployed point of care equipment throughout a number of our services so that we can provide better quality care while serving more people.

This huge investment in mobilising our services helps our staff do their jobs better. Our community care teams are now mobile, and we are well underway with the rollout of PeoplePoint Clinical in our aged care facilities. PeoplePoint Clinical is a technology solution that allows for a single client record to assist our staff to deliver the best possible care. Through the reduction of paperwork our nurses and care staff have more time to spend on care delivery.

In addition, Ozcare has made a substantial investment in expanding the organisation to prepare for the strong growth of our ageing population while continuing to meet the needs of our current clients. This includes:

- \$40 million, new 154 bed aged care facility in Hervey Bay
- \$9 million, 36 bed extension and refurbishment of Ozanam Villa Aged Care Facility and extension to our day respite centre at Clontarf
- \$7.3 million, 40 bed extension to Parkwood Gardens Aged Care Facility in Labrador
- \$1.5 million refurbishment to Ozanam Villa Aged Care Facility in Burleigh Heads
- Purchase of Currimundi Gardens Retirement Village



- Development approval for day respite centre at 74 Usher Avenue, Labrador
- Development approval for 150 bed aged care facility in Toowoomba at Greenwattle Street, Glenvale

Next financial year will also see substantial investment to realise the following projects:

- New 150 bed aged care facility in Toowoomba
- New 120 bed aged care facility in Mackay
- Refurbishment of Noosa Heads Aged Care Facility
- Refurbishment of Palm Lodge Aged Care Facility

## 20 YEAR ANNIVERSARY

It has been a special year for Ozcare. This year we celebrated 20 years of delivering aged care, disability care, nursing, health and community support services to the Queensland community.

Way back in 1996 we were known as St Vincent's Community Services, created as a special work of St Vincent de Paul Society Queensland to provide much needed help to Queenslanders.

We had a small but diverse list of services including in-home care, residential aged care,



nursing services, drug & alcohol recovery services, and emergency accommodation such as homeless hostels and women's refuges. With 46 services in 25 locations, and 600 staff, we started our journey in caring for our community.

Two decades on, we offer all that and more. We are continuing our growth with three new aged care facilities in planning or building stages (in Hervey Bay, Toowoomba and Mackay), expansion of our disability services in line with the introduction of the National Disability Insurance Scheme (NDIS), and more services being added to our list every year.

All up, we now proudly support more than 15,000 individuals with 320 services and a workforce of nearly 3,000 staff.

I am humbled in my role as CEO to be part of an organisation that supports people to live stronger, healthier and better lives.

"IT HAS BEEN A SPECIAL YEAR FOR OZCARE. THIS YEAR WE CELEBRATED 20 YEARS OF DELIVERING AGED CARE, DISABILITY CARE, NURSING, HEALTH AND COMMUNITY SUPPORT SERVICES TO THE QUEENSLAND COMMUNITY."

**TONY GODFREY**

## THANK YOU TO OUR STAFF

Our staff have always have been the backbone of our business. These carers, support workers, nurses, allied health professionals and hospitality staff go the extra mile to help their clients, all supported by our wonderful administrators, professionals and management.

I want to thank our staff and volunteers for everything you do. What you bring to Ozcare is what ultimately drives outcomes; your hard work, dedication and commitment not only ensures the success of our organisation but also propels those you support and care for to reach new heights.

I would also like to take this opportunity to thank my leadership team for their continued hard work and advocacy and extend my sincere appreciation to the Board of Directors for their invaluable guidance and support.

On this note, I would like to farewell Andrew Weil who retired as chairman during 2016. Andrew's vision and support has been integral in securing the sound position Ozcare holds today. I cannot thank Andrew enough for his support and his service to Ozcare as chairman, director and former legal advisor over the past 20 years. We wish Andrew the best of luck in his future endeavours.

I am delighted Ron Sullivan has been elected chairman. Ron has been a board member since January 2015 and previously enjoyed a long career, spanning 45 years in civil engineering construction management positions. Ron is a State Council Vice President with St Vincent de Paul Society Queensland.

Ron brings with him a wealth of experience and expertise that will guide Ozcare into the next phase. I am really excited to work with Ron, and together we look forward to a bright future ahead.

Finally, I would like to draw your attention to the theme of this year's annual report, 'A Tribute to Happiness'. I believe that happiness differs for all of us, which is why at Ozcare we get to know our clients, to understand their individual preferences, discover their talents and learn about their goals so that we can help them to live their lives to the fullest.

I hope you enjoy reading about the wonderful clients we have featured in this report and that you too feel inspired by their stories.



**Anthony Godfrey**

- Chief Executive Officer -

# Our People

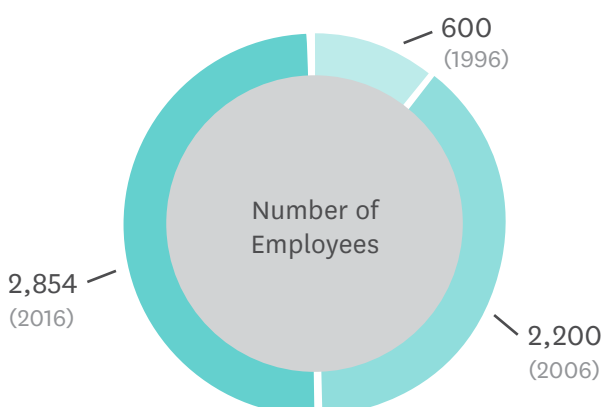
IN 1996 WE STARTED OUR JOURNEY; CARING FOR OUR COMMUNITY. WE SET OFF WITH 600 STAFF AND WE HAVE MORE THAN QUADRUPLED THAT NUMBER IN THE LAST 20 YEARS.

Our organisation simply wouldn't exist without our wonderful staff and volunteers. Whether you encounter a domestic, cook, care assistant, nurse, allied health practitioner, coordinator, facility manager, senior manager, volunteer or any one of the other 100 or so positions within Ozcare, you can expect genuine smiles, big hearts, positive attitudes and professionalism.

At Ozcare we all march to the same beat, driven by our purpose to improve the quality of life of the people that we care for and support. Nearly 3,000 staff and 350 volunteers share a sense of camaraderie as we work together to provide better health and wellbeing outcomes to seniors, carers, people living with a disability or health issue, and individuals and families in need.

While the work we do isn't always easy, it is rewarding. To see someone secure a tenancy after experiencing homelessness, to give a carer a much needed break, to watch friendships blossom in our aged care facilities and day respite centres, and to help older people remain living in their own homes longer, makes it all worth it.

As part of our 20th anniversary celebrations, we went out to our staff to find those that have been



with us the longest to find out what it is about working for Ozcare that brings them happiness.

Business Operations Manager Andrina Farlow has been with Ozcare since the beginning.

“There are some things that stay the same in aged care no matter the technological advances and one of those is the quality of the care. At its root, nursing is about looking after people. You have to want to help people, and I find that hasn't changed for me since moving into management roles. In fact, now I have more opportunity to drive change that will help both our staff and clients.

*We have a core group who have known each other for 20 odd years, we've worked together for a long time and understand a lot about each other and the organisation. We still need new people of course, but I think it's the wealth of experience of our long serving staff have that makes Ozcare so special. I've made life-long friends here and for me Ozcare has a family feel to it.”*

Registered Nurse Di Williams has been with Ozanam Villa Clontarf Aged Care Facility since the beginning, and says the team culture and job satisfaction have made her stay.

“I've stayed so long because I simply love it!”  
I get great job satisfaction working with our clients, and my colleagues are fantastic. I am still learning new skills after all these years and I get the support I need.

*The comradery and excellent client care is something that has been here right from the start and really hasn't changed with technology – it just makes it stronger.”*

Right - Staff and volunteers at Ozcare Villa Vincent Aged Care Facility in Townsville.

“OZCARE HAS A  
FAMILY FEEL TO IT”





# Our Services

BACK IN 1996 WHEN WE WERE KNOWN AS ST VINCENT'S COMMUNITY SERVICES WE HAD A SMALL BUT DIVERSE LIST OF SERVICES INCLUDING IN-HOME CARE, RESIDENTIAL AGED CARE, NURSING SERVICES, DRUG & ALCOHOL RECOVERY SERVICES, AND EMERGENCY ACCOMMODATION SUCH AS HOMELESS HOSTELS AND WOMEN'S REFUGES.

Two decades on, we offer all that and much more. Our hugely diverse range of services, the most varied of our competitors, makes Ozcare unique in our service offering.

We recognise that as human beings we are not all made the same; each and every one of us has different strengths and abilities, which is why we offer so many services and get to know our clients, their carers and families so we can tailor their care and support to suit their needs.

Imagine you're 80 years old, female, recently widowed and living with rheumatoid arthritis. You have issues with mobility and struggle to clean your bathroom because you find it difficult to bend down. You get lonely at times and miss your husband terribly. You have family close by, but you don't want to be a burden. You might be wondering how Ozcare can help?

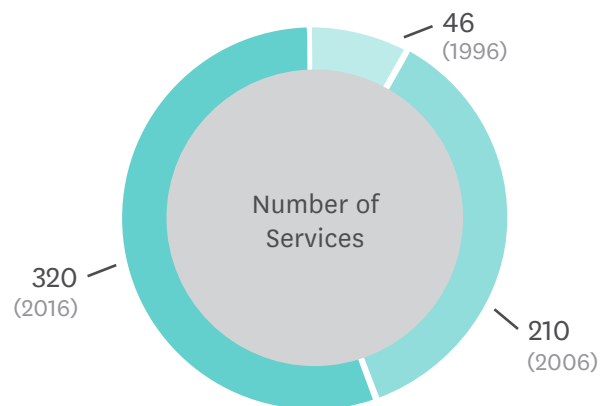
Ozcare can work with you and your family to tailor a care plan. It will provide the required supports while working to improve your independence and help you achieve your goals. You might decide you need:

- An in-home support worker who visits once a week for a couple of hours to assist with housework, with a priority to clean your bathroom;
- A registered nurse to oversee the chronic disease management of your arthritis including assessments, monitoring, pain management and education;
- A physiotherapist to educate you on joint protection strategies, use of assistive devices, and the performance of therapeutic exercises; and,
- You've also decided to attend Ozcare's local

day respite centre once a week to socialise with others and enjoy physical activities, mental stimulation and social outings.

Life moves along, but five years down the track you have a fall and end up in hospital. Your doctor is saying you need round the clock nursing care, your family are not sure how they are going to cope and you are pushed to consider residential aged care.

You're nervous, you don't want to leave your family home, the only home you've known for the past 20 years. Everything you love is in your home, all your treasures and memories... but you're drowning, overwhelmed with guilt, you know your children are worried about you and you start to wonder if you really can keep managing on your own.



Ozcare comes up with a solution; try out their residential respite care service. You temporarily move into one of their aged care facilities to see if you like it.

After three weeks, you return home and think... "That wasn't so bad." You'd started to make friends, the food was delicious, you've discovered a love of Chair Zumba and there's always something to do, an activity to join in on or a bus outing to go on... not to mention the peace of mind knowing there is 24 hour nursing care. You think this could be my next home.

It's not just our aged care services that can be integrated; our disability, health and community support services also work together to facilitate seamless progression along the care continuum, as care and support needs change, services can be altered accordingly.

We offer:

- Aged care – at home, in a day respite centre, retirement village, or an aged care facility
- Disability care – at home or in a day respite centre
- Dementia services - specialist advice as well as care services at home, at a day respite centre, or in a secure wing at our aged care facilities
- Immunisation
- Nursing and allied health – including physiotherapists, occupational therapists, and social workers who come to your home
- Women's refuges and domestic violence services
- Homeless hostels
- Housing services, including the Family Accommodation Program for those at risk of homelessness
- Drug & alcohol residential recovery programs
- Mental health services
- The Bush Connection, a support for farming families in Toowoomba
- Goodna Integrated Family Support

*Clients and staff member from Ozcare Parkwood Gardens Day Respite Centre*

“WE OFFER A HUGELY  
DIVERSE RANGE OF SERVICES”





AGED CARE FACILITIES

IN 1996 WE COMMENCED OUR JOURNEY IN RESIDENTIAL AGED CARE WITH FOUR AGED CARE FACILITIES IN NEW FARM, LABRADOR, BURLEIGH HEADS AND CLONTARF.

Today we offer 10 aged care facilities throughout Queensland where more than 1,300 residents call Ozcare home. Living at Ozcare means residents can get support with daily living and enjoy some extra company.

Ozcare Keith Turnbull Place resident Beryl Findlay said moving into Ozcare was one of the best decisions she has ever made.

*"I have lived here for over 10 years and I think it is a great place to be; the activities, care, food and staff are all wonderful. If I lived on my own I would have no social life and would have to rely on family. Here I can still maintain some independence and have a ball doing it."*

Our residents really do enjoy living at Ozcare. We pride ourselves on treating our residents just like we would our own families, ensuring we also treat the facility as their home.

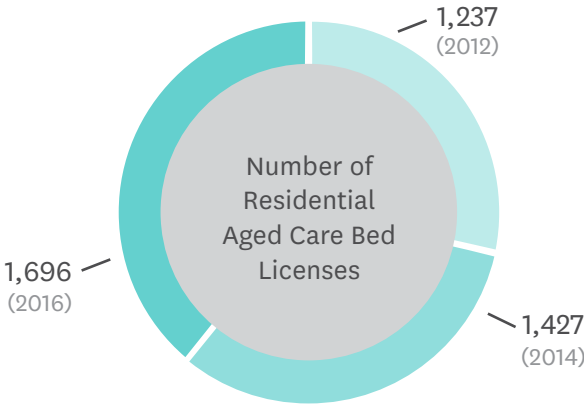
A range of care options are available to suit the individual needs of residents, from help with showering, dressing, medication management and social activities for those who are more independent, to full living assistance

including clinical care, allied health, medication administration, assistance with eating and drinking, continence management and social activities for those who have more complex care requirements.

In addition, most of our facilities offer a special secured wing where staff trained in dementia care provide a supportive, safe environment for people living with dementia.

Our facilities are well appointed, beautifully landscaped and bustling with life. You can find our facilities on the Gold Coast, Brisbane, Sunshine Coast, Townsville and in Far North Queensland.

With our new \$40 million dollar facility in Hervey Bay due for completion mid-2017 and plans underway for facilities in Toowoomba and Mackay, Ozcare's future in residential aged care has never looked better.



*Julie Dodds, diversional therapist, with Archie Donaldson, resident at Ozcare Malanda*

## RETIREMENT VILLAGE

**IN A BOLD STEP FORWARD, OZCARE HAS EXPANDED ITS SERVICE PORTFOLIO WITH THE ACQUISITION OF CURRIMUNDI GARDENS RETIREMENT VILLAGE ON THE SUNSHINE COAST EARLIER THIS YEAR.**

Co-located with Ozcare's Caroline Chisholm Aged Care Facility, the village shares a special relationship with Caroline Chisholm, with many of the facility's amenities and services on offer to village residents.

At Currimundi Gardens retirees are offered a tranquil, independent lifestyle within a small, friendly retirement community. They benefit from peace of mind with 24 hour emergency call systems and staff close at hand.

The 37 units have been uniquely designed to offer privacy while taking advantage of natural breezes and sunlight. Units offer maintenance-free living, set in fully landscaped gardens which include a wide variety of trees, shrubs and lawn.

"ENJOY PEACE OF MIND IN OUR FRIENDLY RETIREMENT COMMUNITY"

The village is safe and secure and just moments away from local medical centres and shops. Vibrant and pet-friendly, residents look out for one another.

Being co-located with Caroline Chisholm means that if care needs change over time, gradually or suddenly, temporarily or for the longer term, we can provide a range of flexible service options which can be readily adapted to individual needs.

This is a great opportunity for Ozcare to learn about operating retirement villages and a very natural fit for our organisation.



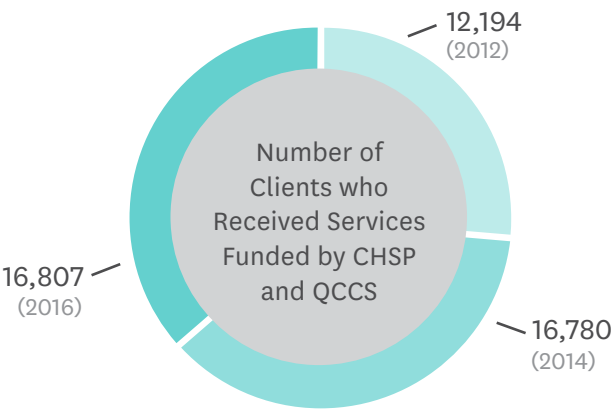
HOME CARE

20 YEARS AGO OUR HOME CARE OFFERING COMPRISED OF HOME CARE PACKAGES AVAILABLE IN BRISBANE, GOLD COAST, SUNSHINE COAST AND CAIRNS. EACH YEAR WE HAVE ADDED NEW SERVICES AND INCREASED THE NUMBER OF PEOPLE WE HELP BY EXTENDING OUR LOCATIONS. WE NOW SERVICE MOST OF QUEENSLAND FROM OVER 20 LOCATIONS AROUND THE STATE.

Many of our clients are similar in one obvious way; they want to live independently in their own home as they age. For most, however, some help with daily tasks is needed to achieve this goal.

That's where Ozcare comes in. We offer a range of services to help with daily tasks at home and in the community. As with all of our services, we encourage our clients to have an active say in their care. We work in partnership with them to develop a care plan that best meets their needs and works towards helping them achieve their goals.

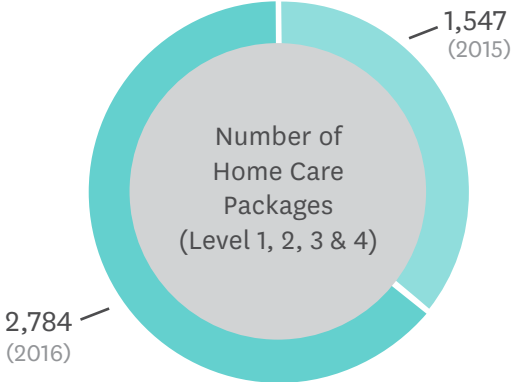
While most of our clients are seniors, our services are open to anyone who finds it difficult to manage on their own, regardless of their age. This includes people living with a disability and other health conditions, and people living with dementia.



CHSP - Commonwealth Home Support Programme (Formerly known as the Home and Community Care (HACC) program) and QCCS - Queensland Community Care Services.

Ozcare Mackay client Nancy O'Hara said she can't thank Ozcare enough.

*"They have helped me stay in my home and all the staff are just wonderful. We've had a long association with them, with my husband having received services and now me. Anything I need help with, I just call and they are so obliging."*



Our home care services include:

- Personal Care - Assistance with showering, dressing, personal hygiene, grooming and other daily tasks
- Meal Preparation - Help to prepare and/or cook meals that satisfy dietary requirements
- Domestic Assistance - Support to manage general housework
- Transportation - Transport to and from appointments, shops and other social activities
- Social Support - Support to maintain an active social life in and outside your home
- Nursing at Home - Our highly skilled and qualified nurses offer a range of specialised nursing services
- Allied Health at Home - Our multi-disciplinary team of health professionals offer a range of services to help you maintain a healthy lifestyle
- Dementia Services - Our dementia advisors work with people living with dementia and their families to improve independence and choice



- In-home and Overnight Respite Care - We provide emergency or regular assistance in your home, or your care recipient's home, during the day or night
- Veteran's Services- We offer a range of services to veterans and war widows/widowers
- Home Care Packages-There are four levels of home care packages which can give you the care and services you need:
  - o Level 1 supports people with basic care needs
  - o Level 2 supports people with low-level care needs

“WE SUPPORT PEOPLE TO  
LIVE AT HOME INDEPENDENTLY”

- o Level 3 supports people with intermediate care needs
- o Level 4 supports people with high-level care needs.

*Bronwyn Ffrench, care assistant, Ozcare - Brisbane North with Ann Heit, client.*



## NURSING & HEALTH

OZCARE HAS ALWAYS HAD A STRONG PRESENCE IN COMMUNITY NURSING AND 20 YEARS AGO SERVICES OPERATED FROM BRISBANE, BUNDABERG, CENTRAL HIGHLANDS, GOLD COAST, MACKAY, REDCLIFFE, ROCKHAMPTON AND TOOWOOMBA. THE SERVICES PROVIDED BY OUR NURSES HAVE ALWAYS BEEN AS DIVERSE AS THE LOCATIONS IN WHICH THEY WERE DELIVERED.

20 years on, we have expanded our nursing and health services to not only include more regions but to also offer a dementia advisory and support service and a myriad of allied health professionals.

Our team of nurses, dementia specialists and allied health professionals offer a wide range of services to support a variety of health conditions.

Registered Nurse Colleen Cooper has been with Ozcare since 1999.

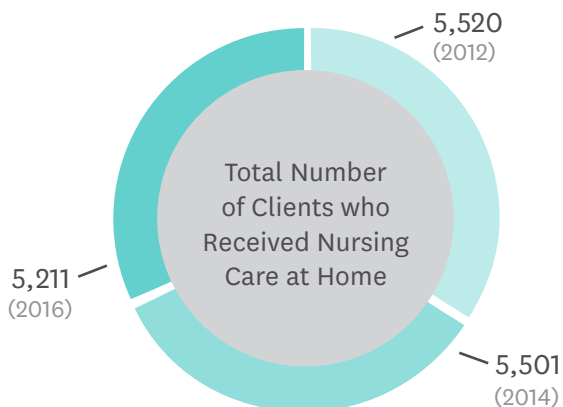
“ I enjoy making a difference in our clients’ lives, I know I’m helping them to stay at home, where they are happiest, for as long as possible. I get a lot of satisfaction from seeing my clients regain their independence, their confidence, and even their self-respect.”

### IMMUNISATION SERVICES

For the past 15 years Ozcare has provided immunisation services to Queensland workplaces and schools, protecting employees, students and businesses against a variety of illnesses and the latest flu strains.

### NURSING

Our highly skilled and qualified nurses deliver a range of specialised nursing services including diabetes management, continence management, palliative care, medication management, chronic disease management, wound management and stoma care and health outreach services.

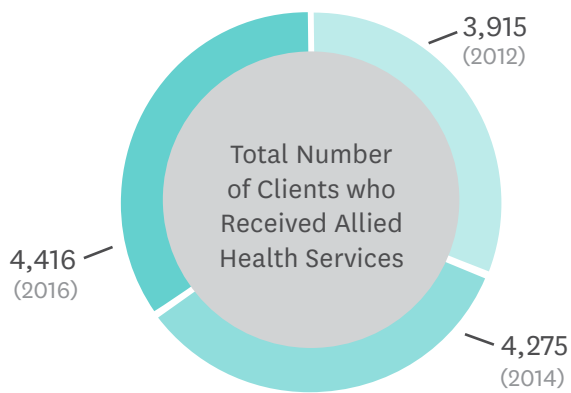


68,428  
NUMBER OF  
IMMUNISATIONS ADMINISTERED

### ALLIED HEALTH

Our multi-disciplinary team of physiotherapists, occupational therapists, dietitians, social workers, exercise physiologists and podiatrists help clients to improve and maintain their health and wellbeing.



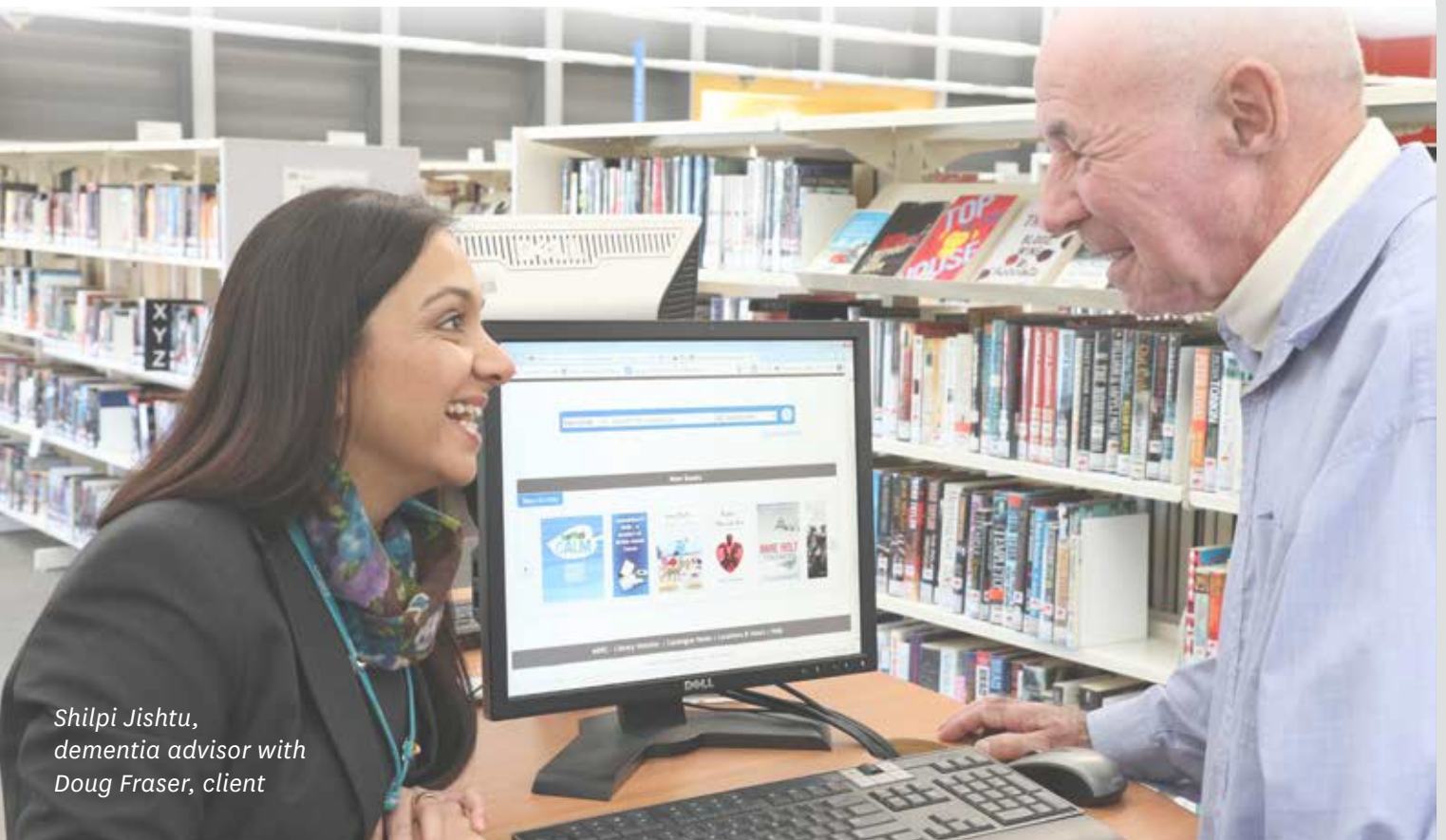
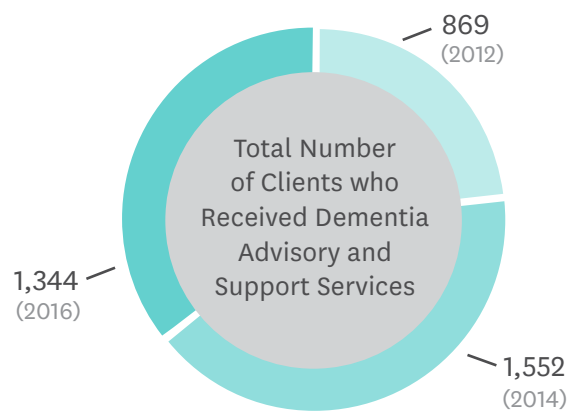


### DEMENTIA ADVISORY & SUPPORT SERVICE

Our specially trained dementia advisors work in consultation with people living with dementia and their families to develop knowledge and skills about dementia and to provide support with the changes being experienced.

Dementia Advisor Sue Radecker said the service aims to help people stay at home longer, delaying entry into an aged care facility, which is often the goal of the client and carer.

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



*Shilpi Jishtu, dementia advisor with Doug Fraser, client*

## RESPIRE CARE

IN 1996, YOU COULD FIND OZCARE DAY RESPITE CENTRES IN ASHMORE, BURLEIGH HEADS AND CLONTARF AND TOOWOOMBA. IT HAS ALWAYS BEEN IMPORTANT TO OZCARE TO HELP CARERS TAKE A BREAK. TODAY, WE'VE MADE IT EVEN EASIER FOR CARERS TO TAKE TIME OUT BY EXPANDING OUR DAY RESPITE CENTRES AND OFFERING A VARIETY OF RESPITE CARE OPTIONS.

We can help by providing respite care for a few hours at home, a full day out of the house, or a temporary stay in one of our aged care facilities. Our services are flexible and designed to cater for whatever you need.

Brenda Williams, client at our day respite centre in Clontarf (Brisbane) speaks about her experience:

“ Life was lonely; losing all of my friends had made me lose the ability to socialise. I have made many friends since attending day respite and it brings back good memories of what I used to do, and thought I could no longer do, until the staff at Ozcare helped me realise that I still had the ability.”

We offer:

### RESIDENTIAL RESPITE CARE

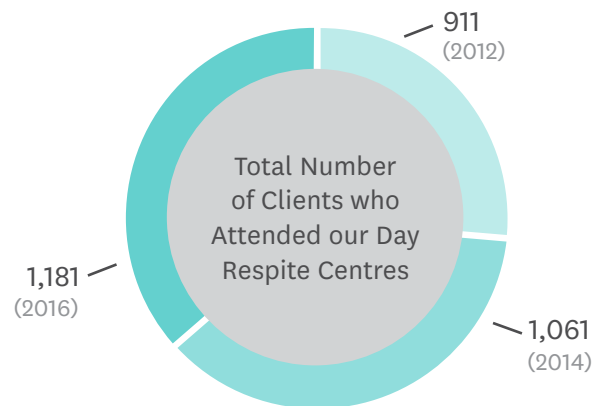
We offer temporary day and night respite accommodation at all of our ten aged care facilities throughout Queensland.

12,040

NUMBER OF RESPITE DAYS  
WE PROVIDED IN OUR AGED  
CARE FACILITIES

### DAY RESPITE CENTRES

Our eight day respite centres provide care during business hours for older people, adults with a disability and those in the community who feel isolated or lonely. Our supportive, friendly centres provide care, meals, transport and activities.



### IN-HOME AND OVERNIGHT RESPITE CARE

We provide emergency or regular assistance in the carer or care recipient's home during the day or night. Our respite care services can also include cooking and meal preparation, social activities, domestic assistance, outings, transport and personal care.

### DEMENTIA RESPITE CARE

We provide support for working carers or carers who would like to rediscover paid or voluntary work or further their studies. Our day respite centres in Burleigh Heads (Gold Coast), Clontarf (Brisbane) and Townsville provide a respite service that offers positive experiences for a person living with dementia.

## DISABILITY SERVICES

AS A DISABILITY SERVICE PROVIDER FOR THE PAST 20 YEARS, OZCARE HAS MATURED ITS APPROACH TO CARE. WE FOCUS ON A PERSON'S ABILITY AND STRENGTHS, RATHER THAN THINGS THEY AREN'T ABLE TO DO. USING THESE AS A BASE, WE FIND WAYS TO MAINTAIN OR INCREASE THEIR INDEPENDENCE AND ACHIEVE THEIR HEALTH AND WELLBEING GOALS.

Since our inception we have provided home care services through Queensland Community Care Services to people under 65 years who have a disability or other condition that restricts their ability to carry out everyday activities.

In 1999 we commenced the Ipswich Community Access Disability Project. Following its success, 2002 saw the start of our Community Linking Program in Ipswich and in 2004 we launched our MOZART Program, a recreational service for people with a disability in Ipswich.

In addition, we are now a registered National Disability Insurance Scheme (NDIS) provider and we provide supports in all 15 support categories offered by the NDIS.

Garry Best, a client at our day respite centre in townsville is an excellent example of how to achieve your goals using your strengths.

Not only can Garry do a mean moon walk, he is also skilled at lifting people's spirits and helping out those who are having difficulties. His warm and welcoming nature means he is often asked by staff to help mentor new clients.

This is a great leadership role for Garry that he can do autonomously, and also gives our new clients a great introduction to our centre.

*"I have lots of good friends here who I like seeing. I also enjoy all of the different activities on offer and I get to do lots of dancing."*

146

**NUMBER OF CLIENTS WHO  
ATTEND OUR DISABILITY  
SERVICES IN IPSWICH**



*Garry Best, client at our day respite centre in Townsville*



## COMMUNITY SUPPORT SERVICES

OUR ORIGINS ARE HEAVILY EMBEDDED IN HELPING PEOPLE IN NEED SO IT WILL COME AS NO SURPRISE THAT OZCARE BEGAN WITH A STRONG COMMUNITY SUPPORT SERVICE OFFERING.

We started with eight homeless men's hostels, five women's refuges, three alcohol and drug rehabilitation centres, two emergency family accommodation programs and a community corrections centre. We embarked on a mission to provide quality support services to those most at risk in our community to help them turn their lives around.

Over the past 20 years we have stayed true to our origins and built on our community support offering. Not only have we maintained and expanded these services, we have also heavily entrenched them with an individual case management approach. This means we not only

put a roof over someone's head in a crisis, we also work with them to help them get back on their feet by putting the necessary supports in place to enable them to achieve their goals.

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

“OUR STAFF WORK ALONGSIDE CLIENTS TO SUPPORT THEM EVERY STEP OF THE WAY TO ACHIEVE PERSONAL GOALS.”

*Clients at our homeless men's hostel in South Brisbane*



We offer:

## HOMELESS & HOUSING SERVICES

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- **Homeless Hostels**  
Accommodation and support for homeless men over 18 years old in Bundaberg, Cairns, Mackay, Mount Isa, Rockhampton, South Brisbane, Toowoomba and Townsville
- **Family Accommodation Program**  
Houses/ apartments for families who are homeless in Cairns, Dalby, Gold Coast, Ipswich and Toowoomba
- **Maria House**  
Four units and one house for crisis accommodation for women and their children in Townsville who are homeless
- **Accommodation for Homeless Singles and Couples**  
Accommodation and support for homeless singles and couples in Ipswich to find permanent accommodation
- **Assistance with Care and Housing**  
Help for older people who are homeless or at risk of homelessness to find housing
- **Homestay Program**  
Support to help people maintain their tenancy in Cairns, Rockhampton, Gladstone, Bioela and Moura
- **Family Accommodation Program – Housing Support**  
Support for families on the Gold Coast at risk of homelessness to establish a successful tenancy
- **Homeless Outreach & Resident Support Programs**  
Support for seniors and people living with a disability who are homeless, at risk of homelessness or living in shared accommodation to access a range of health and community care services in Cairns, Gold Coast, Ipswich, Toowoomba and Townsville

2453

NUMBER OF PEOPLE  
WE SUPPORTED IN OUR  
HOMELESS MEN'S HOSTELS  
AND WOMEN'S SHELTER

577

NUMBER OF PEOPLE WE  
SUPPORTED IN OUR FAMILY  
ACCOMMODATION SERVICES

## WOMEN'S REFUGES

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Five refuges located around Queensland for women and their children escaping domestic and family violence.

602

NUMBER OF WOMEN  
AND CHILDREN WE SUPPORTED  
IN OUR REFUGES



## DRUG & ALCOHOL SERVICES

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- **Illicit Drug & Alcohol Detox Centre**  
Live-in detox centre in South Brisbane for men over 18 years who are homeless or at risk of homelessness and who want help to stop using drugs and alcohol
- **Drug & Alcohol Residential Recovery Service**  
Our six residential services in Brisbane, Ipswich, Cairns, Mackay and Townsville offer a structured program to help individuals recover from the effects of addiction to drugs and alcohol

346

**NUMBER OF INDIVIDUALS  
WE SUPPORTED IN OUR  
RESIDENTIAL DRUG AND ALCOHOL  
RECOVERY SERVICES**

## MENTAL HEALTH SERVICES

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- **Mental Health Recovery**  
Support for people over 16 years old living with a mental health condition on the Gold Coast, Mackay, Sunshine Coast and Townsville to journey on the path to recovery
- **Resident Recovery**  
Help for individuals living in a boarding house or hostel in Toowoomba and having trouble with their mental health recovery

## INDIGENOUS SERVICES

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Help for Indigenous Australian families to be safe and healthy with a range of aged care, disability, health and community support services.

## GOODNA INTEGRATED FAMILY SUPPORT PROGRAM

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Early intervention support to families with children that attend the Goodna State Schools, Goodna Pre-School or Goodna Special School.

## THE BUSH CONNECTION

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Assistance for those in the Toowoomba area who are finding it difficult to maintain their farm or manage their finances.



# *Celebrating Our Clients*





*“Some people make the world special just by being in it.”*



*Clients from Ozcare  
Day Respite Centre  
- Burleigh Heads*

*Happiness*

# Graeme Hockey

A JACK OF ALL TRADES, GRAEME HOCKEY HAS SPENT THE LAST 60 YEARS WILLING TO GIVE ANYTHING A GO. HE'S DRIVEN SEMI-TRAILERS, SPENT TIME COOKING IN HOTELS AND RESTAURANTS, TRIED HIS HAND AT FISHING AND HE EVEN GROWS HIS OWN HERBS AND SPICES.

*"I've been on my own since I was 13. I have three children and was sick in hospital in South Australia when a mate offered for me to come and live with him in Townsville. Unfortunately I took a fall and ended up living at Cockatoo Lodge,"* said Graeme.

Cockatoo Lodge is a supported accommodation share house for men in Townsville. Through this service Graeme was linked with Ozcare's Resident Support Program.

*"It gives me things to do,"* said Graeme.

*"They help me get to doctor appointments and go shopping. They found out I love to cook and have been assisting me to attend a five week cooking course with Jamie Oliver's Ministry of Food."*

Support Worker Rachel Garlando said while Graeme is not in the best of health, it is great to see him smiling again.

*"I think it's great to see how Graeme gets motivated – it's a real upper when you've got something to look forward to,"* said Rachel.

*"Graeme is a very good cook and very dedicated, when he does something he gives it 100%. It's a good day when I drop him home and he has a big smile on his face."*

Graeme agrees: *"Without Ozcare I wouldn't be here now – I'd have done myself in."*

Getting out and about is not only improving Graeme's state of mind but also his mobility. *"At the moment it's my hobbies that keep me positive and keep me here. I feel happy just waking up each morning because I have things to look forward to."*

Graeme discovered the art of cooking when he left home at the tender age of 13 and it was a matter of learn how to cook and feed himself, or go hungry. *"I enjoy working with knives, and my hands. Thinking about what goes with what and the different flavours that go together,"* said Graeme.

*"It also makes me feel good to see others enjoy my food."*

Graeme is very particular about growing his own herbs and spices to add to his cooking. *"I like growing things you can eat – things you can cook with,"* said Graeme.

*"Food always tastes better when made from fresh ingredients."*

Rachel said others can learn a lot from Graeme. *"Get up and give things a go, even if you don't think you can do it."*

Graeme chimes in: *"Just do something!"*







# Chay Jeffrey

IMAGINE CREATING SOMETHING SO AMAZING THAT YOU HAD TO CONVINCING YOUR FAMILY AND FRIENDS THAT IT REALLY WAS YOU THAT DID IT.

Living with muscular dystrophy can't be easy but Chay Jeffrey, respite care client, refuses to let it hold him back.

*"I focus on what I can do rather than what I can't do,"* said Chay.

At 36 years old, Chay discovered craft five years ago with his carer Mandy.

*"I was referred to Ozcare after coming home from hospital, Mandy began coming weekly and that's when the good times started,"* said Chay.

*"We had to find something to do,"* said Mandy.

*"I saw that Chay liked making things so we began doing craft together. We started with a shield and a castle and we kept going from there."*

Five years on, Chay's room is a shrine to the vast collection of projects he and Mandy have completed.

Walking into Chay's room is like entering a wonderland with every child's favourite toy on display. From pirate ships and coastguard boats, to an island complete with a swing bridge and canons, every emergency service vehicle you can think of and a huge castle lovingly finished with a drawbridge and turrets.

The most unbelievable thing about Chay's creations is that, not only is everything created

from scratch, *"no kits allowed here"*, he also refuses to use glue and paint, favouring every type of sticky tape he can get his hands on.

Mandy said Chay is incredible.

*"He does all the research for what we are going to make when I am not here,"* said Mandy.

*"I've never been into craft before so it is very challenging, Chay keeps me on my toes."*

Chay said he and Mandy make a great team.

*"I'm the ideas person and Mandy is here to help me make it a reality."*

*"My friends ask what we've been doing and they're gobsmacked when I show them our creations. I have to convince them I did it – they don't believe it."*

Mandy said others can learn a lot from Chay.

*"He is lots of fun and a pleasure to come to. His wonderful sense of humour keeps him positive. He is keen to learn and never gives up,"* said Mandy.

Mandy has even taught Chay to sew and plait.

*"He needed these skills to do all the rigging on the ships,"* said Mandy.

*"I push Chay to his limit; our motto is 'yes you can!'"*







# Milena Kovacevic

**“YOU’RE NEVER TOO OLD TO LEARN” AS THE OLD ADAGE GOES, AND MILENA KOVACEVIC, RESIDENT AT OZCARE’S KEITH TURNBULL PLACE AGED CARE FACILITY, IS LIVING PROOF OF THIS. AT 85 YEARS OLD SHE HAS DISCOVERED CROCHETING AND SIMULTANEOUSLY REDISCOVERED HER WILL TO LIVE.**

Born in Serbia, English is Milena’s second language and she finds it difficult to communicate.

*“I find it hard to understand when people talk too quickly,”* said Milena.

*“I am most comfortable here where I can watch TV with subtitles in my room. For a while I got very sick and became seriously depressed. I could find no pleasure in anything in life and for a time I just wanted to end my life.”*

Activities officer Susan Shaw said: *“Milena was feeling very out of place and finding it difficult to connect with others until she discovered crochet.”*

*“We were doing knitting downstairs, so I brought Milena up a pattern book full of crochet things. She gave it a try and made her first piece.”*

Milena said it was like a light bulb went on in her head.

*“I thought to myself I can do this, but I can do it better,”* said Milena.

*“I started to crochet more. I loved it. I started to make my own patterns with any brightly coloured wool I could find and I couldn’t stop. I would sit up till midnight making flowers, cushion covers and baskets.”*

Milena used to have difficulty sleeping due to her depression, now any difficulty sleeping is because she is consumed thinking up new ideas for her next project.

*“I go to bed to sleep and I can see the shapes for the patterns I want to make,”* said Milena.

*“Every time there is something better and more intricate and more colourful – it just keeps going and going.”*

Susan said Milena’s work is amazing.

*“She has mastered a number of crochet techniques in a year and she refuses to use patterns. Her inspiration comes from clothing and the things around her and her imagination just takes off,”* said Susan.

*“Milena’s found her purpose. Her health has improved, her sleeping has improved... it’s why we are here really, if you can influence or change one person’s experience, even if only for half an hour, it makes it all worthwhile... it has been amazing to see Milena go from so sad to so happy.”*

Milena said finding crochet has given her a new lease on life.

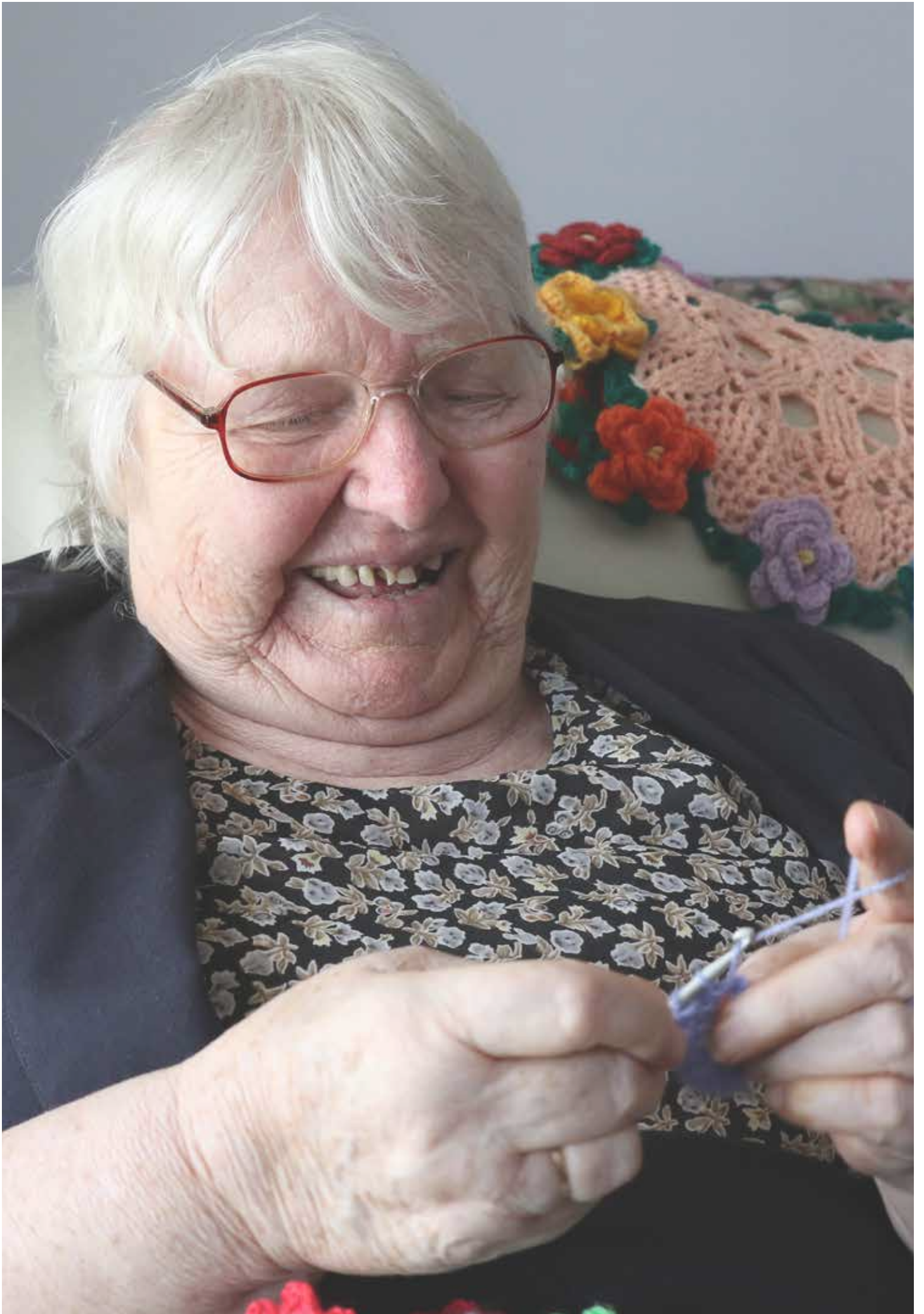
*“When I was depressed everything tasted bad, now I’m happy everything tastes better,”* said Milena.

*“I used to bite my nails, now I’m growing them. Other residents come to see my work, they talk to me about it and I feel that they like and respect me now.”*

*“I never knew that doing a craft could bring me so much happiness. Crocheting has saved my life!”*







# Brian Benson

WE ARE LUCKY ENOUGH TO HAVE A RENOWNED FILM MAKER AMONGST OUR WONDERFUL RESIDENTS LIVING AT OZCARE OZANAM VILLA AGED CARE FACILITY IN CLONTARF. BRIAN BENSON, 76 YEARS OLD, DISCOVERED HIS LOVE OF MOTION PICTURES WHEN HE WAS JUST SIX YEARS OLD.

*"I trained as a primary teacher but I made my first movie in Scotland called 'The Call of Lourdes.'"*

As director of photography, Brian won awards for The Call of Lourdes, which was an account of the pilgrimage to Lourdes, France, where in 1858 a young peasant girl named Bernadette Soubirous saw visions of the Virgin Mary.

Brian went on to enjoy a lifetime making movies with 35 documentaries to his name and one movie length feature film.

*"It was a major personal ambition to make a feature film and I've only ever made one,"* said Brian.

'Deluge: the true story of the Great Brisbane Flood of 1893' was created in the mid-1990s and Brian admits it was challenging.

*"It's a big process to make any sort of film and Deluge in particular was especially challenging,"* said Brian.

*"It was difficult to make one of the biggest floods in Queensland's history look realistic, especially given it took place 100 years earlier."*

Brian's fascination with film making at such a young age was partly due to the way the life was back then. *"When I started making movies it was the only way you could see the world,"* said Brian.

*"It wasn't as easy to travel then as it is now, so you saw the world on the movie screen. The challenge was always to present another part of the world in an interesting way. It's like writing a book, you have to capture the audience's attention and hold it."*

Brian shares his secret to the making of a good documentary.

*"It's about having the ability to see the essence of the story and it's always about the people,"* said Brian.

*"People are always interested in people so the more you portray people – that's what gets you interested."*

One of the things Brian enjoys most about living at Ozanam Villa is getting to show his movies to other residents.

*"You can always see the pleasure it brings,"* said Brian.

*"Living at Ozcare and being encouraged to show my films makes me very happy."*

*"I have had so many fortunate things happen in my life; making films when you dream of doing it and the acceptance of the people who watch them has given me a lifetime of happy memories."*







# George Do Rozario

GEORGE'S STORY IS ONE OF RECOVERY. NOW 61 YEARS OLD, GEORGE WAS BORN IN VIETNAM AND MOVED TO BRISBANE WITH HIS PARENTS WHEN HE WAS A YOUNG BOY. 10 YEARS AGO HE MOVED TO TOWNSVILLE.

George was having trouble with his knees and after a double knee operation he knew he just wasn't right. George was taken into a mental health ward and diagnosed as bi-polar, sadly George's mental disorder was triggered by the drugs from his knee operation.

At this point George got involved with our Resident Support Program (RSP) in Townsville. They helped him get to his hospital and doctor appointments. They also identified a need for George to have a social connection and recommended our day respite centre program.

*"I've been coming here for a couple of years now,"* said George.

*"It gets me out of the house and gives me a break from my own company, otherwise all I would be doing is gardening and you can't do that all the time."*

Day Respite Centre Coordinator Catherine Russo said George has a very gentle and welcoming presence. *"George used to be quite shy; it has been wonderful to see him open up,"* said Catherine.

*"The centre has given him connections; he has built up friendships here. George is now more relaxed and accepting of compliments. He has a real sense of belonging and feels valued and appreciated by the group."*

George also brings a lot to the centre with his generous spirit and gardening experience.

*"George has a wonderful talent – if a green thumb exists then George has two,"* said Catherine.

*"He brings in the roses and flowers he grows to sit on our tables for clients' enjoyment. The aroma of George's flowers is just beautiful."*

George said he just likes to make things grow.

*"I'll spend \$60 on seeds – it doesn't worry me. I just like to put them in the ground and see them grow,"* said George.

*"To make things grow you have to water – I love watering, I really do. If I had a big oval and had a choice between sprinklers or a hand hose I would hose... It makes me feel like I'm a God."*

George's favourite plant to grow is roses.

*"I started with one and now I have 12,"* said George.

*"I grow lots of wonderful things: capsicum, ginger, climbing beans, tomatoes, eggplant, cucumbers, paw paw, passionfruit, dragonfruit... I've started to take over next door's garden."*

Catherine thinks others have a lot to learn from George.

*"George's recovery process is amazing. He's set a goal and he's achieved it. His ability to share his gardening skills and expand his knowledge is awesome!"*







PAINTER

# June Eglin

IT IS VERY INSPIRING TO MEET ONE WOMAN WITH SO MANY TALENTS AND AT THE SAME TIME IT'S HARD NOT TO FEEL JUST A LITTLE BIT ENVIOUS. MEET JUNE EGLIN, AN ACCOMPLISHED ARTIST, BAKER, CAKE DECORATOR, DRESSMAKER, GRANDMA, MUM, FRIEND AND VALUED OZCARE CLIENT.

June, aged 85, can only be described as a talented social butterfly. June lives on her own in a retirement community, to which she downsized after her beloved husband passed away more than 16 years ago, which she says "feels like only yesterday," but June is determined not to let her grief hold her back.

*"There's always something to do,"* said June. *"You can't sit on the sidelines and watch life pass by, and I have a lot of interests."*

It's true; June does have a lot of interests and perhaps most obvious is her collection of fabulous paintings on display in her home.

*"I started painting 25 years ago. We'd just moved to Beachmere and I saw a painting on a t-shirt and I thought perhaps I'd like to do that. So I joined an oil painting class and I loved it,"* said June.

*"I enjoy getting lost in my paintings and going off into another little world."*

June's house is a homage to her paintings, with her creations proudly on display, but don't be fooled - June is no amateur painter, she has appeared in a number of art shows and sold many of her paintings over the years.

*"I do paint good horses,"* June says humbly.

*"I'd have loved to have ridden one but I never had the opportunity. Of all my paintings my favourite is the one I did of Makybe Diva - if you get their eyes right you've got it."*

Not only is June a gifted artist who has experimented with oils, watercolours, acrylics and pencils, she also has a history of making intricately beautiful cakes for her family and friends for special occasions such as weddings, christenings and birthdays.

June happily shows us photos of the cakes she has made. These are no ordinary cakes, these are works of art that took June weeks to decorate with handmade flowers and embellishments.

*"I started cake decorating when my daughter turned 18,"* said June.

*"I couldn't find anything I liked so I decided to make her cake - I have always loved cooking."*

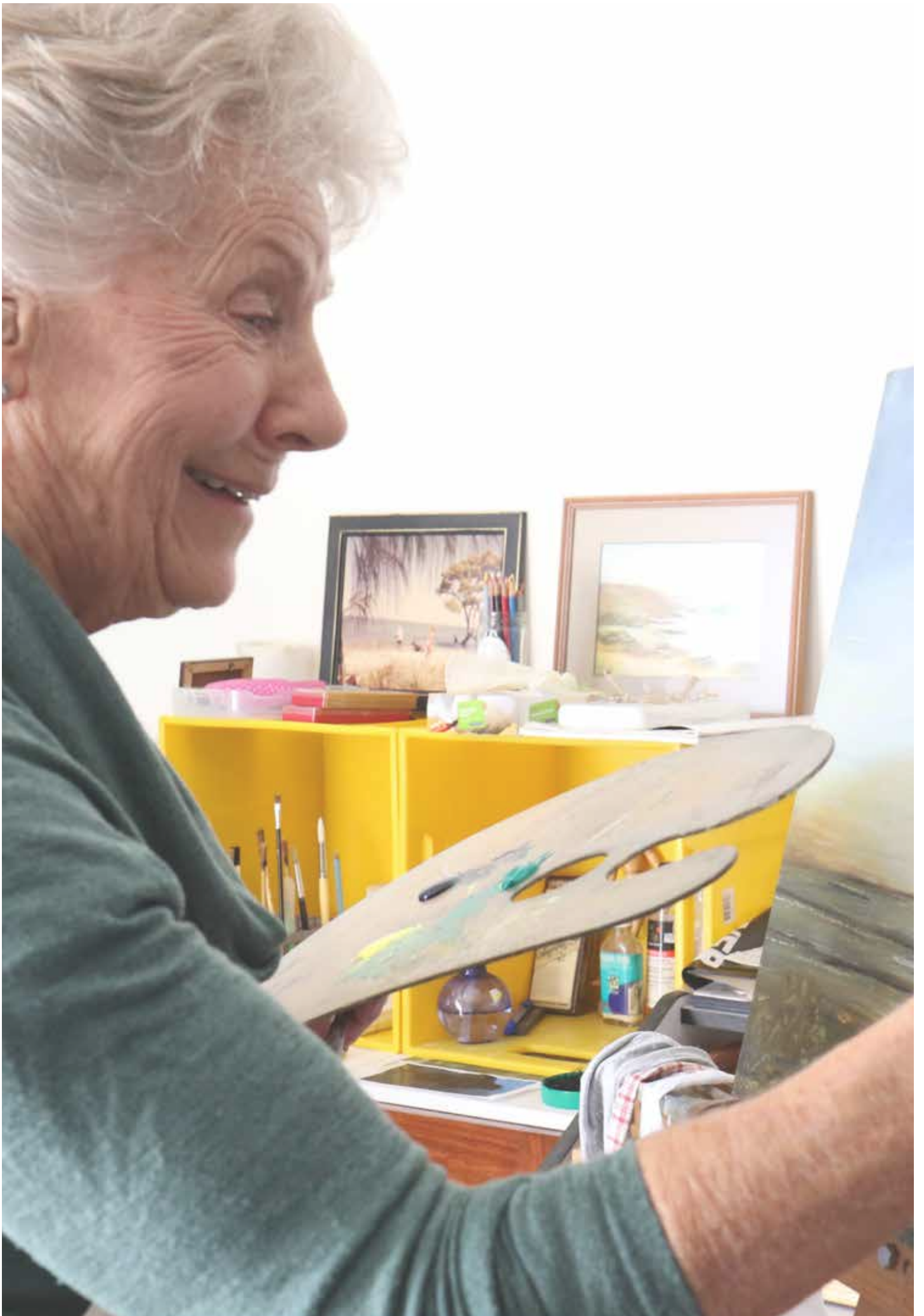
Not only exceptionally talented, June is one awfully busy lady, she walks 2.5km every day and her week fills up with art classes on Mondays, line dancing on Tuesdays, Ozcare visits on Wednesdays to help around the house, more art classes on Thursday, with Fridays free for errands and catching up with friends and family.

June's happy to share her secret to happiness with us.

*"If you feel lousy, go and put your makeup on and get dressed up, you'll instantly feel better."*







# Judy Mountford

PROVING AGE IS NO BARRIER TO GLITZ AND GLAMOUR, JUDY MOUNTFORD, AGED 83, OOZES STYLE AND SOPHISTICATION AS SHE GREETUS AT THE DOOR. WITH A FACE EXPERTLY MADE UP, JUDY IS DAZZLING IN A BLACK FLOOR LENGTH STRAPPY DRESS, FUR STOLE, SPARKLY JEWELS AND HIGH HEELS.

You just get that feeling that Judy is someone important, she exudes charisma and carries herself with grace. A true beauty, you won't be surprised to learn Judy was a semi-professional singer in her younger years.

Related to Dan Ewing from Home and Away, Judy said she is from a talented family. *"Acting, singing, inventing, poets, there are many talented people in my family,"* said Judy.

*"My half Italian dad was an engineer who had a great love of jazz music and played the double bass, and my mum and sister enjoyed singing, my grandmother was also a classic pianist who was concert material, I definitely come from a very musical family."*

Judy tells us she was always into singing. *"It's all I ever really wanted to do,"* said Judy. *"I have sang with the ABC orchestra and on lots of radio shows."*

Judy was honoured to sing alongside famous pianist and composer Graeme Bell and other big names such as Les Welch, Bill Newman and Jimmy Parkinson however Judy wasn't inclined to take her singing career further.

*"It was very hard to break into show biz,"* said Judy. *"I also didn't have the ambition to be a big star, it was a bit selfish but I just enjoyed singing for me."*

Ingrid Sherwood, in-home support worker, has been providing home care to Judy and her husband Harvey for the last five years and is a lover of singing herself. *"Judy is a wonderful singer, she knows a lot about singing,"* said Ingrid.

*"Judy is the type of lady that walks into a room and people turn and look. She is quiet and unassuming but very talented."*

Judy was singing on the radio at 14 years old, yet admits it has been awhile since she last sang. *"It was at my granddaughter's wedding last year. She asked me 'Nana would you join me on stage?' It was a tribute song to her husband, 'The Rainbow Connection,'"* said Judy.

*"I was so nervous, I opened my mouth and I thought nothing would come out but it did, it was a wondrous experience."*

Harvey said it was like the years just fell away. *"She was unbelievable, she sang like she was in her 30s."*

Judy said singing brings her so much happiness. *"I think I just go into another zone and I don't think about anything else,"* said Judy. *"It can bring me to tears; it's cathartic."*

While she doesn't sing often anymore, Judy said listening to music always lifts her spirits. *"When I'm having the heavies, we just put on music, mostly jazz like Frank Sinatra, Ella Fitzgerald and Tony Bennett"* said Judy.

*"When I wake up in the morning I think, at least I woke up today. I love my family and music. I'm not sad but I'd like to be able to still sing but very occasionally a voice will still come out."*







# Bronwyn McDonald

BRONWYN MCDONALD, CLIENT OF OUR MENTAL HEALTH PROGRAM IN MACKAY, OPENLY ADMITS SHE HAS A MENTAL ILLNESS AND USED TO SUFFER FROM SEVERE AGORAPHOBIA. BRONWYN WOULD GO TO GREAT LENGTHS TO AVOID SITUATIONS WHICH MADE HER FEEL ANXIOUS WHICH ULTIMATELY MEANT SHE WAS UNABLE TO LEAVE HER HOME; HER SAFE PLACE.

As a result of her illness Bronwyn's personal hygiene suffered. She would go for days on end without showering and at her lowest used a bucket to go to the toilet. It wasn't until Bronwyn ended up in a mental health unit in Mackay that she was referred to Ozcare.

*"I go out with Ozcare twice a week for socialisation and the change in my agoraphobia has been dramatic,"* said Bronwyn.

Bronwyn now attends yoga and cooking classes and she has even brought herself two pet guinea pigs to love and care for.

*"Ozcare have challenged me to leave my home and regain my independence,"* said Bronwyn.

*"The other day I went to a public toilet on my own – this was a huge accomplishment for me. My guinea pigs have helped me too. They need food so I have to go to the pet shop to buy it, they also need clean beds which means I have to go outside."*

Coordinator Liz Bates said her service couldn't have helped if Bronwyn was resistant.

*"Bronwyn's strength and determination is incredible, she's stood up independently and it is amazing to see where she has come from to where she is now,"* said Liz.

*"Bronwyn needed someone to walk with her. Our job is to support Bronwyn to take a little step, then another little step. The first step was to have a shower and with this there was ongoing discussion and education. Then we linked her with activities she was interested in like the yoga and cooking. It is all about expanding Bronwyn's horizons."*

*"I have more confidence and I have lost my paranoia since getting my own self-worth back. I feel really well – I feel like me again,"* said Bronwyn.

Liz said it has been a privilege to work with Bronwyn. *"We don't look at the diagnosis we look at the person and we talk to the person and find out what the person likes and does. In getting to know Bronwyn we discovered a very intelligent woman, her writing skills are magic, her composing and diction works seamlessly together to make colourful stories."*

Bronwyn has written for many publications including 'That's Life', 'New Idea' and 'Take Five,' has published a book, and also written hundreds of short stories.

*"I haven't written since I got sick, which is a terrible loss but I'm getting itchy fingers,"* said Bronwyn.

*"Ozcare helped me print my short stories and hand them out during mental health week last year. They were a hit and this improved my self-esteem to no end. Writing is a form of escapism for me – you can become whoever you want or be as strong as you want and this is a terrific feeling."*

*"I'm very proud of myself, I couldn't have done it without Ozcare."*









# Katherine Te Hira

**“HI, MY NAME’S KATE, I’M 36 YEARS OLD, A MOTHER OF THREE AND A FUNCTIONING ALCOHOLIC.”**

Straight to the point, Kate doesn’t mince words as she talks to us about how she came to need the support of Ozcare’s Drug and Alcohol Residential Recovery Service in Mackay.

Well-presented, intelligent and confident, Kate doesn’t seem like the sort of person you would expect to come across in a rehabilitation service. *“Alcohol and drug abuse doesn’t discriminate, it doesn’t matter how high up the ladder you get, people from all walks of life can turn to drugs and alcohol,”* said Kate.

*“I had a history of domestic violence in my personal relationships and I turned to drinking in times of stress. I don’t do things by halves, I was good at my job and I was good at drinking.”*

After years of living with her drinking problem, Kate reached a point where she realised she needed help.

*“I’m a mother, I didn’t drink during pregnancy but I couldn’t go on like this,”* said Kate.

*“I find it hard to talk to my family, they don’t understand but my brothers encouraged me to get help so here I am.”*

Kate had her last drink on 12 March 2016 and the very next day she rang Ozcare. After being put on the waitlist for one of our nine beds in Mackay, Kate attended AA religiously and was offered a place on 26 April.

*“It was frustrating like nobody’s business, I just wanted to hurry up and get fixed but there was no*

*bed for me. I even rang the hospital but they don’t take drunks,”* said Kate.

Kate admits it took her awhile to settle in.

*“I didn’t want to be here, I kept thinking it’s not for me,”* said Kate.

*“It’s daunting to think you are going to be here for 12 weeks living with eight strangers.”*

Coordinator Sharon Toyne said it’s a big ask for anyone to do rehab.

*“By the time they get here they’ve been through a long thought process. They have to give up work, houses, jobs, family and sometimes they arrive with only what they’re wearing,”* said Sharon.

*“They have to work really hard on themselves in here. They have to change how they think about what they do. This is not the beginning or the end of their journey, it’s a reprieve for them to gather the strength and emotional ability they need to deal with their problem; it’s a space for them to stabilise.”*

For Kate, what has resonated the most is the mindfulness sessions.

*“Being able to focus on my breathing, to quieten my brain, helps me to not overthink things. It’s about understanding and naming my emotions and being able to recognise how I am feeling; it’s about being in the moment.”*

Kate said it has also made decision-making easier.

*“I’ve made the decision to stay by myself in Mackay, and get my kids back, and with Ozcare’s support I have the self-confidence to be able to do it. I have learnt that I can bring happiness to myself by being able to love myself and by being kind and then this spreads to other people.”*





# Board of Directors

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## RON SULLIVAN

CHAIRMAN

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**Qualifications:** NZCE (C&S), Dip CONC TECH

**Experience:** Board member since 2015. Now retired, Mr Sullivan's career as a Civil Engineering Construction Manager spanned 45 years. Member and current State Council Vice President of St Vincent de Paul Society Queensland.

**Special Responsibilities:** Mr Sullivan is a member of the Remuneration Committee and the Strategy Committee.



## JUNE CHANDLER

NON-EXECUTIVE DIRECTOR

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**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.

**Special Responsibilities:** Mrs Chandler is a member of the Strategy Committee.





### **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.

**Special Responsibilities:** Professor Dann is Chair of the Remuneration Committee and a member of the Audit and Finance Committee and the Strategy Committee.



### **PETER DRIVER**

NON-EXECUTIVE DIRECTOR

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**Qualifications:** FCPA, JP (Qual), B. Bus

**Experience:** Board member since 2016. Certified Practising Accountant – partner in a private accounting business in regional Queensland. Over 20 years experience in senior management positions in private and public organisations.

**Special Responsibilities:** Mr Driver is Chairman of the Risk and Governance Committee.



## BISHOP BRIAN FINNIGAN

NON-EXECUTIVE DIRECTOR

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**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.

**Special Responsibilities:** Bishop Finnigan is a member of the Strategy Committee.



## FRED GILLETT

NON-EXECUTIVE DIRECTOR

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**Qualifications:** GIA (Cert)

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

**Special Responsibilities:** Mr Gillett is a member of the Risk and Governance Committee, the Audit and Finance Committee and the Strategy Committee.

## WILLIAM ALLAN

COMPANY SECRETARY

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**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 THOMAS

NON-EXECUTIVE DIRECTOR

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**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.

**Special Responsibilities:** Mr Thomas is Chairman of the Audit and Finance Committee and a member of the Strategy Committee.



### MATTHEW P VANDERBYL

NON-EXECUTIVE DIRECTOR

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**Qualifications:** BA Grad Dip Mgt MBA, GAICD

**Experience:** Board member since 2011. Previously Board member 2000 to 2010. Chief Superintendent, Queensland Police Service. Former Vice President of St Vincent de Paul Society State Council of Queensland.

**Special Responsibilities:** Mr Vanderbyl is a member of the Risk and Governance Committee and the Strategy Committee.

### JOHN LEMON

COMPANY SECRETARY

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**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.



# Leadership Team

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**ANTHONY GODFREY**  
CHIEF EXECUTIVE OFFICER

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**BILL ALLAN**  
EXECUTIVE OFFICER - FINANCE

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**PETER CAMDEN**  
EXECUTIVE OFFICER - OPERATIONS

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**GAVIN WRIGHT**  
EXECUTIVE OFFICER - STRATEGY  
& RESOURCE MANAGEMENT

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**RUSSELL YOUNG**  
EXECUTIVE OFFICER -  
ADMINISTRATIVE SERVICES

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**SARAH CHAPMAN**  
HEAD OF BRAND  
& COMMUNICATIONS

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**DAMIAN FOLEY**  
HEAD OF COMMUNITY CARE

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**LANNA RAMSAY**  
HEAD OF AGED CARE

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**JOEL READING**  
HEAD OF RISK & COMPLIANCE

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**JOHN SCURR**  
HEAD OF INNOVATION  
& TECHNOLOGY

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**BRETT WARHURST**  
HEAD OF PEOPLE & CULTURE

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# Directors' Report

THE BOARD OF DIRECTORS OF OZCARE HAS PLEASURE IN SUBMITTING ITS REPORT FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016.

The information on pages 1 to 48 forms part of the directors' report for the financial year ended 30 June 2016 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:

- Ron Sullivan (Chairman)
- Andrew Weil (resigned 5 September 2016)
- Anthony Godfrey (Chief Executive Officer - resigned 1 September 2016)
- Mel Breen (resigned 28 July 2015)
- June Chandler
- Professor Susan Dann
- Peter Driver (appointed 1 January 2016)
- Bishop Brian Finnigan
- Fred Gillett
- Michael McCabe (Office of director vacated 6 November 2015)
- John Thomas
- 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 43 to 46 of this annual report.

## DIRECTORS' MEETINGS

The number of meetings of the Board of Directors and Board Committees during the year ended 30 June 2016, and attendance by Directors at those meetings were as follows:

Director	Board		Risk & Governance Committee		Audit & Finance Committee		Remuneration Committee		Strategy Committee	
	H	A	H	A	H	A	H	A	H	A
A. Weil	8	8	5	5			3	3	1	1
A. Godfrey	8	8	5	5	1	1				
F. Gillett	8	8	5	5	1	1			1	1
M. McCabe	4	0								
B. Finnigan	8	5							1	1
M. Vanderbyl	8	6	5	3					1	0
J. Chandler	8	7							1	1
S. Dann	8	7			1	1	3	3	1	0
J. Thomas	8	7			1	1			1	1
R. Sullivan	8	7	3	3			3	3	1	1
P. Driver	3	3	2	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.



## PRINCIPAL ACTIVITIES

The principal continuing activity of the company 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.

These services include:

- Residential Aged Care
- Community Care
- Community Nursing
- Community Support Services

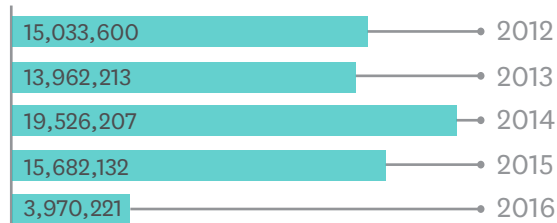
There have been no significant changes in the nature of these activities during the financial year.

## REVIEW OF RESULTS AND OPERATIONS

The 2016 financial year saw an overall pleasing operational and financial performance by the company.

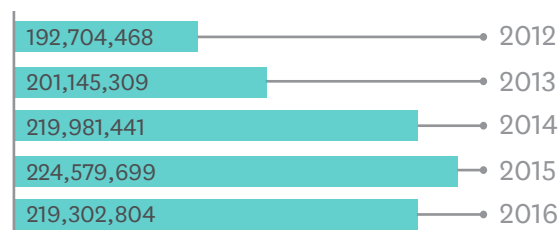
### PROFIT FOR THE YEAR

Profit for the company for the 2016 financial year was \$3,970,221 compared with \$15,682,132 for 2015. This is a decrease from the previous financial year and is the result of changes in funding models resulting in an increase in the costs of providing these services.



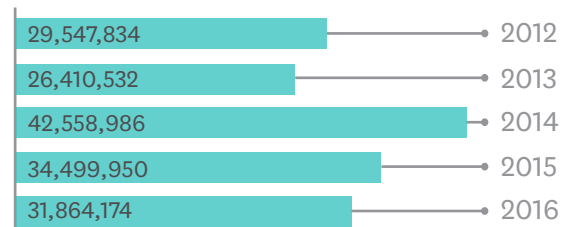
### REVENUE

Revenue for the company for the 2016 financial year was \$219,302,804 compared with \$224,579,699 for 2015, an decrease of 2%.



### OPERATING CASH FLOWS

Operating cash flows for the company for the 2016 financial year was \$31,864,174 compared with \$34,499,950 for 2015 a decrease of 7%.



## FINANCIAL POSITION

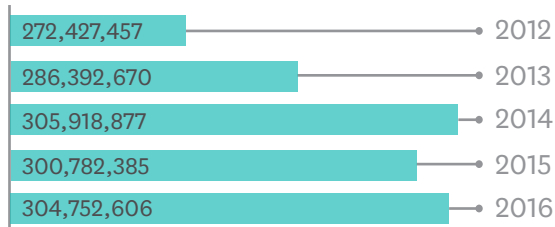
### TOTAL ASSETS

The strength of the company's financial position was further enhanced during the year with total assets at 30 June 2016 of \$432,455,753 compared with \$402,988,534 for 2015.



### NET ASSETS

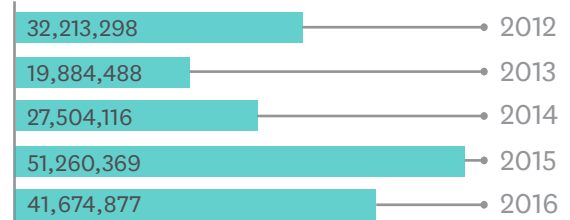
The company is in a very sound financial position with Net Assets totalling \$304,752,606 at 30 June 2016 compared with \$300,782,385 in 2015.



### CAPITAL EXPENDITURE

The company has continued to invest strongly in Capital Expenditure during the year in order to drive future growth and efficiencies. This Capital Expenditure included a significant upgrade to the organisation's IT systems and major building works at existing aged care facilities.

During the year, construction of a new Special Care Unit was completed at Parkwood Gardens and construction of a new aged care facility commenced at Hervey Bay.



### LIABILITIES

Total liabilities at 30 June 2016 were \$127,703,147 compared to \$102,206,149 in 2015. The increase is mainly due to an increase in accomodations bonds held.

## SHORT-TERM AND LONG-TERM OBJECTIVES

The company'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 recognised as a leader in the provision of these services.

The company's long-term objectives are to:

- Be the provider of choice for both clients and other stakeholders;
- 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; and
- Ensuring sustainability through responsible long-term management.

## BUSINESS STRATEGIES

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

- The company strives to attract and retain quality staff to provide the services which will ensure the ongoing success of the company;
- Staff work in partnership with a range of community stakeholders which is evidenced by the company continually receiving new projects and services;
- Investing and maintaining the quality of the company's assets;
- Continual interaction with clients to assess current needs and future trends; and
- The company'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 company 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 and to maintain modern standards of best practice.

The company's aged care division will continue to grow to meet increasing demand for its aged care services. Construction has commenced on a new 150 bed aged care facility in Hervey Bay. Construction of new aged care facilities will commence shortly in Toowoomba and Mackay.

The company 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 company is wound up, the Constitution states that each member is required to contribute a maximum of \$10 each towards meeting any outstanding obligations of the company. At 30 June 2016, the total amount that members of the company are liable to contribute if the company is wound up is \$10.

## AUDITOR'S INDEPENDENCE DECLARATION

A copy of the auditor's independence declaration as required under section 60-40 (1)(a) of the *Australian Charities and Not-for-profit Commission Regulation 2013* is set out on the next page.

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



**Ron Sullivan - Chairman**

Dated this 28th day of October 2016

**AUDITOR'S INDEPENDENCE DECLARATION  
UNDER SECTION 60-40 (1)(a) OF THE  
AUSTRALIAN CHARITIES AND NOT-FOR-  
PROFIT COMMISSION REGULATION 2013  
TO THE DIRECTORS OF OZCARE**

I declare that, to the best of my knowledge and belief,  
during the year ended 30 June 2016 there have been no  
contraventions of any applicable code of professional  
conduct in relation to the audit.



**Morris & Batzloff**  
**Chartered Accountants**

Dated this 28th day of October 2016



**N Hoare**  
**Partner**

## REPORT ON THE FINANCIAL REPORT

We have audited the accompanying financial statements of Ozcare (the registered entity), which comprises the Statement of Financial Position as at 30 June 2016 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 Ozcare 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 *Australian Charities and Not-for-profit Commission Act 2012* 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 company'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 company'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 *Australian Charities and Not-for-profit Commission Act 2012*. We confirm that the independence declaration required by the *Australian Charities and Not-for-profit Commission Act 2012*, 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 *Australian Charities and Not-for-profit Commission Act 2012*, including:

- (i) giving a true and fair view of the company's financial position as at 30 June 2016 and of its performance for the year ended on that date; and
- (ii) complying with Australian Accounting Standards - Reduced Disclosure Requirements and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.



**N Hoare**  
**Partner**



**Morris & Batzloff**  
**Chartered Accountants**

Dated this 28th day of October 2016



## DIRECTORS' DECLARATION

In accordance with a resolution of the directors of Ozcare, the directors of the company declare that:

- (a) there are reasonable grounds to believe that the company is able to pay all of its debts, as and when they become due and payable; and
- (b) the financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profits Commission Regulation 2013*.



**Ron Sullivan - Chairman**

Dated this 28th day of October 2016

STATEMENT OF PROFIT OR LOSS AND  
OTHER COMPREHENSIVE INCOME  
FOR THE YEAR ENDED 30 JUNE 2016

	NOTES	2016 \$	2015 \$
Revenue	2	219,302,804	224,579,699
Employee benefits expense		(155,869,940)	(150,731,313)
Purchased services		(3,525,978)	(2,361,403)
Premises expense		(12,637,369)	(12,517,297)
Motor vehicle expense		(4,564,111)	(5,173,281)
Food services		(6,116,894)	(6,194,117)
Client services		(4,395,616)	(5,704,193)
Depreciation and amortisation expenses		(19,010,132)	(17,213,296)
Loss on disposal of non current assets		-	-
Other expenses		(9,212,543)	(9,002,667)
Profit before income tax	3	3,970,221	15,682,132
Income tax expense	1(a)	-	-
<b>PROFIT FOR THE YEAR</b>		3,970,221	15,682,132
Other comprehensive income		-	-
Net gain on revaluation of non-current assets		-	-
Total comprehensive income for the year		3,970,221	15,682,132
Profit attributable to members of the company		3,970,221	15,682,132
Total comprehensive income attributable to members of the company		3,970,221	15,682,132

The accompanying notes form part of these financial statements.

	NOTES	2016 \$	2015 \$
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	4	66,742,848	58,699,047
Trade and other receivables	6	3,703,720	4,813,283
Financial assets	9	-	11,005,730
Other assets	7	1,096,660	1,182,796
<b>TOTAL CURRENT ASSETS</b>		<b>71,543,228</b>	<b>75,700,856</b>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	8	272,179,174	259,740,507
Financial assets	9	52,882,083	31,695,903
Intangible assets	10	35,851,268	35,851,268
<b>TOTAL NON-CURRENT ASSETS</b>		<b>360,912,525</b>	<b>327,287,678</b>
<b>TOTAL ASSETS</b>		<b>432,455,753</b>	<b>402,988,534</b>
<b>CURRENT LIABILITIES</b>			
Trade and other payables	11	28,893,420	21,317,980
Borrowings	12	63,965,127	46,326,566
Provisions	13	16,471,052	18,213,213
<b>TOTAL CURRENT LIABILITIES</b>		<b>109,329,599</b>	<b>85,857,759</b>
<b>NON-CURRENT LIABILITIES</b>			
Trade and other payables	11	533,631	183,793
Borrowings	12	3,314,357	3,314,357
Provisions	13	14,525,560	12,850,240
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>18,373,548</b>	<b>16,348,390</b>
<b>TOTAL LIABILITIES</b>		<b>127,703,147</b>	<b>102,206,149</b>
<b>NET ASSETS</b>		<b>304,752,606</b>	<b>300,782,385</b>
<b>EQUITY</b>			
Reserves		99,209,545	99,209,545
Retained earnings		205,543,061	201,572,840
<b>TOTAL EQUITY</b>		<b>304,752,606</b>	<b>300,782,385</b>

The accompanying notes form part of these financial statements.



STATEMENT OF CHANGES IN EQUITY  
FOR THE YEAR ENDED 30 JUNE 2016

	NOTES	RETAINED EARNINGS	ASSET REVALUATION RESERVE	TOTAL \$
<b>BALANCE AT 30 JUNE 2014</b>		185,890,708	120,028,169	305,918,877
Profit attributable to the company		15,682,132	-	15,682,132
Transfer on sale of assets		-	-	-
Total comprehensive income for the year		-	-	-
Loss on revaluation - Community Care Packages			(20,818,624)	(20,818,624)
<b>BALANCE AT 30 JUNE 2015</b>		201,572,840	99,209,545	300,782,385
Profit attributable to the company		3,970,221	-	3,970,221
Transfer on sale of assets		-	-	-
Total comprehensive income for the year		-	-	-
<b>BALANCE AT 30 JUNE 2016</b>		205,543,061	99,209,545	304,752,606

The accompanying notes form part of these financial statements.

	<b>NOTES</b>	<b>2016</b> <b>\$</b>	<b>2015</b> <b>\$</b>
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts from activities		203,769,889	209,099,872
Payments to suppliers and employees		(175,798,390)	(179,065,098)
Interest received		3,892,675	4,465,176
<b>NET CASH PROVIDED BY OPERATING ACTIVITIES</b>	16	31,864,174	34,499,950
<b>CASH FLOW FROM INVESTING ACTIVITIES</b>			
Proceeds from sale of property, plant and equipment		10,226,078	12,234,955
Purchase of property, plant and equipment		(41,161,849)	(50,997,693)
Purchase of investments		(10,180,450)	(9,281,541)
<b>NET CASH USED IN INVESTING ACTIVITIES</b>		(41,116,221)	(48,044,279)
<b>CASH FLOW FROM FINANCING ACTIVITIES</b>			
Sundry deposits received		(3,024)	35,226
Accommodation bond receipts		25,660,398	22,856,762
Accommodation bond repayments		(8,361,526)	(9,857,626)
<b>NET CASH PROVIDED BY (USED IN) FINANCING ACTIVITIES</b>		17,295,848	13,034,362
Net increase/(decrease) in cash held		8,043,801	(509,967)
Cash at 1 July		58,699,047	59,209,014
<b>CASH AT 30 JUNE</b>	4	66,742,848	58,699,047

The accompanying notes form part of these financial statements.

# Notes

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2016

### NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

#### Basis of Preparation

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 and Interpretations issued by the Australian Accounting Standards Board (AASB), the Aged Care Act 1997 and the Australian Charities and Not-for-profit Commission Act 2012 (ACNC Act 2012). The company 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 28 October 2016 by the directors of the company. The following specific accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this report:

#### **(a) Income Tax**

No provision for income tax has been raised as the company 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 company 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 unused accumulating sick leave is provided for.

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

### Short-term Employee Benefits

Provision is made for the company'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 company'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 company classifies employees' long service leave and sick 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 company's obligation for other long-term employee benefits.



### **(d) Intangibles**

Aged Care Bed Licences are recorded at cost or at deemed cost at time of grant from the Australian Government Department of Health. Provided Ozcare complies with Department of Health requirements, Aged Care Bed Licences 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 company'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 company 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 company 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 company 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 company 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 company obtains control of the grant and it is probable that the economic benefits gained from the grant will flow to the company 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 company 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 company to treat grants monies as unexpended grants in the Statement of Financial Position where the company 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 company 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 company.

#### **Key Estimates — Impairment**

The company assesses impairment at each reporting date by evaluating conditions specific to the company 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.

#### **Valuation Community Care Packages**

With the introduction of Consumer Directed Care and the subsequent transfer of Community Care Packages to Consumer Directed Care Packages the company has written down the value of these packages to nil and considers they have no future value.

#### **Provision for Employee Benefits: Annual Leave**

In adopting AASB119 and reviewing its annual leave provision the company has taken into account the following:

- Company policy that employees are required to use their annual leave in the year it is earned.
- Employees of the company are paid under employment agreements that are current for up to 3 years with all pay increases agreed in advance and documented.
- Increases as noted above are processed on 1 July each year and leave provisions are adjusted accordingly with the resultant expense carried through to the profit and loss at that time.

### **(m) Comparative Figures**

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

### (n) Fair Value of Assets and Liabilities

The company 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 company 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 company 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 company’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.

## NOTE 2: REVENUE

	2016 \$	2015 \$
<b>OPERATING ACTIVITIES</b>		
Government grants and subsidies	173,694,083	177,951,218
Residents and clients fees and charges	38,956,021	40,123,457
Other	809,057	326,496
	213,459,161	218,401,171
<b>NON-OPERATING ACTIVITIES</b>		
Capital grants	48,373	190,629
Accommodation bond retentions	532,070	617,414
Interest received	3,892,675	4,465,176
Rent received	713,973	621,305
Bequests and donations	143,521	21,328
Profit on disposal of non-current assets	513,031	262,676
	5,843,643	6,178,528
	219,302,804	224,579,699

<b>NOTE 3: PROFIT BEFORE INCOME TAX</b>	<b>NOTES</b>	<b>2016</b> \$	<b>2015</b> \$
Profit before income tax has been determined after:			
<b>(a) Expenses</b>			
Depreciation of property, plant and equipment		18,214,196	16,442,244
Amortisation of property, plant and equipment		795,936	771,052
Net loss on disposal of non-current assets		-	-
Remuneration of Auditor:			
- audit or review		79,758	80,098
- other services		-	-
Bad and Doubtful Debts		-	-
<b>(b) Revenue and Net Gains</b>			
Adjustment to Commonwealth capital grants	12(b)	-	92,024
Profit on disposal of non-current assets		513,031	262,676

<b>NOTE 4: CASH AND CASH EQUIVALENTS</b>	<b>2016</b> \$	<b>2015</b> \$
Cash on hand	44,934	48,130
Cash at bank and on deposit	66,697,914	58,650,917
	66,742,848	58,699,047

<b>NOTE 5: CAPITAL EXPENDITURE COMMITMENTS</b>	<b>2016</b> \$	<b>2015</b> \$
<b>(a) Capital expenditure commitments:</b>		
- Capital expenditure projects contracted for	36,000,000	10,300,000
- Capital expenditure projects planned	72,000,000	71,000,000
	108,000,000	81,300,000
Payable		
- Not longer than one year	56,000,000	40,800,000
- Longer than 1 but not longer than 5 years	52,000,000	40,700,000
	108,000,000	81,300,000



## NOTE 5: CAPITAL EXPENDITURE COMMITMENTS (CONT'D)

	2016 \$	2015 \$
<b>(b) Operating lease commitments:</b>		
Non-cancellable operating leases contracted for but not recognised in the financial statements		
- Not later than 12 months	415,836	166,778
- Later than 12 months but not later than 5 years	1,190,081	349,800
- Later than 5 years	-	-
	1,605,917	516,578

The property lease commitments are non-cancellable operating leases contracted for but not capitalised in the financial statements with a five year term. Increases in lease commitments may occur in line with the consumer price index (CPI).

## NOTE 6: TRADE AND OTHER RECEIVABLES

	2016 \$	2015 \$
<b>CURRENT</b>		
Trade debtors	1,319,029	1,733,048
Other debtors	2,384,691	3,080,235
	3,703,720	4,813,283

### (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 \$429,747 (2015 \$97,766) which are past due at the reporting date, of which \$299,681 (2015 \$8,769) is due from government departments and agencies. Of the remaining balance \$130,066 (2015 \$28,997) is 60 days and over. However, the majority of these amounts are considered recoverable and at 30 June 2016 no material provision was required (2015 \$nil).

### (b) Credit Risk — Trade and Other Receivables

The company 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 company does not hold any financial assets whose terms have been renegotiated, but which would otherwise be past due or impaired.

## NOTE 7: OTHER ASSETS

	2016 \$	2015 \$
<b>CURRENT</b>		
Prepayments	1,096,660	1,182,796

## NOTE 8: PROPERTY, PLANT AND EQUIPMENT

	2016 \$	2015 \$	
<b>LAND AND BUILDINGS</b>			
Freehold land			
- at Directors' valuation 2009	44,556,000	44,556,000	
- at cost	27,176,992	26,336,332	
	71,732,992	70,892,332	
Buildings			
- at Directors' valuation 2009	125,899,000	125,899,000	
- at cost	115,161,519	87,607,192	
Less accumulated depreciation	(67,818,720)	(56,445,114)	
	173,241,799	157,061,078	
Leasehold improvements			
- at independent valuation 2000	4,107,491	4,107,491	
- at cost	11,820,974	11,753,073	
Less accumulated amortisation	(9,332,189)	(8,536,254)	
	6,596,276	7,324,310	
<b>TOTAL LAND AND BUILDINGS</b>	<b>251,571,067</b>	<b>235,277,720</b>	
<b>PLANT AND EQUIPMENT</b>			
Plant and equipment at cost	62,527,467	62,642,690	
Less accumulated depreciation	(41,919,360)	(38,179,903)	
<b>TOTAL PLANT AND EQUIPMENT</b>	<b>20,608,106</b>	<b>24,462,787</b>	
<b>TOTAL PROPERTY, PLANT AND EQUIPMENT</b>	<b>272,179,174</b>	<b>259,740,507</b>	
<b>MOVEMENTS IN CARRYING AMOUNT (2015)</b>	<b>LAND AND BUILDINGS</b>	<b>PLANT AND EQUIPMENT</b>	<b>TOTAL</b>
Balance at the beginning of the year	235,277,720	24,462,787	259,740,507
Additions at cost	28,462,889	13,211,988	41,674,877
Disposals	-	(10,226,078)	(10,226,078)
Depreciation expense	(12,169,542)	(6,840,590)	(19,010,132)
<b>CARRYING AMOUNT AT END OF YEAR</b>	<b>251,571,067</b>	<b>20,608,106</b>	<b>272,179,174</b>

The company'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 9: FINANCIAL ASSETS

	2016 \$	2015 \$
Held-to-maturity financial assets –		
<b>CURRENT</b>		
Bank fixed rate term deposits	-	11,005,730
<b>NON-CURRENT</b>		
Bank issued floating rate notes	47,211,351	26,025,171
Bank issued fixed rate notes	5,670,732	5,670,732
	52,882,083	31,695,903

## NOTE 10: INTANGIBLE ASSETS

	2016 \$	2015 \$
<b>AGED CARE BED LICENCES</b>	35,851,268	35,851,268

	<b>TOTAL \$</b>
<b>BALANCE AT 30 JUNE 2015</b>	35,851,268
Additions	-
Disposals	-
Amortisation charge	-
<b>BALANCE AT 30 JUNE 2016</b>	35,851,268

<b>NOTE 11: TRADE AND OTHER PAYABLES</b>	<b>NOTES</b>	<b>2016</b> \$	<b>2015</b> \$
<b>CURRENT</b>			
Trade creditors		3,764,768	7,738,497
Subsidy advance		11,847,871	7,658,862
Sundry creditors		13,243,767	5,880,584
Deposits held		37,014	40,037
		28,893,420	21,317,980
<b>NON-CURRENT</b>			
Subsidy advance		533,631	183,793
Financial liabilities at amortised cost classified as trade and other payables			
Total current		28,893,708	21,317,980
Total non-current		553,631	183,793
Less subsidies in advance		(12,381,502)	(7,842,655)
	17	17,065,837	13,659,118



## NOTE 12: BORROWINGS

	NOTES	2016 \$	2015 \$
<b>CURRENT</b>			
Unsecured liabilities			
Accommodation bonds held	12(a)	63,965,127	46,326,566
<b>NON-CURRENT</b>			
Unsecured liabilities			
Loans			
	12(b)	703,931	703,931
		703,931	703,931
Secured liabilities			
Loans			
	12(b)	1,199,713	1,199,713
Loans	12(c)	1,410,713	1,410,713
		2,610,426	2,610,426
		3,314,357	3,314,357

12 (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.

12 (b) 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.

12 (c) 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 13: PROVISIONS

	<b>2016</b>	<b>2015</b>
	<b>\$</b>	<b>\$</b>
<b>CURRENT</b>		
Annual leave	12,235,222	12,460,898
Long service leave	4,235,830	5,752,315
	16,471,052	18,213,213
<b>NON-CURRENT</b>		
Sick leave	7,893,136	8,169,943
Long service leave	6,632,424	4,680,297
	14,525,560	12,850,240

## NOTE 14: KEY MANAGEMENT PERSONNEL COMPENSATION

Total remuneration paid to key management personnel of the company during the year is as follows:	<b>2016</b>	<b>2015</b>
	<b>\$</b>	<b>\$</b>
Key management personnel compensation	3,090,499	3,112,361

## NOTE 15: 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 16: CASH FLOW INFORMATION

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

	2016	2015
	\$	\$
<b>PROFIT FOR THE YEAR</b>	3,970,221	15,682,132
<b>NON CASH FLOWS IN PROFIT FOR THE YEAR</b>		
Amortisation	795,936	771,052
Accommodation bond retentions	(532,070)	(599,817)
Adjustment to Commonwealth capital grants	-	(92,024)
Charges to provisions	(66,842)	2,507,186
Depreciation	18,214,196	16,442,244
Loss/(profit) on disposal of non-current assets	(513,031)	(262,676)
<b>CHANGES IN ASSETS AND LIABILITIES</b>		
Increase in trade and other debtors	1,109,566	(1,111,594)
Increase in prepayments	86,136	552,857
Increase/(decrease) in trade and sundry creditors	8,790,566	748,112
Increase/(decrease) in accrued interest expense	9,496	-
<b>NET CASH PROVIDED BY OPERATING ACTIVITIES</b>	<b>31,864,174</b>	<b>34,499,950</b>

## NOTE 17: FINANCIAL RISK MANAGEMENT

The company'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	2016 \$	2015 \$
<b>FINANCIAL ASSETS</b>			
Cash and cash equivalents	4	66,742,848	58,699,047
Held-to-maturity investments	9		
- Bank issued fixed rate notes		5,670,632	5,670,632
- Bank issued floating rate notes		47,211,352	26,025,171
- Bank fixed rate deposits		-	11,005,730
Loans and receivables	6	3,704,009	4,813,283
		123,328,841	106,213,863
<b>FINANCIAL LIABILITIES</b>			
Financial liabilities at amortised cost			
- Trade and other payables	11	17,065,837	13,659,118
- Borrowings	12	67,279,484	49,640,923
		84,345,321	63,300,041

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

The company does not have any derivative instruments at 30 June 2016 (2015 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 18: SEGMENT REPORTING

### 2016

<i>Business Segments</i>	<i>RESIDENTIAL AGED CARE</i>	<i>COMMUNITY HEALTH AND CARE</i>	<i>COMMUNITY SUPPORT SERVICES</i>	<i>ADMINISTRATION AND UNALLOCATED</i>	<i>TOTAL</i>
	\$	\$	\$	\$	\$
<b>REVENUE</b>					
Government grants and subsidies	65,814,076	87,672,404	20,207,603	-	173,694,083
Residents and client fees	25,206,130	11,218,206	2,531,685	-	38,956,021
Other operating revenue	61,036	2,012	1,815	744,194	809,057
Capital grants	26,861	2,537	18,975	-	48,373
Accommodation bond retentions	532,070	-	-	-	532,070
Interest received	2,180,530	-	-	1,712,145	3,892,675
Rent received	-	294,997	-	418,976	713,973
Bequests and donations	6,025	46,261	91,235	-	143,521
Profit (loss) on disposal	1,807	(4,075)	(9,194)	524,493	513,031
<b>Total segment revenue</b>	<b>93,828,535</b>	<b>99,232,342</b>	<b>22,842,119</b>	<b>3,399,808</b>	<b>219,302,804</b>
<b>RESULT</b>					
Segment profit (loss) before income tax	(2,059,842)	595,117	52,460	5,382,486	3,970,221
Income tax expense	-	-	-	-	-
<b>Segment profit (loss) after income tax</b>	<b>(2,059,842)</b>	<b>595,117</b>	<b>52,460</b>	<b>5,382,486</b>	<b>3,970,221</b>
Segment assets	254,500,814	4,389,291	6,920,350	166,645,298	432,455,753
Segment liabilities	83,780,286	14,504,845	7,118,394	22,299,622	127,703,147
Acquisition of non-current assets	26,641,862	-	55,887	14,977,128	41,674,877

## NOTE 18: SEGMENT REPORTING (CONT'D)

### 2015

<i>Business Segments</i>	<i>RESIDENTIAL AGED CARE</i>	<i>COMMUNITY HEALTH AND CARE</i>	<i>COMMUNITY SUPPORT SERVICES</i>	<i>ADMINISTRATION AND UNALLOCATED</i>	<i>TOTAL</i>
	\$	\$	\$	\$	\$
<b>REVENUE</b>					
Government grants and subsidies	62,924,354	95,217,163	19,809,701	-	177,951,218
Residents and client fees	23,725,994	13,730,821	2,666,642	-	40,123,457
Other operating revenue	48,222	25,672	1,572	251,030	326,496
Capital grants	148,814	13,294	28,521	-	190,629
Accommodation bond retentions	617,414	-	-	-	617,414
Interest received	2,176,748	2,881	-	2,285,547	4,465,176
Rent received	-	488,724	-	132,581	621,305
Bequests and donations	20,692	13,191	49,725	(62,280)	21,328
Profit on disposal	-	-	-	262,676	262,676
<b>Total segment revenue</b>	<b>89,662,238</b>	<b>109,491,746</b>	<b>22,556,161</b>	<b>2,869,554</b>	<b>224,579,699</b>
<b>RESULT</b>					
Segment profit before income tax	1,457,720	5,074,360	296,170	8,853,882	15,682,132
Income tax expense	-	-	-	-	-
<b>Segment profit after income tax</b>	<b>1,457,720</b>	<b>5,074,360</b>	<b>296,170</b>	<b>8,853,882</b>	<b>15,682,132</b>
Segment assets	228,462,792	7,016,614	7,537,515	159,971,613	402,988,534
Segment liabilities	63,492,583	14,864,893	7,554,047	16,294,626	102,206,149
Acquisition of non-current assets	21,891,797	142,219	102,639	29,123,714	51,260,369

**NOTE 18: SEGMENT REPORTING (CONT'D)**

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

<b>Residential Aged Care Expenses</b>	<b>2016</b> \$	<b>2015</b> \$
Employee benefits	60,063,751	55,546,805
Premises	8,084,500	8,040,840
Motor vehicle	471,986	484,911
Food services	4,785,089	4,666,505
Client services	2,639,549	2,725,560
Depreciation and amortisation	10,077,971	9,121,287
Purchased services external	2,816,216	1,662,577
Loss on disposal non-current assets	-	-
Other	6,949,315	5,956,033
<b>TOTAL RESIDENTIAL AGED CARE EXPENSES</b>	<b>95,888,377</b>	<b>88,204,518</b>
<b>RESIDENTIAL AGED CARE ASSETS</b>		
Current	56,234,173	46,783,186
Non-current	198,266,641	181,542,084
	<b>254,500,814</b>	<b>228,325,270</b>
<b>RESIDENTIAL AGED CARE LIABILITIES</b>		
<b>CURRENT</b>		
Accommodation bonds	63,965,127	46,189,044
Staff provisions	8,229,598	8,454,400
Other	5,998,640	3,849,989
Total	<b>78,193,365</b>	<b>58,493,433</b>
<b>NON-CURRENT</b>		
Staff provisions	2,344,882	1,619,589
Other borrowings	3,242,039	3,242,039
	<b>5,586,921</b>	<b>4,861,628</b>
	<b>83,780,286</b>	<b>63,355,061</b>

## **NOTE 18: SEGMENT REPORTING (CONT'D)**

### **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 company operated in one geographical area, Queensland, Australia.

## **NOTE 19: 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 20: 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 company, the results of those operations, or the state of affairs of the company in future financial years.

## **NOTE 21: COMPANY DETAILS**

The registered office of the company is:

**Ozcare**

**66 River Terrace**

**Kangaroo Point QLD 4169**



# Thank You!

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OZCARE IS A NOT-FOR-PROFIT ORGANISATION CARING FOR OLDER QUEENSLANDERS, CARERS, INDIVIDUALS LIVING WITH A DISABILITY, THE HOMELESS AND MEN, WOMEN AND CHILDREN IN CRISIS. OUR WIDE RANGE OF SERVICES ARE MADE POSSIBLE BY STATE AND FEDERAL GOVERNMENT FUNDING AND THE GENEROSITY OF INDIVIDUALS, COMMUNITY GROUPS AND CORPORATES.

## DONATIONS & BEQUESTS

A huge thank you from the bottom of our hearts to the individuals, community groups and corporates who chose to support Ozcare this year. We rely on the kindness of our community supporters through donations and bequests to deliver our services.

Donations and bequests are used to directly benefit our service offerings; 100% of every donation goes directly to the service specified, there are no administration charges.

## QUALITY STATEMENT

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

## FUNDING ACKNOWLEDGEMENTS

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

### **Australian Government**

- Department of Health
- Department of Social Services
- Department of Veteran Affairs

### **Queensland Government**

- Department of Housing and Public Works
- Department of Communities, Child Safety and Disability Services
- Queensland Health

## IN CLOSING

Thank you to our wonderful clients who shared their stories in this year's annual report. It is inspiring to witness your array of talents and to see that at any age passion can drive happiness.

In closing we would like to invite you to take advantage of the special edition lift out 20 years of Ozcare' included in this report as we celebrate 20 years of caring for our community.



*Happiness*

## **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](http://www.ozcare.org.au)**

ABN: 58 072 422 925

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



**Australian Government**



**Queensland  
Government**

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

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**A Special Work of  
St Vincent de Paul Society Queensland**

**Caring  
for our  
Community**