



A SPECIAL WORK OF ST VINCENT DE PAUL SOCIETY QUEENSLAND



Care
That Counts.

Care That Counts.

Ozcare has been supporting Queenslanders for the past 22 years with a range of aged care, disability care, nursing, health and community support services.

Our 2,940 staff and 350 volunteers, proudly serve nearly 30,000 clients from 60 locations across Queensland.

While our services are hugely diverse in nature, we are united by our common goal to positively influence a person's experience to help them achieve better health and wellbeing outcomes.

We work with our clients, their carers, and families, to provide care that's right for their unique situation. We partner with clients to understand their needs and help them to identify personal goals. We then tailor our support accordingly to encourage clients to achieve things they hadn't thought possible.

Our staff love to make a difference to someone's day. They lead with their heart, and draw on their expertise to provide exceptional care.

"Our purpose is to improve our clients' quality of life through the delivery of personalised health and human services"

Guiding Principles

Ozcare was established as a special work of the St Vincent de Paul Society Queensland. 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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FEATURE . PG 3

The Ozcare Difference



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Care That Counts - Client Features



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2018 Directors' Report

THE YEAR IN REVIEW

doing things with heart.



JULY 2017

Toowoomba
Aged Care Facility
officially under construction



6-12 AUGUST 2017

HOMELESSNESS WEEK

We shine the spotlight on our range of programs open to Queenslanders who are struggling to find or keep housing



SEPTEMBER 2017

**DEMENTIA
AWARENESS MONTH**

You are not alone



JULY 2017



Peter Camden
Executive Officer Operations,
Retires



Damian Foley
appointed as
Chief Operating Officer



20-26 AUGUST 2017

ALOHA
Let's Go Troppo for
Seniors Week

Tropical themed parties at our aged care facilities and day respite centres to celebrate seniors



7 OCTOBER

OPEN DAY
NEW Ozcare Hervey Bay
Aged Care Facility



OCTOBER 2017

Bringing Cultural Diversity & Intergenerational Activities to Older Generations

Ozanam Villa Burleigh Heads



19 FEBRUARY 2018

Welcome Dinuke Christie-David NEW Group Manager Business Development



21-27 MAY 2018

Ozcare Thanks Volunteers for a "Picture Perfect Year"

Double movie passes for National Volunteer Week

NOVEMBER 2017

Ozcare receives ISO 9001:2015 accreditation



FEBRUARY 2018

TENDER SUCCESS Immunisation Programs for Energy Queensland & Queensland Government



MAY 2018

WINNER of Queensland Volunteer Awards Ozcare Volunteer Brad Wearne



DECEMBER 2017

Malanda Residents Celebrate Award Winning Veggie Garden



RETIRED 2 FEBRUARY 2018

Farewell to Gavin Wright Executive Officer Strategy & Resource Management



23 FEBRUARY 2018

Clinical Nurse Glenda McCarthy Celebrates 35 Years' Service



JUNE 2018

FULL COMPLIANCE for Community Care New audit program with The Australian Aged Care Quality Agency

The Ozcare

Difference.



Joanne (Coordinator) sharing a laugh with Gwen (Client).

"Our people are the heart of our organisation and what we believe drives The Ozcare Difference."

It is our people that make the difference. Our workforce of nearly 3,000 employees and 350 volunteers are dedicated to improving the quality of life of our clients.

RANGE OF SERVICES

Our clients have access to a care team to look after every aspect of their care – from volunteers, carers, support workers, nurses, dementia specialists, allied health professionals and hospitality staff to the wonderful administrators, professionals and management who support them.

CONSISTENT CARERS

We make sure that our clients continue to see familiar faces for each of their appointments so they can get to know their carers and feel comfortable with them.

DOING THINGS WITH HEART

Our staff genuinely care about their clients and spend time getting to know them and their individual needs to ensure they receive the best care possible.

EXPERIENCE & QUALITY

With over 20 years' experience, 3,000 staff and 60 locations around Queensland, with Ozcare you're in safe hands.



AGED CARE FACILITIES



HOME CARE



NURSING



ALLIED HEALTH



DEMENTIA CARE



RETIREMENT VILLAGES



DAY RESPITE CENTRES



DISABILITY SERVICES



HOMELESS & HOUSING SERVICES



DRUG & ALCOHOL SERVICES



WOMEN'S REFUGES



MENTAL HEALTH SERVICES



GOODNA INTEGRATED FAMILY SUPPORT



THE BUSH CONNECTION



Chairman's *Report.*

On behalf of the Board of Ozcare, I am pleased to present our annual report for 2018 and to report on another successful year for Ozcare. In my third year as Chairman, I feel immensely proud to chair an organisation that is genuinely focused on delivering exceptional care.

The theme of this year's annual report is "Care that Counts." Common feedback from clients are the words, "I wouldn't be without them." I feel this reflects the invaluable meaning and purpose our employees and volunteers bring to our clients. I truly believe Ozcare is focused on delivering care that counts.

THE OZCARE DIFFERENCE

Pleasingly, this year we cared for more Queenslanders than ever before. Market progression has meant that services across the organisation have had to shift focus from task-based care to outcome based care. Individuals are no longer considering themselves as a recipient of care, but rather as a customer of care.

In response to these challenges we revisited our purpose and developed The Ozcare Difference:

- Range of Services
- Doing Things with Heart
- Consistent Carers
- Experience & Quality

"At the heart of everything we do, is our commitment to care for and support those in need by assisting our clients to lead full lives."

Our diverse range of services sets us apart from our competitors. It enables us to mix and match services, based on individual needs, to deliver the right balance of support and to achieve person-centred care.

It takes a special type of person, and organisation, to provide the vast range of services that we do to the people in our community who need it most. Our employees and volunteers have big hearts; they constantly go the extra mile for the people they care for and support.

At Ozcare, we pride ourselves on getting to know our clients, carers and their families to truly understand each individual journey. Drawing on over 20 years' experience, our employees empower clients; putting them at the centre of the decision-making process and working with them to put quality supports in place to achieve personal goals.

SIGNIFICANT ACHIEVEMENTS

We continue to work in alignment and harmonisation with the mission and vision of the St Vincent de Paul Society Queensland. The culmination of two highly-respected organisations coming together to deliver on a common purpose is uplifting. We look forward to a close working relationship with the Society to better serve the Queensland community.

It was pleasing to see the doors open to our award winning, new generation residential aged care facility in Hervey Bay. There is much anticipation around the future co-located retirement village, which will provide residents with a continuum of care as they age – a unique feature compared to other providers within the Fraser Coast region.

This year, the Board was honoured to endorse the 2018-2021 Strategic Direction for the organisation.

This includes the strategic initiatives that will be put in place across all operational streams to see Ozcare achieve its vision: **To be the leading provider of integrated care services in Australia.**

LOOKING AHEAD

We look forward to investing in the future of Ozcare to work towards the three pillars of; service excellence; growth; and financial security. We will continue to develop and invest in our brand to build on our reputation as a trusted provider of health and human services, and look to our clients to benchmark our success.

The grand opening of our Toowoomba aged care facility is just around the corner. This new facility aims to redefine design boundaries to help a growing number of Queenslanders with dementia and to ensure residents remain an active part of their local community. At the heart of everything we do, is our commitment to care for and support those in need by assisting our clients to lead full lives.

THANK YOU

I am grateful for the stability of our Board, there have been no changes to our Board of Directors this financial year. I thank my fellow directors for their collective contribution; Ozcare is privileged to receive your wise counsel.

On behalf of the Board, I acknowledge the efforts, energy and passion of our employees and volunteers and thank them for their dedication to Ozcare.



Ron Sullivan
Chairman

Chief Executive Officer's *Report.*

I am pleased to report that 2018 was another successful year for Ozcare. We continued to maintain our secure financial position and increase both clients and services delivered.

We have been operating through a challenging period in a competitive market where we have had to refocus, restructure our branches and invest in our services to achieve more aligned and efficient operations. As part of this, we introduced a Leadership Framework, which embodies our Guiding Principles and Values, and defines a set of key behaviours and attributes to support organisational goals and desired culture.

STRATEGIC DIRECTION

This year we communicated our strategic direction to the organisation for the next four years. We will be working together to focus on our three organisational goals: service excellence, growth and financial security.

These three areas are the building blocks that will ensure Ozcare remains in a good position in an increasingly competitive market. These

are areas we have historically excelled in, but we must continue to evolve over time as we navigate market and legislative changes.

INVESTING IN OUR SERVICES

We deliver our care and support services through four operational streams; community care, community support, residential aged care and retirement villages.

This year we continued the successful rollout of National Disability Insurance Scheme and continued to grow our home care package business. We will look to expand our community care offering through continuous personalisation and improvement of our services, and by listening to, and implementing feedback from our clients.

In our community support services, we were pleased to move from annual to five-year contracts and we are focused on working with government and other key stakeholders to forge better outcomes for clients.

In October 2017, we successfully opened our new aged care facility in Hervey Bay, setting a new standard for our upcoming residential aged care developments in Toowoomba and Mackay.

In the coming year, Ozcare will commence construction of a retirement village in Hervey Bay, with further villages planned for Brisbane, Sunshine Coast, Toowoomba, Mackay and the Gold Coast.

Our vision is to combine independent living, assisted living and aged care facilities, on one single site, to allow for integrated aged care. This model will also enable us to support village residents with our community care offering.

During the year we have made a significant investment in moving our Information Technology services to the Cloud to improve the overall efficiency of our services and data integrity to maintain our competitive edge.

OUR PEOPLE

Ozcare is a special organisation, our main focus is, and always will be, client care - something we do with heart.

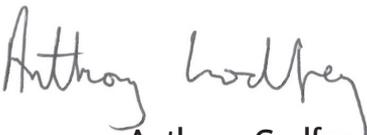
Our staff and volunteers go above and beyond the call of duty every day. They walk alongside clients on their individual journeys, providing expert guidance and support, to help them achieve their goals, making a big difference in the lives of those we serve.

Ozcare successfully negotiated a three year enterprise agreement with employees from July 2018 to provide continued stability in workforce conditions of employment. Importantly, we introduced ten days paid domestic violence leave as part of this agreement.



As we look towards a bright future, working together to build an even stronger, better Ozcare, I would like to thank the people who make Ozcare possible:

- Our clients and their carers and families for your continued support
- Our wonderful employees and volunteers for your hard-work and commitment
- My senior management colleagues for your passion and expertise
- The Board for your guidance and sound advice


Anthony Godfrey
Chief Executive Officer

“Working together to focus on our three organisational goals: service excellence, growth and financial security.”

Our employees love making a difference to someone's day. When we leave a client, and they've got a smile on their face... we know we've done a good job.

Our staff are driven by their capacity for caring which comes from an innate sense of empathy. We are constantly inspired by our clients and take reward in seeing them thrive and grow on their personal journeys.

Not all of our client stories are successful ones, but we find it really gratifying when we can equip our clients with the right strategies to take hold of life and move forward.

Employee *Recognition.*



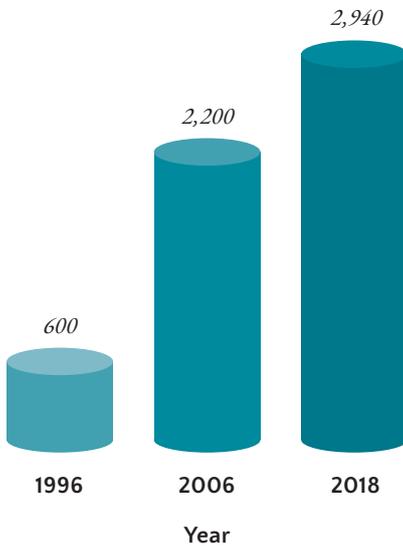
Irene (Resident) sharing a hug with Prue (Client Services Assistant)

Ozheart Program

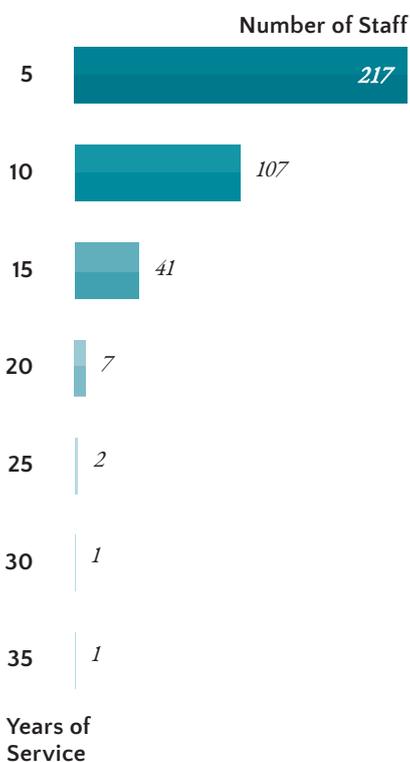
Our Ozheart program recognises the very biggest hearts in Ozcare and the exceptional work they do. We recognise the accomplishments of our employees who strive to make a positive difference in the lives of their residents, clients and colleagues.

Congratulations to our Ozheart winners for 2017/18:

NUMBER OF EMPLOYEES



YEARS' OF SERVICE ACHIEVEMENTS FOR 2017/18



MARY HOPF
Care Assistant
Ipswich



DEBORAH LEEDS
Support Worker
Madonna House



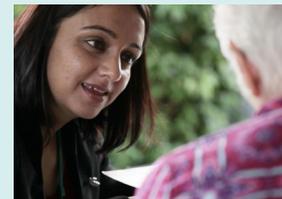
ADONNA RUFF
Clinical Nurse
Rockhampton



RITA ENGLISH
Dining Room Attendant
Keith Turnbull Place



MICHELE ROCHE
Diversional Therapist
Ozanam Villa Burleigh Heads



SHILPI JISHTU
Dementia Advisor
Brisbane North



JO WITT
Family Support Worker
Ipswich

Aged Care.

Ozcare has been supporting seniors for over 20 years with the full suite of aged care services including home care, nursing, allied health, respite care, dementia services, and aged care facilities. Our experienced care teams work with clients, their loved ones and each other, to ensure they receive exceptional care that is personalised to suit their individual needs.

Our complete service offering means that we can be there for our clients through all stages of aged care. From a small amount of assistance around the house to full time care in an aged care facility, we're here to help.

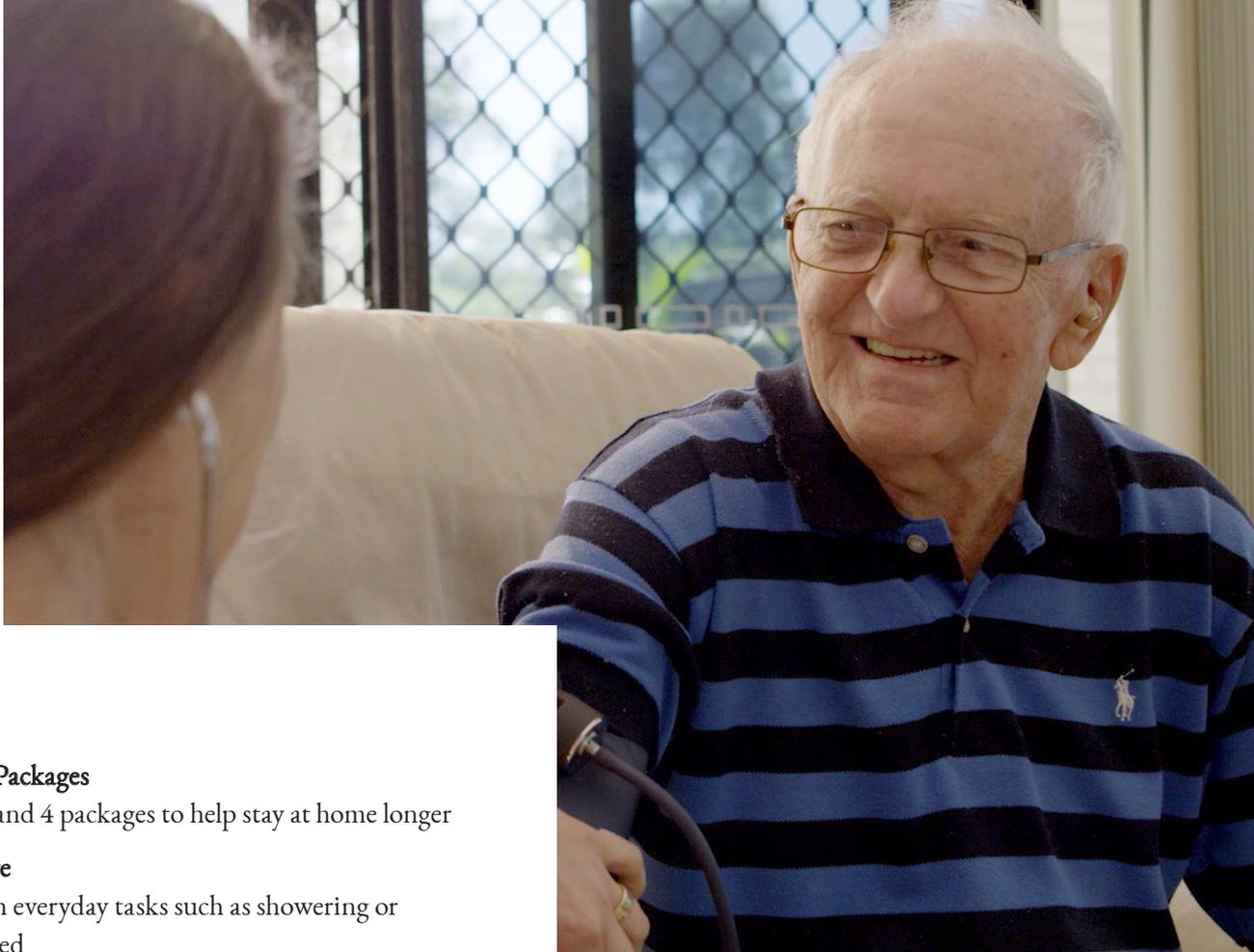
Home Care

Often people find it difficult to manage by themselves at home for a range of reasons, such as age, disability or health factors.

Our home care services support clients to do everyday tasks such as washing, house work, dressing, moving around the home, and preparing meals.

We also have specialist teams of nurses, dementia advisors and allied health professionals such as physiotherapists who visit clients' homes to assist with any number of care needs, from medication management and mobility to expert advice about dementia.

“If we can help people stay at home longer,
that’s what we’ll do.”



Gordon (Client) having his blood pressure checked by Rebecca (Registered Nurse).

SERVICES

- **Home Care Packages**
Level 1, 2, 3 and 4 packages to help stay at home longer
- **Personal Care**
Support with everyday tasks such as showering or getting dressed
- **Meal Preparation**
Help to prepare healthy and nutritious meals
- **Domestic Assistance**
General housework such as cleaning, washing clothes, or stocking the fridge
- **Transport**
Get to appointments or around the community
- **Social Support**
Maintain an active social life in and outside the home
- **Nursing at Home**
Nursing services such as wound care, palliative care, medication management and continence
- **Allied Health at Home**
Physiotherapists, occupational therapists, dietitians, and other health professionals that come to the home
- **Respite Care**
Flexible care during the day or night in the home to relieve carers

NUMBER OF CLIENTS WHO RECEIVED SERVICES FROM COMMONWEALTH HOME SUPPORT PROGRAMME (CHSP)



NUMBER OF CLIENTS WHO RECEIVE A HOME CARE PACKAGE



Aged Care Facilities

Residents who move into one of our 11 aged care facilities are cared for around the clock by our experienced team of nurses, carers, allied health professionals, cooks and client service staff.

We see our residents as part of our family so we go the extra mile to learn about them, their history, their family, their likes and dislikes to ensure we're delivering the best care possible.

All of our aged care facilities proudly offer permanent care, residential respite care for short term stays, and specialised dementia care in secure wings.

Our focus is on keeping people well and agile and bringing meaning and purpose to their lives when they can no longer stay at home. We make residential aged care feel like home by encouraging and supporting our residents to keep participating in the things they like to do, both inside and outside the facility.

Ozcare will soon be opening the doors to its newest addition to the portfolio, a 150-bed facility being built at Glenvale, west of Toowoomba. This facility is leading a changing approach by designers as demand for residential aged care shifts towards more privacy and staying connected. We look forward to commissioning this project early 2019 and getting ready to welcome our first residents in April.

13



Sharing the joy of books with Marymount Primary.

“State-of-the-art facilities with first class services and excellent care”





Retirement Villages

We offer a small, friendly retirement community at our Currimundi Gardens Retirement Village on Queensland's beautiful Sunshine Coast.

The close-knit community, made up of 37 units, assists seniors to downsize and secure their very own piece of paradise at an affordable price. Residents enjoy a tranquil, independent lifestyle and peace of mind with 24-hour emergency call systems and staff close by at our neighbouring Caroline Chisholm Aged Care Facility.

Our complete service offering on the Sunshine Coast, combines home care, independent living and residential aged care to enable people to age in place.

This vision, to provide a continuum of care as people age, is a unique feature that Ozcare seeks to incorporate at a number of our aged care facility sites: Hervey Bay, Toowoomba Mackay, Brisbane and the Gold Coast.

Ozcare has received development approval for the Master Plan and Stage One of our first greenfield retirement village site, located alongside our newest aged care facility in Hervey Bay.

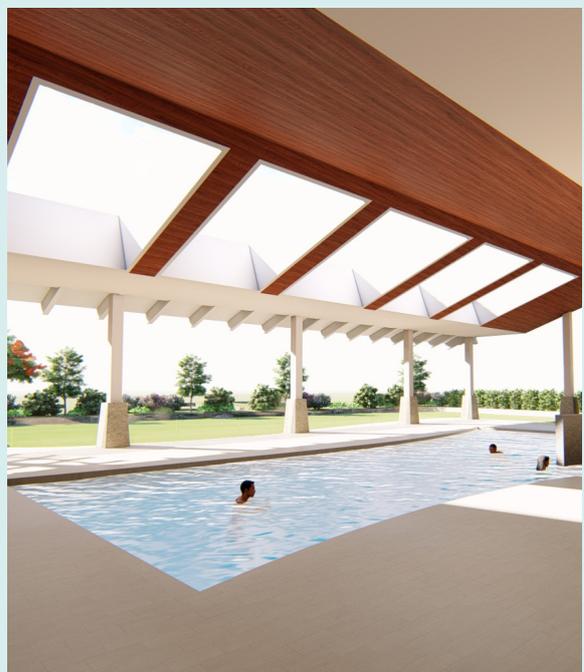




Currimundi Gardens

Stage One of the \$50 million project, 15 units and a community hub, will commence construction during 2019. Completion of the multi-staged project will see the village become home to some 200 residents.

Through our delivery of a wide range of care services to seniors, Ozcare is uniquely positioned to be able to understand the real lifestyle and care needs of older Queenslanders. Our objective is to set a new benchmark standard in the design and operation of seniors' living communities that genuinely respond to residents needs and aspirations.



Hervey Bay Concepts



"Warm, welcoming
and full of life."

Day Respite Centres

We help seniors and people with a disability or health condition meet new people, enjoy activities, and have a fun day out, while giving carers the opportunity to complete chores, attend appointments, go to work or have a well-deserved break.

Warm, welcoming and full of life, our day respite centres around Queensland offer something for everyone. Whether you like to sit and chat over a cup of tea, play cards, board games and puzzles, do knitting, craft or woodwork, go on outings or join in on a sing-a-long, there is always a colourful array of activities on offer.

Our staff are fun and caring and make everyone feel right at home. Our cooks provide a delicious morning tea and lunch, and we help people get to us, with a bus transport service to and from home.

Dementia Services

Three of our centres, Clontarf, Burleigh Heads and Townsville, provide additional support to people living with dementia and offer extended hours so that carers can pursue work or study.



1,295

DAY RESPITE CENTRE
ATTENDEES IN THE
LAST 12 MONTHS



Customer Service Centre.

When people are feeling confused and don't know where to start, we encourage them to call 1800 Ozcare to speak with a friendly staff member who can arm them with helpful information.

Our 1800 Ozcare line is answered by our Customer Service Centre, who are based in our corporate office at Kangaroo Point, Brisbane.

The Customer Service Centre is operated six days a week by knowledgeable staff members who have been trained to assist with all enquiries, whether they are from new or existing clients.

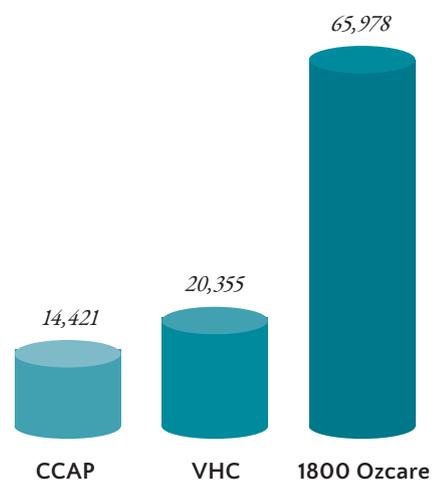
Our experienced team members provide free care consultations. We take a holistic view of an individual's care and after a fully comprehensive discussion, we can advise what services might be of benefit, and what's available in their local area.

We can also help guide seniors through the My Aged Care assessment process so we can get services started as soon as possible.

A hive of activity, our Customer Service Centre is also responsible for Veteran's Home Care (VHC) assessments and for managing enquiries on behalf of Community Access Point (CCAP).

In the last 12 months, our Customer Service Centre handled over 100,000 calls.

NUMBER OF CALLS



Dementia Care.

Ozcare is proud of our expertise in the area of dementia care. We offer specialist dementia support through all stages of care for people living with dementia, their carers and families.

According to the Australian Institute of Health and Welfare there are around 250 newly diagnosed cases each day in Australia and it's set to increase to an estimated 318 per day by 2024. (1)

Dementia can affect thinking and how a person behaves and communicates, including their ability to perform everyday tasks.

People living with dementia can enjoy quality of life, often with a few small adjustments to their home and routines to help them along the way.

DEMENTIA ADVISORY & SUPPORT SERVICE (DASS)

Our specially trained dementia advisors provide assistance to people living with dementia, their families and health providers to further develop knowledge and skills in dementia care. We recognise that everyone's journey is different which is why we focus on personalised support and advice to suit individual needs.

DEMENTIA HOME CARE

We help people living with dementia stay at home for longer with our suite of home care services, delivered by our highly skilled, friendly staff who are experienced in caring for people living with dementia.

DEMENTIA DAY RESPITE CARE

Our day respite centres cater for people living with dementia to help them enjoy a fun, social outing while carers can take a break, run errands or meet friends. Three of our centres offer extended hours for people living with dementia so carers can rediscover paid or voluntary work or further their studies.

DEMENTIA RESIDENTIAL RESPITE

All of our aged care facilities offer temporary residential respite care for people living with dementia in our secure, specialised dementia wings.

DEMENTIA AGED CARE FACILITIES

As a dementia specialist organisation, Ozcare has created dementia specific wings at all of our aged care facilities, designed to cater for people living with dementia. Our highly trained team of nurses, care assistants, allied health professionals and hospitality staff provide care 24 hours a day in a safe environment.



"Small actions make a big difference."

Sources: (1) The National Centre for Social and Economic Modelling NATSEM (2016) Economic Cost of Dementia in Australia 2016-2056

1,985

CLIENTS SUPPORTED
BY DASS LAST YEAR



Tyson (NDIS Client) in his new Action Trackchair with Mandy (Occupational Therapist).

"We support people to achieve their goals."

NDIS, Disability & Health Services.

Ozcare is proud to be a provider of disability care. We are a registered National Disability Insurance Scheme (NDIS) provider and we also provide Queensland Community Care Services (QCCS).

Our aim is to support people to achieve their goals. We focus on an individual's abilities and strengths to help them complete everyday activities, increase their independence and realise personal achievement.

We not only ensure our clients feel supported, but we also encourage and assist them to get out and about in their local community. We help them continue to find meaning and purpose in the things they love, while working with them to achieve things they hadn't thought possible.

NDIS

Our experienced, caring staff provide services under the NDIS to support Queenslanders living with a disability to achieve their goals, participate in their community, and be a part of the workforce.

Ozcare provides an extensive range of NDIS supports, either through direct services or partnering with other providers. By doing this, we can be the single point of contact for NDIS services.

DISABILITY & HEALTH SERVICES

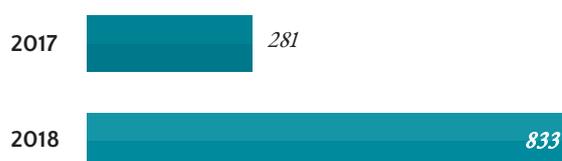
We provide QCCS services to people living with a disability or other condition that restricts their ability to carry out every day activities. This can include people with a disability who aren't eligible for NDIS and people with a mental health condition, chronic illness or disease or physical injuries or conditions.

We assist with a wide range of services such as personal care, domestic assistance, transport, social support, nursing, allied health, respite care and our community access program, which encompasses a range of services, support and social activities for people living with a disability in the Ipswich area.

NUMBER OF CLIENTS WHO RECEIVED QCCS



NUMBER OF CLIENTS WHO RECEIVED NDIS



Community Support *Services.*



Marnie (Women's Refuge Coordinator) receiving a generous donation of shoes from Balance Podiatry

At Ozcare we do things with heart. And it's important that we do, since for the past 22 years we've been helping the people in our society who need it the most.

We offer a wide range of community support services to help thousands of Queenslanders each year address issues relating to homelessness, domestic violence, drug and alcohol addiction, mental health and wellbeing.

Our staff walk alongside clients and their families, providing the necessary support and skills to help them regroup, get back on their feet and move forward.



HOMELESS & HOUSING SERVICES

- **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

2018

2,376

NUMBER OF PEOPLE WE
SUPPORTED IN OUR HOSTELS

2018

68,157

NUMBER OF BED NIGHTS
PROVIDED BY OUR HOSTELS

2018

289

NUMBER OF FAMILIES WE
SUPPORTED IN OUR FAMILY
ACCOMMODATION SERVICES

2018

18,264

NUMBER OF BED NIGHTS
PROVIDED BY OUR FAMILY
ACCOMMODATION SERVICES



Sand therapy with Karen (Coordinator) and student.

GOODNA INTEGRATED FAMILY SUPPORT PROGRAM

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

MENTAL HEALTH SERVICES

- **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

- **Support Time and Rehabilitation and Recovery Service (STARR)**

Support for people living with a mental illness or disorder aged between 18-64 years old in Mackay to promote wellness

- **Social and Emotional Engagement Development Services (SEEDS)**

Helps people with a moderate to severe mental illness to transition back into the Rockhampton community from prison

DRUG & ALCOHOL SERVICES

- **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 (DARRS)**

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

2018

286

NUMBER OF PEOPLE WE SUPPORTED WITH DRUG AND ALCOHOL SERVICES

2018

13,552

NUMBER OF BED NIGHTS PROVIDED BY DRUG AND ALCOHOL SERVICES

WOMEN'S REFUGES

We operate five refuges located around Queensland for use by women and their children who are unable to stay at home because of domestic or family violence. Our refuges are safe places and we offer individualised support plans to empower women and their children to lead a life free of violence.

2018

352

NUMBER OF FAMILIES WE SUPPORTED IN OUR REFUGES

2018

8,891

NUMBER OF BED NIGHTS PROVIDED BY OUR REFUGES

THE BUSH CONNECTION

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

IMMUNISATION SERVICES

For the past 18 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.

2018

OVER
55,000

NUMBER OF IMMUNISATIONS ADMINISTERED BY OUR NURSE IMMUNISERS

Geoffrey's Story.

Geoffrey's son became his whole world after he lost his wife to cancer some 30 years ago. 17 years later, Geoffrey was faced with the unexpected death of his son. Overwhelmed with grief, and feeling devastated and alone, Geoffrey's health started to suffer.

Living alone, in an older home in a state of disrepair, it wasn't long before Geoffrey was connected with Ozcare.

"A social worker came to visit me when I was living at Deception Bay, my health was not real good at the time and she suggested Ozcare," Geoffrey said.

It was August 2011, and our Assistance with Care and Housing (ACH) program stepped in to help find Geoffrey a nice little unit in an over 55s village at Beachmere. ACH sourced furniture, assisted with the removal and utilities connections and made sure Geoffrey had food. Ozcare's local community care team immediately started services to assist Geoffrey to better manage in his new home.

"It was good, because not long after I moved in, I had a mild stroke," Geoffrey said.

"Ozcare ensured my little dog was safe whilst I was in hospital."

Geoffrey has faced numerous health challenges over the years, including a severe case of pneumonia, which has left him unsteady on his legs and with lungs that won't let him go too far, though Geoffrey credits Ozcare to being by his side the whole way.

"I think Ozcare are beautiful – all the ladies that look after me are beautiful too. That comes from my heart because they are so nice," Geoffrey said.

"It's nice to have someone that's so caring. What more can I say, Ozcare's my second home.

"I see somebody from Ozcare seven days a week. They do my housework and my washing.

The nurses come and help me with my medication, and three times a week the ladies come in to shower me and put my stockings on."

Ozcare has wrapped a care team around Geoffrey to ensure that he is safe, happy and well looked after.

"It does help me because I'm very wobbly on my legs. Not only do I have someone in the morning, someone comes in the afternoon to take my stockings off. I used to try and do it myself but when I bend down I feel really sick," Geoffrey said.

"On Wednesdays I go with one lady for socials and its really good, also if I've got any appointments they'll take me... I don't know what I would do without them."

All of this support over the last seven years has meant a lot to Geoffrey.

"I wouldn't even try to manage on my own. I'm really blessed having them looking after me. I would certainly recommend Ozcare to anybody. They are number one to me."





Joy's Story.

Joy had just moved from New South Wales to Queensland's sunny Gold Coast when she first learnt about Ozcare.

"I heard how good Ozcare was at looking after the elderly," Joy said.

"I was only in my 80s at the time, but I thought I'll give it a try. They are absolutely fantastic, I wouldn't be without them."

Joy, now 90, is fiercely independent, a lover of her own company and most happy living on her own.

"I couldn't imagine myself in a nursing home, I'm not old enough yet. I hope I stay at home for a long, long time," Joy said.

"I love my home; I love the atmosphere, I've got wonderful neighbours, I wouldn't want to think I'd ever have to leave here..."

Joy's case manager, Christine, knows firsthand how much it means to Joy to remain living in her own home. She used to clean for Joy when she first started with Ozcare.

"Joy was one of my first clients when I started as a support worker. I used to come to Joy every fortnight. Now I'm Joy's case manager so I still have contact with Joy, which is lovely." Christine said.

"I know Joy doesn't want to leave her home. She's quite happy here, and it's safe, so if we can help her stay here. That's what we'll do."

Joy receives domestic assistance from Ozcare to help her manage at home.

"Because I'm getting on in years, I find it hard to do a lot of things now, like bending over, doing the washing, carrying buckets, vacuum cleaners and things like that," Joy said.

"It's the security, knowing that someone's looking after me. If I want any extra help it is always there. If I want to go to the hospital, they'll come and pick me up. There is nothing they won't do for me."

Joy had an accident with her leg last year, and when her doctor was unable to dress her leg over Christmas she turned to Ozcare.

"The nurses are marvellous too. They came out, even on boxing day, to dress my leg for me. They're there for me seven days a week," Joy said.

"As I get older, I just want things to stay as they are. I don't want anything to change — I just love life the way it is."

Joan's Story.

Joan was living on her own in a house in Burleigh after her husband passed away in 2006. Joan wanted to be taken out of there in a box, she loved it so much, but it was quite stressful for her living on her own.

It was when she had a shoulder replacement and could no longer drive, that Joan and her children, Duncan, Philip and Julie, discovered Ozanam Villa, our aged care facility at Burleigh Heads. Joan made up her mind she was going to move in and love it.

"I love it here! I've been here nine years and I just love it," Joan said.

"Bingo, concerts, bus trips... I think it's wonderful, the way you mix with people and all the things you do for us."

Joan's son, Duncan, believes life is what we make it and that Joan makes life happen for her.

"From the minute she got here she decided she would love it, and she has. The lesson we've learnt from her is just how important it is to make up your mind and look at the positives. Mum's always done that, she finds all the positives here," Duncan said.

"It's a very caring community of people and the staff are fantastic. I love the fact she's got outdoor access; you can walk out of her room, onto the grass and into the sunshine.

We haven't regretted the decision for one second, it's been the perfect place for her."

Philip said it's important that Joan can keep doing the things she enjoys.

"Mum has always had a great faith, and that is something that is supported here. She has church here, and she has been able to go out for drives and worship at her local church," Phillip said.

When Joan first moved in, her family decided to do a concert to commemorate the move.

"They let us do it, to our surprise. We did a theme song about Ozanam to the Village People song. It was a lot of fun. So ever since then, I've been coming back and doing concerts every few months," Duncan said.

"I love doing it; they all know me and I know them. They're like part of my extended family now. I sing Elvis or Nat King Cole, songs that mum loves. It's a great joy for me to connect with her through music, it's what she got me to love and it's one of the many things we have in common.

Julie describes her mum as the lady in red, who's always happy and friendly.

"She wants to hit 100, she's got a birthday coming up...97 and she tells us all we have to be here for that... three years to go, so where there's a will there's a way."





Cameron's Story.

Late 2016, just like any other day, Cameron came home from work and greeted his mini poodle, lifting it up for a hug. The next thing he knew he was in hospital and diagnosed as a level 2/3 incomplete paraplegic. Cameron had just suffered a spinal cord injury.

“They say people can sneeze and become a paraplegic,” Cameron said.

“That’s what it felt like for me, it just happened. I was in hospital for two months and could only just manage to walk when I came out. Everything is so different now, I fatigue really quickly.”

Almost two years on, Cameron has come to terms with his injury and is managing with National Disability Insurance Scheme (NDIS) supports and Ozcare.

“I was one of the first NDIS clients in Ipswich and it’s been phenomenal,” Cameron said.

“It’s so important for me to get out and about and not just sit around. I used to run a warehouse, now I can’t drive anymore or lift anything. I’m only 54 and it gets lonely being home by yourself all day. My wife works full-time, as do all of my friends.”

Ozcare helps Cameron get out and about and remain an active part of his local community.

“Ozcare come most days. They take me to physio appointments on a Monday, hydrotherapy on a Wednesday, Thursdays are for shopping and Fridays are often a social outing. Photography is my passion, so we often end up looking at photography

equipment, or finding a good place to fly my drone,” Cameron said.

“I really can’t fault Ozcare – I get to see consistent carers which is great as I find it hard to get to know people. I get to see Teena regularly (one of my carers) who shares my love of photography.”

Teena agrees, “Cameron and I both like photography so often on our little trips it’s what we spend time talking about.

“I’ve learnt a lot from Cameron and I’ll often bring photos to show him. We also like to go to JB Hi-Fi and look at drones and technology.”

Cameron’s life is very different now from a couple of years ago, but he makes the most of it, his resilient attitude is inspiring.

“You’ve just got to battle on. The support means the world to me. Without it I would be stuck here 24 hours a day and I wouldn’t be able to get to my appointments.”

The help has also taken the pressure off Cameron’s informal supports.

“When my injury first happened, my wife was my carer, she had to juggle her caring role with her full-time job,” Cameron said.

“Now that I receive NDIS supports we are so much better off. It has relieved the pressure on my wife, everything’s been done. Weekends are now time we get to spend together, doing things we enjoy like gardening and going to the pool.

Jeanette's Story.

Jeanette's mum, Miriam, was living with her after her dad passed away. Her mum needed 24-hour care and Jeanette found she wasn't coping.

"It was mum's decision to come here... she thought she should go into aged care where she could be looked after around the clock," Jeanette said.

"So that's what we did. I went and looked at every aged care home on the Gold Coast and narrowed it down to three. My brother came down and we took mum to look at the ones we had picked out and she chose this one."

For the last 7 years, Miriam has called Ozcare Parkwood Gardens home.

"When she came in, it didn't have to be permanent. She knew she could come back home," Jeanette said.

"But she decided no, this was where she wanted to be, and she's been happy here for quite some years now.

Moving a loved one into aged care is often a difficult decision for families. Jeanette admits she felt apprehensive about moving her mum.

"I was quite anxious. I wanted mum to be happy," Jeanette said.

"The staff were very good when we came in. They talked to us for quite a while and told us what to expect. Then they showed us around and introduced us to other people living here."

Jeanette has been coming in so often over the years to visit her mum she feels like part of the furniture.

"I'm here all the time. I'm sure people think I'm a resident or a member of staff," Jeanette said.

"What's lovely though, is that the residents all care about each other. They're all concerned for each other, so it's like a big family.

Jeanette said anyone thinking about aged care should definitely take a closer look at Ozcare.

"I've found it really helpful because I'm now able to enjoy the time I have with mum," Jeanette said.

"Mum was on a lot of medication when she first came in and we were able to get that sorted out. I can come in and visit her whenever I want, it doesn't matter what time of the day it is, and I can have quality time with her."

"The staff are very caring and approachable, and it's safe. She's happy here."





Marie & Colin's Story.

Marie was experiencing back problems and having trouble climbing the steps to her front door when she and Colin first came into contact with Ozcare.

“We were sent Nola who did an assessment to see what improvements could be made around our home,” said Marie.

“Nola had a grip installed for the shower so we had something to hold onto and she found a solution to my stair problem; she had smaller steps installed and she showed me the best way to go up and down them.”

Nola then introduced Marie and Colin to our Finding Your Feet and Tai Chi group programs.

“That’s when we met Wendy,” said Colin.

“She’s bright and bubbly – like a breath of fresh air. If you get stuck on something she will spend the time with you until you get it, she’s fun, patient and a good laugh.”

It’s been four years since Colin and Marie have been coming to Wendy’s weekly Tai Chi classes and they love it.

“It helps with relaxation and our balance. Loss of balance is one of the big things that we suffer from as we get older and it really helps,” said Marie.

“And we love the social aspect,” said Colin.

“We have a lot of good friends here now, and we have lots of laughs. We’re often going out for special morning teas together and we look forward to catching up after class.”

Wendy said Tai Chi is proven to help with falls prevention, which can help people like Marie and Colin stay at home longer.

“Tai Chi builds strength and balance. It involves slow, fluid, controlled movements, as if there is resistance in the air, so the muscles engage,” said Wendy.

“It’s all about weight shifting, and often without realizing it they’re balancing on one leg. This bone and muscle strengthening means they are more able to right themselves if they become unbalanced.”

“Plus, there’s the social aspect. We’re sharers and carers in this group – we’ve been together a long time.”







Geoff & Joy's Story.

Geoff and Joy have been married 25 years, it's not the first marriage for either of them, but it is full of love and happiness.

Geoff is a retired Anglican priest so when he started having some issues with his memory he and Joy turned to the bible for guidance and their local church for support.

"The biggest change has been the loss of control," Geoff said.

"I often reflect on a biblical quote, along the lines of, "When you're young, you can go where you like... but when you get older, someone will tie a belt around your waist and take you where you don't want to go."

It was through a friend at their local church that Geoff and Joy first learnt of Ozcare's Dementia Advisory and Support Service (DASS) and Anne, our Dementia Advisor.

"I was a bit apprehensive at first, getting help... I was worried they'd whip him away from me," Joy said.

"It's easier when you understand and know what to do. The worry has gone about losing control. It can be a real minefield and sometimes I think what do I do now? Then I give Anne a call, she's a lifesaver, and if she can't do it she will put us in touch with someone who can."

Anne said her goal is to make sure Geoff and Joy feel well supported by connecting them with services, resources and information.

"It's really important that people understand

the diagnosis. We help work through what's happening with family members and put strategies in place to help cope," Anne said.

"It's about having a starting point so if you're having a crisis there is someone you can call - two heads are better than one.

"We talk through what's happening with family members, educate them and provide resources and information. We put carers in touch with other services and most importantly, we just be there for them."

It's these small actions that have made a big difference in Geoff and Joy's lives. Anne has put a number of referrals in place; Geoff and Joy have been visited by an occupational therapist to make their home safe, Geoff sees a dietitian and podiatrist and attends Rosemary Cottage, a local, secure, cottage-based respite centre. This was a great help while Joy was working part-time.

Anne has organised it so that if Geoff wants to go to a function at his local Civic Centre, Joy can go as his companion and get free or subsidised entry. On Wednesdays, Geoff likes to go to church, what previously was an expensive taxi ride, with Anne's help is now much cheaper with a subsidy.

"I always let people know that accepting services will help them to achieve their goals. Everyone feels if they have to get help they "can't do" but actually it assists them "to do". We put things in place so they can go forward safely."

"It's been terrific!" Joy said. "Anne's our lifeline."



Ozca

Phil's
Story.

One of eight kids; Phil's family is one he describes as tight-knit. At 51 years old, with four children of his own and four grandchildren, they became the motivation he needed to turn his life around.

"I was losing respect from my kids and that meant a great deal to me," Phil said.

"I always thought I could give up the style of life I was leading... jail, institutions, living on the street, but I realized I couldn't. My life was becoming unmanageable and I needed help."

Phil's daughter got in touch with our Illicit Drug and Alcohol Detox Centre in South Brisbane. This one-week program helps people like Phil to withdraw from substances with the clinical support of doctors and nurses.

From the beginning, Phil was committed to change. He was referred on to our Drug and Alcohol Residential Recovery Service (DARRS) at Ipswich, where Phil met Steve, our Program Facilitator, and found himself in an action-based program that challenged his own beliefs.

"I was completely broken, spiritually, mentally... I had a trade background, I'd worked all my life and I was faced with going into a house with other dysfunctional people... we had no respect for ourselves let alone each other," Phil said.

"It's an action based program so they don't spoon feed you. They give you ideas and suggestions but you have to take ownership."

Steve explains that people in the addiction process often find themselves out of their realm with basic tasks.

"I remember the first time I took Phil shopping. He had so much anxiety just going into the supermarket. I remember showing him the fresh

produce section and it was such an unknown experience for him; deciding how many apples we needed." Steve said.

"It signifies the whole journey. We empower our clients by helping them get the foundation right and giving them the life skills to move forward. We walk beside – we don't direct. If they move off the path, we give the guidance to redirect."

After 5 months with DARRS, Phil is getting his life back on track, achieving the goals he set for himself.

"I learnt a heck of a lot... I pay my own bills, I've got my health in order, I've got my families' respect back, my anger is in check, I've got my own place and I've got my license," Phil said.

"I'm now just working on getting my life into place."

Phil has a vision. He wants to be a florist. Discovering gardening while in the house, Phil pulled up weed after weed and re-architected the garden, it wasn't long before he realized the cathartic process of gardening wasn't dissimilar to his own journey.

"The biggest hurdle was saying goodbye to my old self. I learnt in rehab to deal with stuff," Phil said.

"I get the same sense of achievement from gardening; lots of blood, sweat and tears to see things grow, then discovering that flowers can make someone happy; they can brighten someone's day."

Phil is now studying floristry and hopes to use his creativity at an indigenous festival with floral arrangements.

Phil's advice is simple, "If you want to get clean and sober go to Ozcare."

Board of Directors.



CHAIRMAN
RON SULLIVAN

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 Risk and Governance Committee.

NON-EXECUTIVE DIRECTOR
JUNE CHANDLER

Experience: Board member since 2011. Over ten years employed by ANZ Banking Group. Owned and operated business in tourism industry. Former State Councillor and Secretary of St Vincent de Paul Society Queensland State Council. Former Chair of the Society's Migrants & Refugees Committee. Co-Chair of the Society's Children's Education Fund.





NON-EXECUTIVE DIRECTOR
PROFESSOR SUSAN DANN AM

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.



NON-EXECUTIVE DIRECTOR
PETER DRIVER

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. Former State Councillor and Treasurer of St Vincent de Paul Society Queensland State Council.

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



NON-EXECUTIVE DIRECTOR
FRED GILLETT

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 and the Audit and Finance Committee.



NON-EXECUTIVE DIRECTOR
KATHERINE SADLER

Qualifications: BA/LLB MBA LLM, FAICD

Experience: Board member since 2017. Director of Brisbane Green Heart CitySmart Pty Ltd. Previous member and former Chair of Mercy Community Services. Commercial lawyer with extensive experience and expertise in governance, commercial transactions, administrative law, information technology, privacy, and data security.

COMPANY SECRETARY
WILLIAM ALLAN

Qualifications: FIPA CTA GIA(Cert)

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



NON-EXECUTIVE DIRECTOR
JOHN THOMAS

Qualifications: MBA CPA, FCMA
MAICD

Experience: Board member since 2014. Formerly 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 Remuneration Committee.



NON-EXECUTIVE DIRECTOR
MATTHEW VANDERBYL

Qualifications: BA, Grad Dip Mgt, MBA and GAICD

Experience: Board member since 2011. Previously Board member 2000 to 2010. Chief Superintendent of Police, and currently the Operations Commander, Business Improvement, within the Organisational Capability Command, Queensland Police Service. Former Vice President of the Society of St Vincent de Paul State Council of Queensland.

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

COMPANY SECRETARY
JOHN LEMON

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

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



ANTHONY GODFREY
CHIEF EXECUTIVE OFFICER



BILL ALLAN
CHIEF FINANCIAL OFFICER



RUSSELL BRIGHOUSE
HEAD OF
COMMUNITY CARE



SARAH CHAPMAN
HEAD OF
BRAND & COMMUNICATIONS



DINUKE CHRISTIE-DAVID
GROUP MANAGER
BUSINESS DEVELOPMENT



DAMIAN FOLEY
CHIEF OPERATING OFFICER

Leadership *team.*



LANNA RAMSAY

HEAD OF
AGED CARE



JOEL READING

GROUP MANAGER
RISK & COMPLIANCE



JOHN SCURR

HEAD OF
INFORMATION TECHNOLOGY



BRETT WARHURST

GROUP MANAGER
PEOPLE



RUSSELL YOUNG

GROUP MANAGER
CONSTRUCTION & PROPERTY

We will inspire our wonderful managers through action and example to help us grow our organisation and earn a reputation of excellence.

2018 Directors' Report.

The Board of Directors of Ozcare has pleasure in submitting its report for the financial year ended 30 June 2018.

The information on pages 1 to 48 forms part of the directors' report for the financial year ended 30 June 2018 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)
- June Chandler
- Professor Susan Dann
- Peter Driver
- Fred Gillett
- Katherine Sadler
- 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.

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.

DIRECTORS' MEETINGS

The number of meetings of the Board of Directors and Board Committees during the year ended 30 June 2018, and attendance by Directors at those meetings were as follows:

Director	Board		Risk & Governance Committee		Audit & Finance Committee		Remuneration Committee	
	H	A	H	A	H	A	H	A
Ron Sullivan	8	8	5	5	1	1	1	1
Fred Gillett	8	7	5	4	1	1		
Matthew Vanderbyl	8	5	5	4				
June Chandler	8	7						
Susan Dann	8	6			1	0	1	1
John Thomas	8	8			1	1	1	1
Peter Driver	8	7	5	5				
Katherine Sadler	8	6						

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.

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;
- 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;
- 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
- Ensure sustainability through responsible long-term management, including the design of all construction projects to achieve sustainable and environmentally friendly outcomes.

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.

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 2018, 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 September 2018

DECLARATION OF INDEPENDENCE BY K L COLYER TO THE DIRECTORS OF OZCARE

As lead auditor of Ozcare for the year ended 30 June 2018, I declare that, to the best of my knowledge and belief, there have been:

1. No contraventions of the auditor independence requirements of the section 60-40 of *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
2. No contraventions of any applicable code of professional conduct in relation to the audit.



K L Colyer
Director

BDO Audit Pty Ltd

Brisbane, 28 September 2018

INDEPENDENT AUDITOR'S REPORT

To the members of Ozcare

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Ozcare (the registered entity), which comprises the statement of financial position as at 30 June 2018, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial report, including a summary of significant accounting policies, and the responsible entities' declaration.

In our opinion the accompanying financial report of Ozcare, is in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (i) Giving a true and fair view of the registered entity's financial position as at 30 June 2018 and of its financial performance for the year then ended; and
- (ii) Complying with Australian Accounting Standards - Reduced Disclosure Requirements and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the Financial Report* section of our report. We are independent of the registered entity in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's *APES 110 Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Other information

Those charged with governance are responsible for the other information. The other information obtained at the date of this auditor's report is information included in the registered entity's annual report, but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed on the other information obtained prior to the date of this auditor's report, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of responsible entities for the Financial Report

The responsible entities of the registered entity are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and the ACNC Act, and for such internal control as the responsible entities determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, responsible entities are responsible for assessing the registered entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the responsible entities either intends to liquidate the registered entity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the registered entity's financial reporting process.

Auditor's responsibilities for the audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website (<http://www.auasb.gov.au/Home.aspx>) at:

http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf

This description forms part of our auditor's report.

BDO Audit Pty Ltd



K L Colyer
Director

Brisbane, 28 September 2018

Directors' Declaration.

The directors of Ozcare declare that:

- 1) The financial statements, comprising the statement of profit or loss and other comprehensive income, statement of financial position, statement of cash flows, statement of changes in equity, and accompanying notes, are in accordance with Division 60 of the Australian Charities and Not-for-profits Commission (ACNC) Act 2012 and:
 - a) Comply with Australian Accounting Standards - Reduced Disclosure Requirements and Australian Charities and Not for profits Commission Regulations 2013 (ACNC Regulation 2013); and
 - b) Give a true and fair view of the entity's financial position as at 30 June 2018 and of its performance for the year ended on that date.
- 2) In the directors' opinion, there are reasonable grounds to believe that the entity will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of directors.

On behalf of the directors by:



Ron Sullivan - Chairman

Dated this 28th day of September 2018

Statement of Profit or Loss and Other Comprehensive Income

for the year ended 30 June 2018

	NOTES	2018 \$	2017 \$
Revenue and other income	2	232,155,180	230,322,984
Employee benefits expense		(162,765,920)	(153,646,602)
Purchased services		(2,382,875)	(4,529,519)
Premises expense		(13,103,947)	(12,618,730)
Motor vehicle expense		(4,339,125)	(4,159,301)
Food services		(6,481,509)	(6,432,870)
Client services		(4,425,645)	(4,072,208)
Depreciation and amortisation expenses		(17,741,445)	(20,131,595)
Gain (Loss) on disposal of debt instruments at fair value		(546,154)	-
Other expenses		(12,631,504)	(9,712,502)
Profit before income tax	3	7,737,056	15,019,657
Income tax expense		-	-
PROFIT FOR THE YEAR		7,737,056	15,019,657
Other comprehensive income			
<i>Items that may be reclassified to profit or loss:</i>			
Changes in the fair value of debt instruments at fair value through other comprehensive income		(1,859,791)	755,565
Other comprehensive income for the year		(1,859,791)	755,565
TOTAL COMPREHENSIVE INCOME FOR THE YEAR		5,877,265	15,775,222

The above statement of profit and loss and other comprehensive income should be read in conjunction with the accompanying notes.

Statement of Financial Position

as at 30 June 2018

	NOTES	2018 \$	2017 \$
CURRENT ASSETS			
Cash and cash equivalents	4	14,255,097	16,014,499
Trade and other receivables	6	3,194,451	2,686,952
Other Financial Assets	9	5,000,000	5,000,000
Prepayments		2,114,575	1,710,500
TOTAL CURRENT ASSETS		24,564,123	25,411,951
NON-CURRENT ASSETS			
Property, Plant and Equipment	7	306,464,734	267,152,807
Investment Property	8	8,121,433	8,384,350
Other Financial Assets	9	107,047,663	101,322,184
Intangible Assets	10	36,574,761	36,705,529
TOTAL NON-CURRENT ASSETS		458,208,591	413,564,870
TOTAL ASSETS		482,772,714	438,976,821
CURRENT LIABILITIES			
Trade and other payables	11	30,570,339	21,072,123
Grants in advance	12	17,788,117	12,829,761
Employee Benefits	13	20,023,638	18,727,834
Resident liabilities	14	102,448,012	80,807,054
TOTAL CURRENT LIABILITIES		170,830,106	133,436,772
NON-CURRENT LIABILITIES			
Grants in advance	12	3,511,951	3,519,531
Employee Benefits	13	4,673,713	4,686,993
TOTAL NON-CURRENT LIABILITIES		8,185,664	8,206,524
TOTAL LIABILITIES		179,015,770	141,643,296
NET ASSETS		303,756,944	297,333,525
EQUITY			
Reserves		(558,072)	755,565
Retained earnings		304,315,016	296,577,960
TOTAL EQUITY		303,756,944	297,333,525

The above statement of financial position should be read in conjunction with the accompanying notes.

Statement of Changes in Equity

for the year ended 30 June 2018

	RETAINED EARNINGS	RESERVES	TOTAL \$
BALANCE AT 1 JULY 2016	281,558,303	-	281,558,303
Profit for the year	15,019,657	-	15,019,657
Other comprehensive income	-	755,565	755,565
Total comprehensive income for the year	15,019,657	755,565	15,775,222
Transfer of loss/(gain) on disposal of debt instruments at fair value through other comprehensive income to profit or loss	-	-	-
Transactions with owners in their capacity as owners	-	-	-
BALANCE AT 30 JUNE 2017	296,577,960	755,565	297,333,525
Profit for the year	7,737,056	-	7,737,056
Other comprehensive income	-	(1,859,791)	(1,859,791)
Total comprehensive income for the year	7,737,056	(1,859,791)	5,877,265
Transfer of loss/(gain) on disposal of debt instruments at fair value through other comprehensive income to profit or loss	-	546,154	546,154
Transactions with owners in their capacity as owners	-	-	-
BALANCE AT 30 JUNE 2018	304,315,016	(558,072)	303,756,944

The above statement of changes in equity should be read in conjunction with the accompanying notes.

Statement of Cash Flows

for the year ended 30 June 2018

	NOTES	2018 \$	2017 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from activities		242,824,557	238,334,150
Payments to suppliers and employees		(208,268,417)	(203,321,602)
Interest received		5,090,906	4,953,616
NET CASH PROVIDED BY OPERATING ACTIVITIES	17	39,647,046	39,966,164
CASH FLOW FROM INVESTING ACTIVITIES			
Proceeds from sale of property, plant and equipment		1,424,517	1,099,495
Purchase of property, plant and equipment		(57,597,310)	(56,361,228)
Payments for software		(37,112)	(80,846)
Investment in financial asset bank notes		(7,585,270)	(23,742,536)
NET CASH USED IN INVESTING ACTIVITIES		(63,795,175)	(79,085,115)
CASH FLOW FROM FINANCING ACTIVITIES			
Refundable accommodation deposits received		44,408,013	36,023,401
Refundable accommodation deposits/Accommodation bonds refunded		(22,666,461)	(19,179,549)
Ingoing contributions received		1,570,000	785,000
Ingoing contributions refunded		(922,825)	(296,250)
NET CASH PROVIDED BY (USED IN) FINANCING ACTIVITIES		22,388,727	17,332,602
Net increase/(decrease) in cash held		(1,759,402)	(21,786,349)
Cash at 1 July		16,014,499	37,800,848
CASH AT 30 JUNE	4	14,255,097	16,014,499

The above statement of cash flows should be read in conjunction with the accompanying notes.

About This Report.

CORPORATE INFORMATION

The financial report covers the economic activities of Ozcare. Ozcare is a company limited by guarantee. The financial statements, which are presented in Australian dollars and rounded to the nearest dollar, were authorised for issue on 28 September 2018 by the Directors. Ozcare is a non-profit entity for financial reporting purposes under Australian Accounting Standards.

The registered office of the company is:

Ozcare
66 River Terrace
Kangaroo Point QLD 4169

The notes to the financial statements

The notes include financial information which is required to understand the financial statements and is material and relevant to the operations, financial position and performance of the Company. Information is considered material and relevant if, for example:

- The amount in question is significant because of its size or nature
- It is important for understanding the results of the Company
- It helps explain the impact of significant changes in the Company's business – for example, acquisitions and impairment write downs
- It relates to an aspect of the Company's operations that is important to its future performance

Significant and other accounting policies that summarise the measurement basis used and are relevant to an understanding of the financial statements are provided throughout the notes of the financial statements. These policies have been consistently applied to all the years presented, unless otherwise stated.

Key events and transactions for reporting period

The financial position and performance of Ozcare was particularly affected by the following events and transactions during the reporting period:

- Construction costs in relation to the Hervey Bay development

Working Capital

At balance date the statement of financial position discloses prima facie a deficiency in working capital, being excess of current liabilities over current assets of \$146,265,983 (2017: deficiency of \$108,024,821).

The working capital deficiency partially arises because of the requirement under Australian Accounting Standards to classify Resident Liabilities totalling \$102,448,012 (2017: \$80,807,054) as a current liability, whereas the assets to which they relate, Property, Plant & Equipment and Investment Properties are required to be classified as non-current assets.

Included in Resident Liabilities are Ingoing Contributions totalling \$6,391,681 (2017: \$5,972,639). When a retirement village resident relinquishes the unit/apartment they occupied the entity is not required to pay the resident's exit entitlement (the ingoing contribution less the exit fee) until the unit/apartment has been sold to a new resident and the new ingoing contribution is received. From November 2017, new legislation dictates that where a unit has not sold within 18 months of the resident's departure, the company is required to buy back the unit from the outgoing resident (at market price).

The major portion of Resident Liabilities is accommodation bonds and refundable accommodation deposits of \$96,056,331 (2017: \$74,834,415). The timing of the obligation of accommodation bonds and refundable accommodation deposits will not practically all fall due within the next twelve months. Accommodation bonds become payable upon the departure of aged care residents. It is unlikely that all residents will depart in the next twelve months thereby requiring a pay out of the full amount of the liability. Historically, the turnover of the aged care residents has been approximating 25%-30%.

Furthermore, the entity has \$107,047,663 (2017: \$101,322,185) worth of other financial assets recognized as a non-current asset, as they are not expected to be sold within the next 12 months. Whilst they are not expected to be sold within the next 12 months and are ultimately held for long term appreciation, if required the entity can call upon these investments to fund repayments of Accommodation Bond and Entry Contribution liabilities.

After considering all available current information, the directors have concluded that there are reasonable grounds to believe that the entity will be able to pay its debts as and when they fall due and payable and preparation of the financial statements on a going concern basis is appropriate.

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.

Critical Accounting Estimates and Judgments

In the process of applying the Company's accounting policies, management has made a number of judgements and applied estimates for future events. Judgements and estimates which are material to the financial report are found in the following notes:

Key Estimates — Impairment

- Property, plant & equipment - Note 7
- Investment property - Note 8
- Intangibles assets - Note 10

Estimation of useful life of assets

- Property, plant & equipment - Note 7
- Investment property - Note 8
- Intangibles assets - Note 10

Employee benefits provision - Note 13

Comparative Figures

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

Notes to the Financial Statements

for the year ended 30 June 2018

NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(a) Basis of Preparation

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 Australian Accounting Standards include Australian equivalents to International Financial Reporting Standards. Due to the application of Australian specific provisions for not-for-profits entities contained only within Australian Accounting Standards, the financial report and notes thereto are not necessarily compliant with all International Financial Reporting Standards.

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 financial assets and financial liabilities.

(b) Adoption of new and revised accounting standards

The company has adopted all of the new, revised or amending Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') that are mandatory for the current reporting period.

(c) Early adoption of standards

Australian Accounting Standards and Interpretations that have recently been issued or amended but are not yet mandatory, have not been early adopted by the company for the annual reporting period ended 30 June 2018. The company has not yet assessed the impact of these new or amended Accounting Standards and Interpretations.

Accounting Standards issued by the AASB that are not yet mandatorily applicable to the company include:

- AASB 16: Leases (applicable to annual reporting periods beginning on or after 1 January 2019).
- AASB 15 Revenue from contracts with customers (applicable to annual reporting periods beginning on or after 1 January 2019).
- AASB 1058 Income of Not-for-profit entities (applicable to annual reporting periods beginning on or after 1 January 2019).

(d) Fair values of assets and liabilities

Fair values may be used for financial asset as liability measurement as well as for sundry disclosures.

Fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date. It is based on the presumption that the transaction takes place either in the principal market for the asset or liability or, in the absence of a principal market, in the most advantageous market. The principal or most advantageous market must be accessible to, or by, the Company.

Notes to the Financial Statements Cont.

for the year ended 30 June 2018

Fair value is measured using the assumptions that market participants would use when pricing the asset or liability, assuming that market participants act in their best economic interest.

The fair value measurement of a non-financial asset takes into account the market participant's ability to generate economic benefits by using the asset at its highest and best use or by selling it to another market participant that would use the asset at its highest and best use.

In measuring fair value, the Company uses valuation techniques that maximise the use of observable inputs and minimise the use of unobservable inputs.

(e) Investments and other financial assets

Accounting policies applied from 1 July 2016

Classification

From 1 July 2016, the company classifies its financial assets in the following measurement categories:

- those to be measured subsequently at fair value (either through other comprehensive income, or through profit or loss), and
- those to be measured at amortised cost.

The classification depends on the entity's business model for managing the financial assets and the contractual terms of the cash flows.

For assets measured at fair value, gains and losses will either be recorded in profit or loss or other comprehensive income. For investments in debt instruments, this will depend on the business model in which the investment is held. For investments in equity instruments, this will depend on whether the company has made an irrevocable election at the time of initial recognition to account for the equity investment at fair value through other comprehensive income.

The company reclassifies debt investments when and only when its business model for managing those assets changes.

Measurement

At initial recognition, the company measures a financial asset at its fair value plus, in the case of a financial asset not at fair value through profit or loss, transaction costs that are directly attributable to the acquisition of the financial asset. Transaction costs of financial assets carried at fair value through profit or loss are expensed in profit or loss.

Financial assets with embedded derivatives are considered in their entirety when determining whether their cash flows are solely payment of principal and interest.

Debt instruments

Subsequent measurement of debt instruments depends on the company's business model for managing the asset and the cash flow characteristics of the asset. There are three measurement categories into which the company classifies its debt instruments:

Notes to the Financial Statements Cont.

for the year ended 30 June 2018

- **Amortised cost:** Assets that are held for collection of contractual cash flows where those cash flows represent solely payments of principal and interest are measured at amortised cost. A gain or loss on a debt investment that is subsequently measured at amortised cost and is not part of a hedging relationship is recognised in profit or loss when the asset is derecognised or impaired. Interest income from these financial assets is included in finance income using the effective interest rate method.
- **Fair value through other comprehensive income (FVOCI):** Assets that are held for collection of contractual cash flows and for selling the financial assets, where the assets' cash flows represent solely payments of principal and interest, are measured at FVOCI. Movements in the carrying amount are taken through OCI, except for the recognition of impairment gains or losses, interest revenue and foreign exchange gains and losses which are recognised in profit or loss. When the financial asset is derecognised, the cumulative gain or loss previously recognised in OCI is reclassified from equity to profit or loss and recognised in other gains/(losses). Interest income from these financial assets is included in finance income using the effective interest rate method.
- **Fair value through profit or loss:** Assets that do not meet the criteria for amortised cost or FVOCI are measured at fair value through profit or loss. A gain or loss on a debt investment that is subsequently measured at fair value through profit or loss and is not part of a hedging relationship is recognised in profit or loss and presented net in the statement of profit or loss within other gains/(losses) in the period in which it arises. Interest income from these financial assets is included in finance income.

Equity instruments

The company subsequently measures all equity investments at fair value. Where the company's management has elected to present fair value gains and losses on equity investments in other comprehensive income, there is no subsequent reclassification of fair value gains and losses to profit or loss. Dividends from such investments continue to be recognised in profit or loss as other income when the company's right to receive payments is established.

Changes in the fair value of financial assets at fair value through profit or loss are recognised in other gain/(losses) in the statement of profit or loss as applicable. Impairment losses (and reversal of impairment losses) on equity investments measured at FVOCI are not reported separately from other changes in fair value.

Impairment

The company assesses on a forward looking basis the expected credit losses associated with its assets carried at amortised cost and FVOCI. The impairment methodology applied depends on whether there has been a significant increase in credit risk.

For trade receivables only, the company applies the simplified approach permitted by AASB 9, which requires expected lifetime losses to be recognised from initial recognition of the receivables.

(f) Goods and Services Tax

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.

Notes to the Financial Statements Cont.

for the year ended 30 June 2018

NOTE 2: REVENUE	2018 \$	2017 \$
OPERATING ACTIVITIES		
Government grants and subsidies	137,366,620	127,829,059
Residents and clients fees and charges	76,335,254	74,225,389
Other	11,762,583	22,228,401
	225,464,457	224,282,849
NON-OPERATING ACTIVITIES		
Capital grants	-	12,985
Accommodation bond retentions	327,179	490,675
Interest received	5,090,906	4,953,616
Rent received	498,887	359,104
Bequests and donations	323,969	135,056
Profit on disposal of non-current assets	449,782	88,699
	6,690,723	6,040,135
TOTAL REVENUE	232,155,180	230,322,984

Accounting Policy

Government Grants

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.

Resident and client fees and charges

Revenue from resident care fees, service charges and government subsidies is recognised upon delivery of service to the residents.

Accommodation bond retentions and Exit fees

Accommodation bond retentions are recognised on a contractual basis and deducted from the Accommodation Bond liability balance.

Exit fees on retirement village assets is earned while the resident occupies the independent living unit and is recognised as income over the residents' expected tenure. The expected tenure is calculated with reference to Australian Bureau of Statistics current data relating to life expectancy and historical trends of roll-overs within the company. Exit fee revenue earned reduces the existing Ingoing Contribution liability.

Interest income

Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

Notes to the Financial Statements Cont.

for the year ended 30 June 2018

NOTE 3: PROFIT BEFORE INCOME TAX	NOTES	2018 \$	2017 \$
Profit before income tax has been determined after:			
(a) Expenses			
Depreciation of property, plant and equipment		16,355,045	16,843,856
Depreciation of investment property buildings		417,987	430,593
Amortisation of property, plant and equipment		800,533	799,785
Amortisation of intangible assets		167,880	2,057,361
Remuneration of Auditor:			
- audit or review		153,755	126,915
Bad & Doubtful Debts		40,664	143,615
Defined contribution superannuation expense		10,027,236	9,424,716
(b) Revenue and Net Gains			
Gain on disposal of non-current assets		449,782	88,699

NOTE 4: CASH AND CASH EQUIVALENTS	2018 \$	2017 \$
Cash on hand	44,865	43,872
Cash at bank and on deposit	14,004,394	15,662,902
Cash at bank - Capital Replacement Fund*	205,838	307,725
	14,255,097	16,014,499

* Secured and restricted use Capital Replacement Fund accounts established in terms of sections 91 and 92 of the Retirement Villages Act 1999 which cannot be used by the entity in its ordinary activities.

Accounting Policy

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.

For the purposes of the Statement of Cash Flows, cash and cash equivalents consist of cash and cash equivalents as defined above, net of outstanding bank overdrafts.

Notes to the Financial Statements Cont.

for the year ended 30 June 2018

NOTE 5: CAPITAL EXPENDITURE COMMITMENTS	2018 \$	2017 \$
(a) Capital expenditure commitments:		
- Capital expenditure projects contracted for	13,890,645	2,257,499
- Capital expenditure projects planned*	-	37,968,000
	13,890,645	40,225,499
Payable		
- Not longer than one year	13,890,645	17,257,499
- Longer than 1 but not longer than 5 years	-	22,968,000
	13,890,645	40,225,499
(b) Operating lease commitments:		
Non-cancellable operating leases contracted for but not recognised in the financial statements		
- Not later than 12 months	420,524	432,173
- Later than 12 months but not later than 5 years	578,620	572,734
- Later than 5 years	145,788	-
	1,144,932	1,004,907

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).

* Represents contract for expenditure entered into subsequent to year end in relation to the development of an aged care facility at Toowoomba

Notes to the Financial Statements Cont.

for the year ended 30 June 2018

	2018	2017
	\$	\$
NOTE 6: TRADE AND OTHER RECEIVABLES		
CURRENT		
Trade debtors	1,984,326	1,629,792
Less: Allowance for doubtful debts	(92,184)	(92,184)
Other debtors	1,302,309	1,149,344
TOTAL TRADE AND OTHER RECEIVABLES	3,194,451	2,686,952

Accounting policy

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.

Trade and other receivables

Trade and other receivables are recognised and carried at original invoice amount less an allowance for any uncollectible amounts. An estimate for doubtful debts is made when collection of the full amount is no longer probable. Bad debts are written off when identified.

(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.

(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.

Notes to the Financial Statements Cont.

for the year ended 30 June 2018

NOTE 7: PROPERTY, PLANT AND EQUIPMENT	2018	2017
	\$	\$
LAND & BUILDINGS		
Freehold land - at cost	92,062,292	71,446,488
Buildings - at cost	235,720,510	197,536,121
Less accumulated depreciation	(74,958,865)	(64,033,832)
	160,761,645	133,502,289
Leasehold improvements - at cost	16,009,897	15,989,780
Less accumulated amortisation	(10,932,507)	(10,131,974)
	5,077,390	5,857,806
Work in progress	28,913,372	38,831,984
TOTAL LAND AND BUILDINGS	286,814,699	249,638,567
PLANT AND EQUIPMENT		
Plant and equipment - at cost	64,470,923	59,248,572
Less accumulated depreciation	(44,820,888)	(41,734,332)
TOTAL PLANT AND EQUIPMENT	19,650,035	17,514,240
TOTAL PROPERTY, PLANT AND EQUIPMENT	306,464,734	267,152,807

Notes to the Financial Statements Cont.

for the year ended 30 June 2018

MOVEMENTS IN CARRYING AMOUNT:	LAND AND BUILDINGS	LEASEHOLD IMPROVEMENTS	WORK IN PROGRESS	PLANT AND EQUIPMENT	TOTAL
	\$	\$	\$	\$	\$
Balance at the beginning of the year	204,948,777	5,857,806	38,831,984	17,514,240	267,152,807
Additions at cost	21,501,099	20,117	28,913,372	15,393,816	65,828,404
Disposals	(963,897)	-		(8,397,002)	(9,360,899)
Depreciation expense	(11,494,026)	(800,533)	-	(4,861,019)	(17,155,578)
Transfers between classes	38,831,984		(38,831,984)	-	-
CARRYING AMOUNT AT END OF YEAR	252,823,937	5,077,390	28,913,372	19,650,035	306,464,734

Accounting Policy

Freehold Property

Land, buildings and leasehold property is stated at historic cost less accumulated depreciation and any accumulated impairment losses. Such cost includes the cost of replacing parts that are eligible for capitalisation when the cost of replacing the parts is incurred. All other repairs and maintenance are recognised in the statement of comprehensive income as incurred.

Land is not depreciated. Depreciation on other assets is calculated on a straight-line basis over the estimated useful life on in the case of leasehold improvements, the shorter lease term.

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:

Notes to the Financial Statements Cont.

for the year ended 30 June 2018

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.

Impairment of Assets

At each reporting date, management review a number of factors affecting Investment Property, including their carrying values, to determine if these assets may be impaired. If an impairment indicator exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and 'value in use' is compared to the carrying value. Any excess of the asset's carrying value over its recoverable amounts is expensed in profit or loss as an impairment expense.

As the future economic benefits of certain Company assets are not primarily dependent on their ability to generate net cash inflows, and if deprived of the asset, the Company would replace the asset's remaining future economic benefits, 'value in use' is determined as the depreciated replacement cost of the asset, rather than by using discounted future cash flows.

Depreciated replacement cost is defined as the current replacement cost of an asset less, where applicable, accumulated depreciation calculated on the basis of such cost to reflect the already consumed or expired future economic benefits of the asset. The current replacement cost of an asset is its cost measured by reference to the lowest cost at which the assets future economic benefits of that asset could currently be obtained in the normal course of business.

Notes to the Financial Statements Cont.

for the year ended 30 June 2018

NOTE 8: INVESTMENT PROPERTY	2018	2017
	\$	\$
Freehold land - at cost	840,000	840,000
Buildings - at cost	8,313,701	8,158,631
Less accumulated depreciation	(1,032,268)	(614,281)
	7,281,433	7,544,350
TOTAL INVESTMENT PROPERTY	8,121,433	8,384,350
MOVEMENTS IN CARRYING AMOUNT:		
Balance at the beginning of the year	8,384,350	8,814,943
Additions at cost	155,070	-
Depreciation expense	(417,987)	(430,593)
CARRYING AMOUNT AT END OF YEAR	8,121,433	8,384,350

Accounting Policy

Retirement living community assets are classified as investment properties as they are held to earn revenues and capital appreciation over the long-term. These assets are comprised of independent living units, common facilities and integral plant and equipment.

Investments property is measured at cost less accumulated depreciation and impairment losses, including transaction costs. The buildings component are depreciated over a useful life of 20 years.

Transfers to and from investment properties to property, plant and equipment are determined by a change in use of owner occupation. The existing carrying amount of property, plant and equipment is used for the subsequent accounting cost of investment properties on date of change of use.

Any gain or loss on disposal of investment property (calculated as the difference between the net proceeds from disposal and the carrying amount of the item) is recognised in profit or loss.

Impairment of Assets

At each reporting date, management review a number of factors affecting investment property, including their carrying values, to determine if these assets may be impaired. If an impairment indicator exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and 'value in use' is compared to the carrying value. Any excess of the asset's carrying value over its recoverable amounts is expensed in profit or loss as an impairment expense.

Notes to the Financial Statements Cont.

for the year ended 30 June 2018

NOTE 9: FINANCIAL ASSETS	2018 \$	2017 \$
CURRENT		
Financial assets at amortised cost:		
Bank fixed rate term deposits	5,000,000	5,000,000
	5,000,000	5,000,000
NON-CURRENT		
Fair value through other comprehensive income:		
Fixed and floating interest rate notes	107,047,663	101,322,184
	107,047,663	101,322,184

Accounting Policy

Classification of financial assets at fair value through other comprehensive income

Financial assets at fair value through other comprehensive income comprise:

- equity securities which are not held for trading, and for which the company has made an irrevocable election at initial recognition to recognise changes in fair value through OCI rather than profit or loss, and
- debt securities where the contractual cash flows are solely principal and interest and the objective of the company's business model is achieved both by collecting contractual cash flows and selling financial assets.

Upon disposal of these equity investments, any balance within the OCI reserve for these equity investments is reclassified to retained earnings and is not reclassified to profit or loss.

Classification of financial assets at amortised cost

The company classifies its financial assets as at amortised cost only if both of the following criteria are met:

- the asset is held within a business model with the objective of collecting the contractual cash flows, and
- the contractual terms give rise on specified dates to cash flows that are solely payments of principal and interest on the principal outstanding.

Fair value

(i) Recurring fair value measurements

Fair value through other comprehensive income:

Fixed and floating interest rate notes

107,047,663

101,322,184

(ii) Valuation techniques used to determine fair values

Specific valuation techniques used to value financial instruments include:

- the use of quoted market prices or dealer quotes for similar instruments
- the fair value of the remaining financial instruments is determined using discounted cash flow analysis.

Notes to the Financial Statements Cont.

for the year ended 30 June 2018

NOTE 10: INTANGIBLE ASSETS	2018 \$	2017 \$
Aged Care Bed Licences	35,851,268	35,851,268
Software	723,493	854,261
TOTAL INTANGIBLE ASSETS	36,574,761	36,705,529

MOVEMENTS IN CARRYING AMOUNT:	BED LICENSES	SOFTWARE	TOTAL
Opening Balance	35,851,268	854,261	36,705,529
Additions	-	37,112	37,112
Disposals	-	-	-
Amortisation charge	-	(167,880)	(167,880)
CARRYING AMOUNT AT END OF YEAR	35,851,268	723,493	36,574,761

Aged Care Bed licenses

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.

Software – internal management systems

Software licenses used in internal management systems, whether acquired or internally developed are stated at cost less amortization. They are amortised on a straight line basis over the useful life of 5 years.

Impairment

Indefinite life intangible assets (Bed licenses) are tested for impairment annually or more frequently if events or circumstances indicate that it might be impaired and is carried at cost less accumulated impairment losses.

The company assesses impairment of non-financial assets other than goodwill and other indefinite life intangible assets at each reporting date by evaluating conditions specific to the company and to the particular asset that may lead to impairment. If an impairment trigger exists, the recoverable amount of the asset is determined. This involves fair value less costs of disposal or value-in-use calculations, which incorporate a number of key estimates and assumptions.

Notes to the Financial Statements Cont.

for the year ended 30 June 2018

NOTE 11: TRADE AND OTHER PAYABLES	2018	2017
	\$	\$
CURRENT		
Trade Creditors	8,945,474	4,407,780
Sundry Creditors	9,088,237	7,516,552
CDC Client Funds Held*	12,503,138	9,114,806
Deposits Held	33,490	32,985
TOTAL TRADE AND OTHER PAYABLES	30,570,339	21,072,123

Accounting Policy

These amounts represent liabilities for goods and services provided to the company prior to the end of financial year which are unpaid. The amounts are unsecured and are usually paid within 30 days of recognition. Trade and other payables are presented as current liabilities unless payment is not due within 12 months after the reporting period. They are recognised initially at their fair value and subsequently measured at amortised cost using the effective interest method.

*Client funds held are included in Cash at bank and on deposit.

Notes to the Financial Statements Cont.

for the year ended 30 June 2018

NOTE 12: GRANTS IN ADVANCE	NOTES	2018 \$	2017 \$
CURRENT			
Unsecured Liabilities			
Subsidies in advance - operational		17,788,117	12,829,761
TOTAL CURRENT		17,788,117	12,829,761
NON-CURRENT			
Unsecured Liabilities			
Subsidy advance - operational		197,594	205,174
		197,594	909,105
Secured Liabilities			
Grants in advance - capital	13 (a)	1,903,644	1,903,644
Grants in advance - capital	13 (b)	1,410,713	1,410,713
		3,314,357	3,314,357
TOTAL NON-CURRENT		3,511,951	3,519,531

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

13 (b) 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.

Accounting Policy

Grants are principally of a recurrent or capital nature and intended to fund ongoing operations or asset acquisitions.

Grants received on the condition that specified services are delivered, or conditions are fulfilled, are considered reciprocal. Such grants are initially recognised as a liability and revenue is recognised as services are performed or conditions fulfilled. Revenue from non-reciprocal grants is recognised when the entity obtains control of the funds.

Notes to the Financial Statements Cont.

for the year ended 30 June 2018

NOTE 13: EMPLOYEE BENEFITS	2018 \$	2017 \$
CURRENT		
Annual leave	12,932,892	12,130,413
Long service leave	7,090,746	6,597,421
	20,023,638	18,727,834
NON-CURRENT		
Long service leave	4,673,713	4,686,993
	4,673,713	4,686,993

Accounting Policy

Short-term employee benefits

Short-term employee benefits are benefits, other than termination benefits, that are expected to be settled wholly within twelve (12) months after the end of the period in which the employees render the related service. Examples of such benefits include wages and salaries and non-monetary benefits. Short-term employee benefits are measured at the undiscounted amounts expected to be paid when the liabilities are settled.

Other long-term employee benefits

The Company's liabilities for long service leave are included in other long-term benefits as they are not expected to be settled wholly within twelve (12) months after the end of the period in which the employees render the related service. They are measured at the present value of the expected future payments to be made to employees. The expected future payments incorporate anticipated future wage and salary levels, experience of employee departures and periods of service, and are discounted at rates determined by reference to market yields at the end of the reporting period on high quality corporate bonds that have maturity dates that approximate the timing of the estimated future cash outflows. Any re-measurements arising from experience adjustments and changes in assumptions are recognised in profit or loss in the periods in which the changes occur.

The Company presents employee benefit obligations as current liabilities in the statement of financial position if the Company does not have an unconditional right to defer settlement for at least twelve (12) months after the reporting period, irrespective of when the actual settlement is expected to take place.

Estimates

The liability for long service leave is recognised and measured at the present value of the estimated future cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of attrition rates and pay increases through promotion and inflation have been taken into account.

The following are considered when measuring the annual leave provision:

- 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.

Notes to the Financial Statements Cont.

for the year ended 30 June 2018

NOTE 14: RESIDENT LIABILITIES	2018	2017
	\$	\$
CURRENT		
<i>Unsecured liabilities</i>		
Accommodation bonds and Refundable Accommodations Deposits	96,056,331	74,834,415
Ingoing contributions	6,391,681	5,972,639
	102,448,012	80,807,054

Accounting Policy

Accommodation bonds

An accommodation bond as governed by the Aged Care Act 1997 is an amount of money payable for entry to Ozcare by residents who enter permanent care at a low level care, if they are eligible to pay. It is in addition to the standard resident contribution and any income tested fee that may apply to the resident. Accommodation bonds are recognised as a liability net of retentions receivable.

Refundable accommodation deposits

A refundable accommodation deposit (RAD), as governed by the Aged Care Act 1997, is an amount of money payable for entry to Ozcare by any resident who, in terms of a Commonwealth asset and income assessment, is eligible to pay. It is in addition to the standard resident contribution and any means tested care fee that may apply to the resident. RADs are recognised as a liability only upon receipt of the deposit. Residents can choose to pay a RAD as a lump sum, a daily accommodation payment, or a combination of both. The service provider must, if instructed by the care recipient, deduct from the RAD (whether fully or partly paid), the daily accommodation payment and may, in its sole discretion and upon receiving a request from the care recipient, agree to the deduction from the RAD of any other amount. Any deductions from the RAD bear interest at the maximum permissible interest rate as set by the Commonwealth Government. The balance of the RAD is refunded to the resident, or their estate, on departure. Service providers may also retain any interest they derive from RADs. No interest is payable to the resident. RADs are refundable within a maximum of 14 days of departure of the resident or, in the case of decease, within 14 days of the receipt of probate.

Ingoing Contributions

Retirement village residents pay an ingoing contribution to the entity in exchange for the exclusive use of an independent living unit. Ingoing Contributions are refundable to a departed resident following sale of the respective unit and receipt of an ingoing contribution from the new resident. Ingoing contribution liability is recorded net of exit fees receivable.

Current classification

Accommodation Bonds, RADS and Ingoing Contributions are classified as current liabilities in the statement of financial position. Based on historical trends and experience it is likely that the majority of the liability recognised will not be payable within 12 months, however there is no unconditional right to defer settlement of the liability for more than 12 months and, therefore, the liability is recognised as current in its entirety.

Notes to the Financial Statements Cont.

for the year ended 30 June 2018

NOTE 15: KEY MANAGEMENT PERSONNEL COMPENSATION	2018	2017
	\$	\$
Total remuneration paid to key management personnel of the company during the year	2,436,154	1,624,954

The increase in key management personnel remuneration was due to:

- 2 key management personnel going on leave prior to retirement,
- Managers that have now become key management personnel – due to a change in reporting lines.

No additional key management staff were employed.

NOTE 16: RELATED PARTY TRANSACTIONS

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

NOTE 17: CASH FLOW INFORMATION

(a) Reconciliation of profit after income tax to net cash inflow from operating activities

	2018	2017
	\$	\$
PROFIT FOR THE YEAR	7,737,056	15,019,657
NON CASH FLOWS IN PROFIT FOR THE YEAR		
Accommodation bond retentions and exit fees	(747,769)	(490,675)
Depreciation and amortisation	17,741,445	20,131,595
Loss/(profit) on disposal of non-current assets	(449,782)	(88,699)
Loss/(profit) on disposal of other financial assets	546,154	-
CHANGES IN ASSETS AND LIABILITIES		
Decrease/(increase) in trade and other debtors	(507,499)	1,016,768
Decrease/(increase) in prepayments	(404,075)	(613,840)
Increase/(decrease) in trade and sundry creditors	9,498,216	4,026,574
Increase/(decrease) in employee benefits provisions	1,282,524	311,351
Increase/(decrease) in grants received in advance	4,950,776	653,433
NET CASH PROVIDED BY OPERATING ACTIVITIES	39,647,046	39,966,164
(b) Non-cash investing and financing activities		
Trade-in of motor vehicles during the year (proceeds equals trade in value)	8,386,164	8,759,172
Accommodation retentions and exit fees, other charges reducing resident liabilities	747,769	490,675

Notes to the Financial Statements Cont.

for the year ended 30 June 2018

NOTE 18: 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, and Ingoing Contributions. The totals for each category of financial instruments, measured in accordance with AASB 9 are detailed below:

	2018 \$	2017 \$
FINANCIAL ASSETS		
Cash and cash equivalents	14,255,097	16,014,499
Trade and other receivables	3,194,451	2,686,952
Financial assets a fair value through other comprehensive income	107,047,663	101,322,184
Financial assets at amortised cost	5,000,000	5,000,000
TOTAL FINANCIAL ASSETS	129,497,211	125,023,635
FINANCIAL LIABILITIES		
Financial liabilities at amortised cost:		
- Trade and other payables	30,570,339	21,072,123
- Resident loans	102,448,012	80,807,054
TOTAL FINANCIAL LIABILITIES	133,018,351	101,879,177

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 2018 (2017 nil).

Notes to the Financial Statements Cont.

for the year ended 30 June 2018

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: CONTINGENCIES

Contingencies relate to the outcome of future events and may result in an asset or liability, however due to current uncertainty do not qualify for recognition.

At reporting date, there are not contingent assets or contingent liabilities.

NOTE 21: EVENTS AFTER THE REPORTING PERIOD

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

Thank *you.*

TO OUR SUPPORTERS

In appreciation of you and all that you do!

The work that Ozcare does in the Queensland community would not be possible without the wonderful support of state and federal government funding and the generosity of individuals, community groups and corporates.

You help us support:

- Seniors and people with disability or health condition to stay happy and well in their own homes for as long as possible
- The disadvantaged and vulnerable to get back on their feet and go forward with their lives
- Carers who need to take a break for their own health and well-being, and
- Our oldest Australians with homely aged care facilities that deliver meaning and purpose

QUALITY STATEMENT

Ozcare is a quality certified organisation and has met the requirements of the International Standards Organisation (ISO 9001:2015).

DONATIONS & BEQUESTS

From the bottom of our hearts we thank the individuals, community groups and corporates who chose to support Ozcare this year. Your kindness directly benefits the people we support with 100% of every donation and bequest going directly to the service specified, there are no administration charges.

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

In Closing...

Thank you to our amazing clients for taking the time to share your personal stories with us in the hope that they inspire others. Your honesty is humbling and your positivity is uplifting.

Feedback from our clients is what drives us to continuously improve and expand our service offering to take us to new heights – we want to be the leading provider of integrated care services in Australia.

Thank you to our staff and services for helping us put this report together. We love showcasing what you bring to Ozcare and the difference you make in the lives of your clients every day!



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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.

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

**Caring
for our
Community**