



AGED & COMMUNITY SERVICES AUSTRALIA
Annual Report 2005



Aged & Community Services Australia Incorporated
is an Association incorporated under the ACT
Associations Incorporation Act 1991.

Its office is located at:

Level One, 36 Albert Road
South Melbourne Victoria 3205

Telephone: (03) 9686 3460
Facsimile: (03) 9686 3453

Email: info@agedcare.org.au

Bankers:

Commonwealth Bank
380 St Kilda Road
Melbourne Vic 3000

Auditors:

Danby Bland Provan
2nd Floor, 123 Camberwell Road
Hawthorn Vic 3123

Public Officer:

Mr Michael Siers
C/- Mirinjani Village
11 Namatjira Drive
Weston ACT 2611

A listing of ACSA Members is available for inspection
from the Public Officer, phone 02 6288 4411

ACSA NATIONAL PARTNERS



KENNEDY STRANG LEGAL GROUP

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PRESIDENT'S REPORT



A distinct advantage to annual reports is that it makes you think specifically about the year that's been, and formally about the year ahead. It's in that context that I would like to submit to you my report for 2004/2005.

Our ACSA Federation has continued to grow over the last year, and indeed we remain the only national peak aged care body that represents the broad spectrum of accommodation and care for the aged. Within our Federation we continue to represent some two-thirds of the residential aged care places, all of the community care services, and a substantially larger number of retirement village units than others who purport to represent these exclusively. Our financial position continues to improve, enabling ACSA to pursue a long-awaited research agenda to help to inform and enhance our strategic thinking about our sector for the future.

We are all aware of the changes that have been occurring over the past year, and those in train. There is no doubt, that as a Minister for Ageing, the incumbent, Julie Bishop, has been the most successful in terms of financial support for the residential aged care industry that we have seen over many years. There is no doubt that it is through her personal efforts that the Australian Government has provided additional financial support and resources. Regrettably the same cannot be said for our community care services, however we maintain hope that this will come in conjunction with the reforms characterised through *The Way Forward*. It continues to be mind boggling to me that whilst the Government and Opposition parties talk up their focus on ageing, and the needs of our ageing population, they continue to expose their rhetoric through maintaining the Ageing Portfolio as a Junior Ministerial appointment. Perhaps it is because, as one of my political colleagues once eloquently put it – aged care is an election loser, not an election winner. Our focus must therefore be on elevating aged care to an election winner through making it important to our Australian society, for all of the right reasons.

Along with over 100 fellow Australians I recently attended the International Association of Homes and Services for the Ageing (IAHSA) International Conference in Trondheim, Norway. It was amazing how all over the world, the issues confronting our sector were consistent – lack of funding; shortage of workforce; low level focus on research; and the need for an enhanced use of technology. As a result, IAHSA is establishing a range of committees (working parties) to investigate and formulate some international strategies for how these issues can be taken forward in a positive and productive manner. Certainly ACSA will be integral to these working parties, however our members individually will no doubt make significant contributions to the various committee deliberations.

In the year to come I know we will all watch with interest, how the Australian Government behaves with respect to their control of both houses of Parliament. Clearly we have already seen the impetus of the proposed changes to the industrial landscape, although the reaction to such legislation will no doubt vary for many of our members. It is crucial in my view, that whatever the outcome of the legislation, aged and community care providers must retain the right to be able to choose the best framework for their services. As a sector it is said that we represent the 8th largest employer group in Australia (and that only accounts for residential aged care), and consequently our industrial needs must be recognised and respected in this transitional landscape.

It has been interesting to see how the Government, in considering an accreditation system for community care, has backed away from replicating the approach used to establish the Aged Care Standards and Accreditation Agency. Whilst it might be claimed by Government that the residential aged care accreditation system is working well, clearly actions speak much louder than words when thankfully the opportunity to extend the coverage of the existing scheme was presented, and clearly rejected. Perhaps, over time, the need for a real customer focused accreditation system will be recognised by the Australian Government, and they will make the accreditation service delivery competitive and contestable, just like the industry they assess.

The continuing double standards applied in some sections of Government decision making hopefully over time will dissipate.

The coming year presents us with many challenges, and certainly many opportunities.

From a residential perspective, we will see consideration of the longer-term proposals from the Hogan Review as well as the trials and potential implementation of the Aged Care Funding Instrument (ACFI). Our community care services will no doubt see the roll-out of *The Way Forward*, hopefully without any further use of the disastrous “competitive tendering” approach that was used earlier in 2005. Whilst retirement living is essentially a state-based legislative framework, this is a form of housing that becomes ever more crucial in our quest for a truly integrated sector of accommodation and care.

In closing I would like to recognise the dedication, expertise and skills of our CEO Greg Mundy, Pat Sparrow, Heather Stevens and our national office team. It’s incredible to think at times that we only have a handful of team members in the national office given the volume of work that makes its way through. The amount of travel required to fulfil ACSA obligations is significant, and I would like to thank the families of our national team for sharing so much of their time on our behalf.

I provide this report on behalf of the ACSA Board, whose very committed volunteer members give so much of their time, expertise and counsel. It is no small measure of the calibre of our Federation, that even with changes in those elected to the Board by our members, the group continues to operate as a cohesive and highly functional team.

To our members, my deepest thanks for your continued support and faith, as we move forward to our new future with a real sense of optimism – together.

Cheers!



Glenn Bunney
President

CHIEF EXECUTIVE OFFICER'S REPORT



Much of the work of an Association like ACSA necessarily involves reacting to the actions of others, particularly the Australian Government in its ongoing management and reform of the aged and community care programs. The fact that much of the reform agenda has been influenced and shaped by our engagement with the Government is positive - would we have even had a review of pricing in residential care for example, without the sustained pressure from our sector? However it is very satisfying to develop and promulgate some thinking of our own as we have in the document *Aged and Community Services in Australia – A Framework for Our Future* released during the past year. This future oriented paper, developed over a period of time with a lot of input from Federation members, has had a very positive response and we haven't finished with it yet.

Another longer term project to deliver results in 2004/05 was the development of our new National Partner and Corporate Supporter schemes and the launch of the *ACSure* range of insurance products. Both of these have the potential to support our moving up a gear in terms of what we can achieve for the membership of the ACSA Federation. I look forward to our

developing relationship with the corporate suppliers of goods and services to our industry and I think it's right to recognise that they are just as much participants in the aged and community care enterprise as we all are. Taking some control of our destiny in the field of insurance has great potential to reduce the uncertainty faced by Federation members in this important area as well as to support our other work on your behalf.

It's good to bring longer term projects such as these to a successful outcome.

Working with the ACSA Board, its President Glenn Bunney and my Federation colleagues, State CEOs and committee members continues to be a source of satisfaction and pleasure.

There is nothing better than achieving good results through teamwork and none of the achievements of 2004/05 would have been as good without the input, support and cooperation that characterises the ACSA Federation.

The most important team for me is the ACSA national office staff. Working with Pat, Heather, Jacinta, Lesley, Fleur and Leanne, and our regular contractors Megan and Helen, is a rewarding experience for me. People outside of ACSA are often surprised at how few people are employed in our national office. I take comments such as these to be a powerful testament to the focus, dedication, talent and hard work of a team it's a privilege to lead.

Thank you.

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

Greg Mundy
Chief Executive Officer

TREASURER'S REPORT



The Association finished 2004/05 in a stronger than expected position due to better than expected revenue from a very successful Annual Conference in Hobart; a better than expected return on the Respite Conference held in Darwin; continuing good results from the sale of publications and advertising in our quarterly publication *Agendas* and, not least, solid results from the membership base in ACSA's member State Associations. Higher interest rates also helped the revenue side of the budget exceed expectations and our e-learning project is now close to break-even.

Continuing and welcome support from the Australian Government's Community Sector Support Scheme (CSSS) further underpinned our financial security.

On the expenditure side some discretionary activities were deliberately slowed for the first part of the year, until the revenue picture firmed, most notably the development and promulgation of Policy Statements foreshadowed in my report last year. This activity has now been geared up with the employment of an additional part-time Policy Officer to progress this important aspect of ACSA's work.

This year's Financial Report shows a surplus for 2004/05 of \$166,542 including depreciation. This represents a turn-around of \$203,772 on the planned deficit achieved in 2003/04. This result further strengthens the Association's position and will enable us to commission some research to support the Federation's policy and representation work in 2005/06. Last year I noted that ACSA had invested in the development of a more sophisticated strategy of engagement with corporate supporters and sponsors. The new National Partners and Corporate Supporters schemes will bear financial fruit in 2005/06. The core operating budget for ACSA continued to be managed prudently and came in comfortably within budget for another year.

ACSA's Board has determined that, as a matter of policy, the Association should maintain sufficient financial reserves to cover a minimum of six months of continuing operations. This level has been comfortably exceeded at all times during the financial year. This policy recognises the potential volatility in revenue from, for example, membership changes and particular conference outcomes and enables the Board to safely allocate funds from reserves for specific projects and initiatives when the occasion demands. ACSA's financial reserves continue to be healthy.

I would like to thank ACSA's Office Manager, Heather Stevens, for her work in preparing financial reports for the Board and for ensuring that ACSA's financial affairs continue to be well-managed and accurately recorded.

I would also like to thank my fellow Directors for their support during the year.

ACSA's auditors have again given the books a clean bill of health.

A handwritten signature in black ink that reads "Graham Shotter". The signature is written in a cursive, slightly slanted style.

Graham Shotter

Treasurer

HIGHLIGHTS AND ACHIEVEMENTS IN 2004/2005

2004 National Conference Hobart

Around 800 delegates and over 70 trade exhibitors and sponsors enjoyed an excellent program of international and Australian speakers at the biggest event on Australia's aged care calendar. As well as being a successful event in terms of stimulating content, networking and dancing to the music of the Giant Hamsters at the Conference Dinner, the conference was a financial success exceeding budget predictions and helping to support the work of both the national office and Aged and Community Services Tasmania (ACST). ACST have proved that size doesn't matter when it comes to producing a giant event.

Aged and Community Services in Australia – A Framework for Our Future

This document was workshopped at our General Meetings in March and October 2004, reviewed by many of our national committees and released as a discussion draft in March 2005. A second edition incorporating comments on the discussion draft including those from the first General Meeting of the year was completed in June 2005. ACSA believes that it is important for a leading industry body to show leadership and charting our own course for the future is an important part of that leadership role. We can't, and don't, leave everything to governments and the Framework document is part of that thinking. Further development of the themes in the Framework is planned for 2005/06.

Federal Election

ACSA campaigned long and hard in 2004/05 initially with our Funding Campaign, launched in early December 2003, and then seeking to maximise gains for aged and community care in the 2004 Federal Election. While not solving all of the financial issues facing our industry, and particularly those facing community care, the Government's response to Professor Hogan's *Review of Pricing Arrangements in Residential Aged Care* in the May 2004 budget did represent a significant new level of recognition of the financial issues facing us and set the scene for a relatively quiet election for aged care. Recognition of the anomalous treatment of aged care bonds for asset testing purposes and a range of measures to improve access to respite care, many of which pick up on the themes in ACSA's *Respite Policy Statement*, stand out as two of the most notable gains in the election context. The fact that many issues remain to be addressed does not reflect on the level of input and enthusiasm of ACSA Federation members around Australia. You are always our principal source of strength in our campaigning activities, not least in the long dual campaign of 2004.

New ACSA Federation Strategic Plan

Less is more. We have succeeded in cutting the length of our Strategic Plan in half for the next four years, 2005 - 2008, and are determined to achieve twice as much! The last Strategic Plan was signed off on the first day of Greg Mundy's employment as ACSA's CEO in 2000 after a lengthy gestation process and underpinned the Federation well over the succeeding three years. The new Plan was developed and endorsed in early 2005 and incorporates an updated Memorandum of Understanding to guide the cooperative relationships of ACSA Federation members. Consistent with the previous Plan, an annual statement of Strategic Priorities will keep the Plan up to date during its lifetime and will be produced for discussion and endorsement at the first General Meeting of the year in 2006.

Corporate Relationships – A New Approach

After more than eighteen months of development, characterised by a high level of cooperation from all State Associations in pursuit of win-win solutions, ACSA has now launched its National Partner, Corporate Supporter and Friends of ACSA programs. Setting out to develop a national face for a national industry and to recognise the vital stake held by the other participants - providers of goods and services - in that industry, the ACSA Federation has transformed a cottage industry approach into one for the twenty-first century. Our national Business Development Committee has done many of the hard yards to implement these programs from the initial work of our consultant, Fuller Communications. As the Committee reports elsewhere in this Annual Report we are well on the way to our target of having National Partners in ten industry categories with five already signed up and more in the pipeline.

ACSure

Two years ago there were many ACSA Federation members who were finding it extremely difficult to obtain the insurance cover they required, in some cases any at all, and in others, at any sort of reasonable price. It was in this context that ACSA started talking to JLT Health and Aged Care, our National Partner in the insurance sector, to develop affordable solutions that meet members' needs. The result is a suite of insurance products called *ACSure*. *ACSure* was launched at the Western Australia State Conference in May 2005 and is being progressively rolled out across the country. ACSA's aim is to have the industry regain some control over this important area of its operations with high quality insurance products, competitively priced.

Ageing and Disability – A New Frontier

The Aged and Disability Alliance comprising ACSA, ACROD, Carers Australia, the Australian Federation of Disability Organisations and COTA-National Seniors was launched with the signing of a Memorandum of Understanding and the launch of a Policy Statement at the second national Ageing and Disability Conference staged by ACROD in Hobart (more Giant Hamsters!) in May 2005. Recognising the new challenges facing both sectors as a result of the great human achievement represented by the ageing of people with a disability, the MoU and the Policy represent an important first step in a longer term effort of cooperation to develop effective service solutions which meet the distinct needs in this area.

Australian Government's Reform Agenda

We're not the only ones who have been busy in 2004/05. The Department of Health and Ageing have also set a cracking pace implementing the various measures announced by the Australian Government in its 2004 budget night response to the Hogan report and the community care reforms set out in *The Way Forward*. ACSA's representation on the various Reference and Working Groups is listed elsewhere in this Annual Report. While the overall direction of these projects has been set by the Government we have had some success in fine tuning some proposals to ensure that they better meet members' circumstances and requirements.

Taxation Concessions for Retirement Villages

A great deal of the uncertainty surrounding the GST free status of retirement villages operated by charities, and by for-profit bodies, has been dispelled by legislation brought down in December 2004. For the majority of charitable retirement village providers the GST free status of their services is now more firmly and more clearly established. ACSA is following up with Treasury some remaining issues to do with the definition of a retirement village which may affect some providers with distinct service models.

HIGHLIGHTS AND ACHIEVEMENTS IN 2004/2005 (continued)

Partnerships and Alliances

Working with the other stakeholders in the aged and community care sector, and beyond, continues to be a productive strategy for ACSA. Exposing our ideas to the scrutiny of others, gaining insights into the views and knowledge of other stakeholders and exchanging news and information are all valuable in themselves. From time to time it is also useful to line up with other bodies on common issues and present a joint, united position to Governments and others. Key partnerships and 2004/05 highlights are summarised below.

- **National Aged Care Alliance (NACA)**

The National Aged Care Alliance which has grown to 25 national bodies with a stake in aged care continues to be a useful cross-sector forum for exploring issues. The Alliance released a Policy Platform for the 2004 Federal Election which complemented ACSA's own and has identified a lot of common ground on difficult issues such as capital creation, accreditation reform and the interface between health and aged care.

- **Community Care Coalition**

ACSA's grant from The Myer Foundation which helped to establish the national Community Care Coalition has now been expended except for an amount reserved to assist with a research project in 2005/06. The Coalition held a successful and well-attended second community care summit in early August 2004 which reviewed progress on the Government's community care reform agenda and continues to meet, approximately quarterly. The State-based Community Care Coalitions are at various stages of development closely linked to their success in obtaining external funding to support their work.

- **National Rural Health Alliance**

The specific needs of rural and remote aged and community care providers continue to occupy a central place in ACSA's policy and advocacy work. Working with the National Rural Health Alliance has been a useful part of our approach with highlights including the release of a Discussion Paper - a precursor to a joint policy statement scheduled for 2005/06.

- **National Aged Care Industry Council (NACIC)**

Regular liaison with the Aged Care Association of Australia (ACAA), formerly known as ANHECA, to establish common positions on key issues is important to ensure that there is no scope for divide and rule tactics.

- **National Roundtable of Non-Profit Organisations (NRNO)**

The NRNO has been working towards incorporation which will occur in 2005/06. Its principal purpose is to enhance the profile of the not-for-profit sector, to encourage cooperation between non-profit bodies and to undertake research to support improved operation of non-profit organisations.

- **Ageing and Disability Alliance**

This partnership is a new one, reflecting the growing importance of this emerging issue.

International Links

ACSA is a member of the International Association of Homes and Services for the Ageing (IAHSA). Our President and Vice President are both members of IAHSA's Board. We believe that this sort of international link is important in our increasingly globalised world. There is much we can learn from and share with international colleagues engaged in the same sort of work as us. ACSA's publications have featured articles on the international conference organised by IAHSA in Trondheim, Norway, in June this year which was well-attended by Australian aged care providers and delegates from all over the world. ACSA's CEO Greg Mundy has agreed to be a member of the organising committee for IAHSA's next international conference in Malta in 2007.

COMMITTEE REPORTS

ACSA NATIONAL COMMITTEES:

- Business Development Advisory Committee
- Community Care Advisory Committee
- Education and Training Advisory Committee
- Housing and Retirement Living Advisory Committee
- Residential Care Advisory Committee
- Rural and Remote Working Group
- Workforce and Industrial Relations Advisory Committee

Business Development Advisory Committee

The Business Development Advisory Committee concentrated its efforts on the implementation of ACSA's new corporate relationship program. The work of the Committee supported ACSA in signing its inaugural National Partners – ANZ Bank, HESTA, Health Super, JLT Health & Aged Care and the Kennedy Strang Legal Group.

In addition the Committee finalised a business development policies and procedures kit which will streamline and enhance Federation approaches and management of business activities, including the development of products and services for members.

Community Care Advisory Committee

The Community Care Advisory Committee continued to monitor the Australian Government's reform process. This has been a difficult task as much of it has been internalised by the Department of Health & Ageing. The most obvious reform action came with the tendering of the National Respite for Carers Program, Carelink and Carer Respite Centres early in 2005. The Committee was involved in running a brief, but effective, campaign to raise concerns with the tendering process. The Committee has grabbed every opportunity to be proactive on the reform agenda. The establishment of a strategic relationship between ACSA and the Case Management Society of Australia (CMSA) will explore and address case management issues in the community care service system.

Early in 2005 the Committee released the CACP Standards Workbook, developed in South Australia, to support community care providers with quality assurance and management.

Education & Training Advisory Committee

The Education and Training Advisory Committee has continued to advise on education and training matters affecting our industry including, Certificate IV Accreditation, the development of the Palliative Approach, Vocational Education and Training issues and the Review of the Health Industry Training Package.

Under the guidance of the committee, ACSA's e-learning facility has continued to grow and has seen the addition of new products including the Occupational Health and Safety in Aged and Community Care (NSW) unit, which was developed by ACS NSW & ACT. The Unit is currently being adapted for all States.

In the coming year, the Committee will continue its work in establishing the industry's voice on training issues.

Housing & Retirement Living Advisory Committee

The Housing & Retirement Living Advisory Committee focussed on three key issues throughout 2004/2005:

- Lobbying successfully to maintain the GST free status for charitable retirement living providers;
- Working in partnership with the Retirement Villages Association (RVA) to provide an industry wide accreditation scheme; and
- Releasing an Issues Paper and Resource Guide on Accessible and Adaptable Housing to provide easy information and resources for providers.

Housing issues generally have been highlighted as a key issue for the future.

Residential Care Advisory Committee

The Residential Care Advisory Committee has been busy providing solid advice and support to ACSA in responding to the significant reform being undertaken as a result of the Hogan Review into the Pricing of Residential Aged Care.

The development of the proposed Aged Care Funding Instrument (ACFI), introduction of the Conditional Adjustment Payment (CAP), and changes to asset testing are just some of the issues on which the Committee has provided a valuable resource.

COMMITTEE REPORTS (continued)

Rural & Remote Working Group

The Working Group has been influential in ensuring that the issues faced by rural and remote service providers remain on the agenda. Throughout 2004/2005 they supported ACSA in its representation on the review of the Viability Supplement, meeting directly with the project consultants on one occasion.

The half-day workshop on rural and remote issues being offered as part of the 2005 ACSA National Conference was conceived and developed by the Working Group. The Workshop is seen to add more value to the national conference and extends the opportunities for rural and remote providers, through the well established Rural & Remote Networking Dinner, to meet and learn from each other.

Workforce & Industrial Relations Advisory Committee

The Workforce and Industrial Relations Advisory Committee has continued to provide timely advice on issues affecting the industry including union actions and legislative changes. The exchange of information around the re-negotiation of EBA's and Industrial Relations Commission decisions has also proved valuable.

The Australian Government's proposed IR reform will be a focus in the coming year. The Committee will advise on the impact on members as the details of the reform are made available.

GOVERNMENT COMMITTEE REPRESENTATION

Aged Care Advisory Committee (ACAC) – Greg Mundy, ACSA CEO.

Aged Care Workforce Committee – Greg Mundy, ACSA CEO.

Building Ageing Research Capacity (BARC) Steering Committee – Greg Mundy, ACSA CEO.

Conditional Adjustment Payment and Prudential Working Group – Greg Mundy, ACSA CEO.

Resident Classification Scale (RCS) Industry Reference Group – Greg Mundy, ACSA CEO and Jill Pretty, ACS NSW & ACT.

Transactions & Technology Reference Group – Greg Mundy, ACSA CEO, Ken Ridge, Baptist Care, WA and Phillip Parry, Torbay Retirement Village, QLD.

National Continence Management Strategy Advisory Committee – Dr Michael Murray, St Vincent's Health, Victoria.

Community Aged Care Packages Continence Research Project – Peta Braendler, ACS SA & NT.

Medicare Plus GP Panels Implementation Advisory Committee – Pat Sparrow, ACSA Policy Manager.

Falls Prevention Committee – Pam Bridges, ACQ.

Retirement Village Care Package Evaluation – Di McKellar, St Thomas Retirement Village, Victoria.

APAC Community Care Working Party – Pat Sparrow, ACSA Policy Manager.

Safety and Quality – Greg Mundy, ACSA CEO, and Jenny Le Miere, Our Lady of Consolation, Rooty Hill.

Community Care Quality Reporting Industry Liaison Group (QRILG) – Pat Sparrow, ACSA Policy Manager.

Consumer Website Reference Group – Pat Sparrow, ACSA Policy Manager.

INDUSTRY COMMITTEE REPRESENTATION

National Aged Care Alliance (NACA) – Greg Mundy, ACSA CEO, and Glenn Bunney, ACSA President.

National Aged Care Industry Council – Glenn Bunney, ACSA President, John Cowland, ACSA Vice President and Greg Mundy, ACSA CEO.

Standards Agency National Liaison Group – Greg Mundy, ACSA CEO.

Australasian Journal on Ageing – Sandra Hills, VAHEC.

National Community Services and Health Industry Skills Council – Lyn Turner, AICD, ACQ.

Palliative Care – Pam Bridges, ACQ.

"Barriers to implementing 'restraint free care' policies" Research Project Steering Ctee – Karen Lowe, VAHEC.

RVA Standards Portfolio – John Ireland, Southern Cross Care NSW and Pat Sparrow, ACSA Policy Manager.

RVA National Accreditation Committee – Robyn Holden, ACS NSW & ACT and Jeannene Stewart, VAHEC.

ACROD Ageing & Disability Advisory Committee – Ian Hardy, Helping Hand SA and Pat Sparrow, ACSA Policy Manager.

Community Care Coalition – Greg Mundy, ACSA CEO and Pat Sparrow, ACSA Policy Manager.

Ageing Well Research Network – Greg Mundy, ACSA CEO.

ACEBAC – Greg Mundy, ACSA CEO.

National Roundtable of Non-Profit Organisations – Greg Mundy, ACSA CEO.

Younger People in Nursing Homes (YPINH) Consortium – Pat Sparrow, ACSA Policy Manager.

AMA Older Persons' Committee – Pat Sparrow, ACSA Policy Manager.

The ACSA Board & Management thank all Committee members and representatives for their valuable contribution to the aged and community care industry.

BOARD OF DIRECTORS

PRESIDENT

GLENN BUNNEY

Glenn Bunney is Chief Executive Officer of Sundale Garden Village, a community-based organisation providing residential aged care, rehabilitation services and retirement living on the Sunshine Coast in Queensland.

He has also been involved in the development of the only private rehabilitation hospital on the Sunshine Coast, which has now been operational since late 2001. Mr Bunney is an experienced Chief Executive, having held such roles for almost 20 years in a range of settings, the last eight of which have been within aged care. Prior to coming into aged care he was executive director of an ISO certification company, and was also Chair of the Australian Association of Certification Bodies.

He is a founding Director of Eden in Oz, a foundation established in 2003 to facilitate the introduction of The Eden Alternative® into Australia and New Zealand. Eden offers a new approach to the care of frail elders, tackling the three core human maladies - loneliness, boredom and helplessness - by creating rich, lively, engaging human habitats.

VICE-PRESIDENT

JOHN COWLAND

John Cowland is the Chief Executive Officer of the Illawarra Retirement Trust (IRT), the largest non church charitable organisation in NSW and possibly, Australia. IRT ranks 66th on the *Business Review Weekly* list of charities.

The Trust operates 20 residential care facilities with more than 1140 beds, 1000 units at 31 self-care sites, 259 Community Care Packages, 43 Extended Aged Care at Home Packages. It also provides respite, veterans' and user pays services.

With assets worth about \$300 million, the Illawarra Retirement Trust plans to develop a further two residential care facilities (160 places), increase existing facilities by 137 places, develop 450 self care units and offer a further 35 Community Care Packages.

TREASURER & SECRETARY:

GRAHAM SHOTTER

Graham Shotter is Managing Director of The Royal Freemasons' Homes of Victoria (RFHV), a leading non-government, not-for-profit provider of aged care services in Victoria with a history spanning almost 140 years.

RFHV facilities include six residential aged care hostels and nursing homes in Melbourne comprising 310 beds, 231 Community Care Packages, six Interim Care places, a Day Therapy Centre and 275 Independent Living Units at 13 sites across Melbourne (seven sites) and regional Victoria (six sites).

RFHV and The Taylor Foundation have a combined annual turnover of \$42 million, employing 620 staff, with net assets of \$127.7 million including \$47.4 million under investment.

BOARD MEMBERS:

MARCIA FISHER

Marcia Fisher is the Chief Executive Officer of the Italian Benevolent Foundation (SA) Inc., a business servicing more than 900 clients in both residential venues and the community.

As the largest provider of culturally appropriate services in South Australia, the Foundation aims to provide care to the frail aged, their carers and those suffering from Dementia with particular emphasis on the Italian community.

With assets of more than \$27 million, the IBF has an annual turnover of about \$13 million and has increased its business by 650% during the past six years.

In addition to its core business, the Italian Benevolent Foundation (IBF) provides management solutions to other service providers varying from establishing quality systems to business administration and strategic planning. IBF is currently administrating the business services for Aboriginal elders and community care services, and has been involved with reviews of Greek, Italian, Jewish and Arabic speaking community programs.

PETER LORRAINE

Peter Lorraine is the General Manager, Country and Support Services for Silver Chain, a West Australian-based charitable organisation founded to assist people in need to live in the community. His responsibilities include Silver Chain's rural and remote services in more than 30 different communities. These services span primary health care, accident and emergency services in remote locations, residential services and community care.

Silver Chain, which has assets of almost \$76 million, is one of the largest providers in WA and has an annual turnover of more than \$100 million. It provides a broad range of home and community based services including day centres, respite, domestic assistance, personal care, nursing, allied health, palliative care and a range of other specialized and support activities.

Silver Chain also provides primary health care along with an accident and emergency response service in a number of rural and remote communities.

The organisation employs more than 2,400 staff who are supported by more than 500 volunteers. In the last year Silver Chain provided 1.4 million hours of care to more than 42,000 clients. Silver Chain currently operates 283 high and low care residential beds in metropolitan and regional Western Australia with plans for significant growth.

STEPHEN RICHARDS

Stephen Richards is the Chief Executive Officer of Strathcare which operates three high care facilities and a community aged care programme in southern and north west Tasmania serving more than 200 people. He has more than 15 years' senior management experience in aged care both in Tasmania and in South Australia.

Mr Richards has been a board member since 2002 and is president of Aged & Community Services Tasmania since 2002.

Mr Richards brings a business philosophy to aged care which is strongly focussed on three objects; improving life quality for people, providing trust and development opportunities for staff, and long term viability. This formula has resulted in Strathcare being successful both in terms of resident outcomes and financially as a result of a strong team commitment.

DON BAIN

Don Bain has for the last eight years been the Chief Executive Officer for Seventh-day Adventist Aged Care (South Queensland) Limited (SDAAC) which operates four retirement villages at Yeppoon, Caloundra, Victoria Point and Nerang. Facilities include 399 Independent Living Units and residential care for 261 low and high care residents. Each village includes a special care unit (Dementia). The Philosophy of SDAAC (South Queensland) is 'to provide and operate aged care services, based on best practice, in a Christian environment where physical, intellectual, emotional, spiritual and social needs and expectations are met'.

Mr Bain is currently the president for Aged Care Queensland Incorporated and has been a board member for seven years. For thirteen years he administered the aged care work of the Seventh-day Adventist Church in Australia and New Zealand, developing coordinated policies and practices for twenty one retirement villages.

For more than twenty years Mr Bain consulted professionally with major corporations including IBM, the University of New South Wales Institute of Administration, Federal Police College, Royal Australian Navy, New South Wales Department of School Education, Institute of Chartered Accountants, NRMA, Toyota and a wide variety of other private and government organisations in Australia, New Zealand and the United States.

STATE ASSOCIATION MEMBERS

Aged Care Queensland Inc

6 Pavilions Close, Jindalee, Queensland 4074

Phone: 07 3725 5555

Email: acqi@acqi.org.au

Aged & Community Services Association of NSW & ACT Inc

Level One, 391 Liverpool Road, Ashfield, New South Wales 2131

Phone: 02 9799 0900

Email: mail@agedservices.asn.au

Aged & Community Services SA & NT Inc

246 Glen Osmond Road, Fullarton, South Australia 5063

Phone: 08 8338 7111

Email: acs@agedcommunity.asn.au

Aged & Community Services Tasmania Inc

171 Davey Street, Hobart, Tasmania 7000

Phone: 03 6223 5100

Email: rodh@beyondpr.com.au

Aged & Community Services Western Australia Inc

Suite 3, 59 Walters Drive, Osborne Park, Western Australia 6017

Phone: 08 9443 8233

Email: admin@acwa.com.au

Victorian Association of Health and Extended Care Ltd

Level Three, 450 St Kilda Road, Melbourne, Victoria 3004

Phone: 03 9820 0888

Email: info@vahec.com.au

NATIONAL OFFICE STAFF

Greg Mundy	Chief Executive Officer
Patricia Sparrow	National Policy Manager
Lesley Dredge	Policy Officer (part-time)
Fleur Thomson	Research Assistant (part-time)
Heather Stevens	Office Manager
Leanne Lovell	Administrative Assistant (part-time)

Consultant Staff

Megan Stoyles	Media and <i>National Report</i>
Helen Scott	Librarian
Anne Connor	Editor, <i>Agendas</i>
Jean Elder	Community Care Coalition Project Manager





AUDITOR'S REPORT AND FINANCIAL STATEMENTS

For the year ended 30 June, 2005

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ARBN 070 261 871

ABN 65 070 261 871

DIRECTORS' REPORT

Your Directors submit the financial report of the Aged and Community Services Australia Incorporated for the financial year ended 30 June 2005.

Directors

The names of Board members throughout the financial year and at the date of this report are:

Mr Glenn Bunney (President)
Mr Graham Shotter (Secretary and Treasurer)
Ms Marcia Fisher (Director)
Mr John E Cowland (Vice President)
Mr Don Bain (Director)
Mr Peter Lorraine (Director)
Mr Stephen Richards (Director)

Principal Activities

The principal activity of the Association during the financial year was representing State Association members.

Significant Changes

No significant change in the nature of these activities occurred during the year.

Operating Result

The profit from ordinary activities amounted to \$166,542.

After Balance Date Events

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

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



Mr Glenn Bunney



Mr Graham S Shotter

Dated this 24th day of August 2005
Aged And Community Services Australia Incorporated

INCOME AND EXPENDITURE STATEMENT

FOR THE YEAR ENDED 30 JUNE 2005

	2005	2004
	\$	\$
INCOME		
Association fees	411,608	314,832
Conference & special projects surplus	213,187	141,741
Agendas	20,431	13,975
Business subscriptions	11,926	14,513
Profit on sale of assets	6,859	-
Interest	23,929	18,776
Commonwealth Grant CSSS	145,530	142,670
Other income	16,366	8,083
TOTAL INCOME	849,836	654,590
LESS EXPENSES		
Association meetings	9,070	9,117
Accounting and audit fees	7,775	8,563
Bad debts	-	1,650
Bank charges	1,446	1,490
Board expenses	21,420	32,653
Cleaning	1,055	715
Computer expenses	11,809	7,777
Conference/Seminar costs	5,752	4,899
Consultancy fees	-	11,477
Depreciation	30,300	17,554
Electricity	1,774	1,745
Employees' amenities	968	985
Equipment < \$300	724	380
Fringe benefits	786	827
Insurance	9,215	5,425
Legal costs	334	384
Motor vehicle expenses	4,878	3,203
National Aged Care Alliance	5,798	5,601

INCOME AND EXPENDITURE STATEMENT

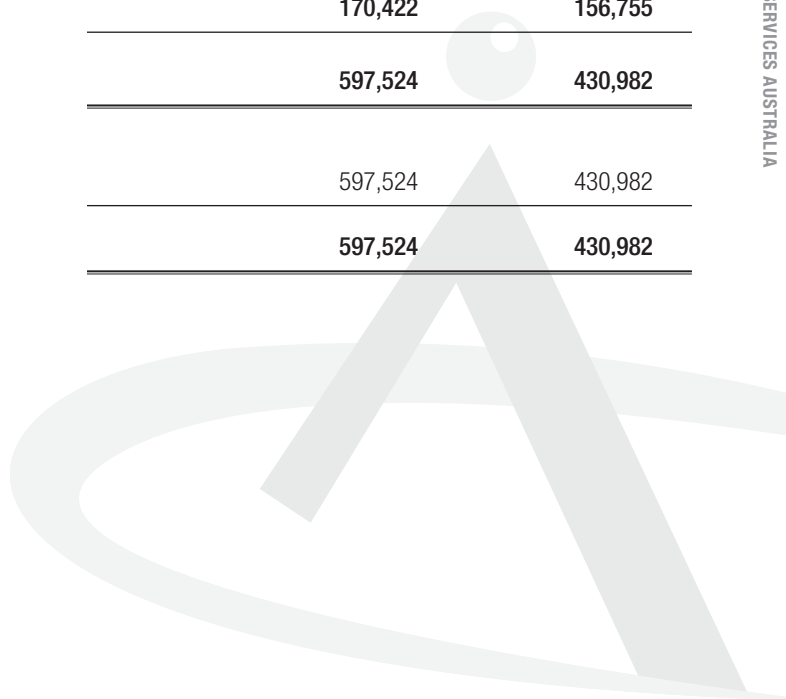
FOR THE YEAR ENDED 30 JUNE 2005 (continued)

	2005	2004
	\$	\$
LESS EXPENSES (Continued)		
National Aged Care Industry Council	3,186	3,903
National Committee expenses	9,579	10,749
Office expenses	4,404	4,970
Postage	3,696	3,376
Printing and stationery	1,914	2,149
Public relations	3,980	2,430
Publications internal	43,046	52,284
Rent	42,127	41,156
Repairs and maintenance	1,538	2,098
Salaries and wages	367,609	356,298
Subscriptions	6,078	6,514
Sundry expenses	14,281	7,713
Superannuation	29,648	27,811
Telephone	9,658	14,724
Travelling expenses	27,416	35,911
Workcare	2,056	5,289
	683,294	691,820
TOTAL EXPENSES		
	166,542	(37,230)
OPERATING PROFIT/(LOSS)		

STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2005

	Notes	2005	2004
		\$	\$
CURRENT ASSETS			
Cash assets		591,573	498,778
Receivables	3	96,590	14,661
Other	4	17,170	4,553
TOTAL CURRENT ASSETS		705,333	517,992
NON CURRENT ASSETS			
Fixed Assets	5	62,613	69,745
TOTAL NON CURRENT ASSETS		62,613	69,745
TOTAL ASSETS		767,946	587,737
CURRENT LIABILITIES			
Payables	6	26,653	44,402
Provisions	7	41,270	29,625
Other	8	91,458	76,014
TOTAL CURRENT LIABILITIES		159,381	150,041
NON CURRENT LIABILITIES			
Provisions	7	11,041	6,714
TOTAL NON CURRENT LIABILITIES		11,041	6,714
TOTAL LIABILITIES		170,422	156,755
NET ASSETS		597,524	430,982
MEMBERS' FUNDS			
Retained profits		597,524	430,982
TOTAL MEMBERS' FUNDS		597,524	430,982



STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 JUNE 2005

	Notes	2005	2004
		\$	\$
CASH FLOW FROM OPERATING ACTIVITIES			
Receipts from members		837,584	792,296
Payments to suppliers and employees		(752,409)	(704,726)
Interest received		23,929	18,776
Net cash provided by operating activities	11(b)	109,104	106,346
CASH FLOW FROM INVESTING ACTIVITIES			
Proceeds from sale of property, plant and equipment		28,695	-
Payment for property, plant and equipment		(45,004)	(2,259)
Net cash used in investing activities		(16,309)	(2,259)
Net increase in cash held		92,795	104,087
Cash at beginning of financial year		498,778	394,691
Cash at end of financial year	11(a)	591,573	498,778

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2005

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act of the Australian Capital Territory. The Board of Directors has determined that the Association is not a reporting entity.

The financial report has been prepared in accordance with the requirements of the Associations Incorporation Act of the Australian Capital Territory and the following applicable Accounting Standards:

AAS 5:	Materiality
AAS 8:	Events Occurring After Reporting Date
AAS 22:	Related Party Disclosures
AAS 28:	Statement of Cash Flows

No other applicable Accounting Standards, Urgent Issues Group Consensus Views or other authoritative pronouncements of the Australian Accounting Standards Board have been applied.

The report is also prepared on an accruals basis and is based on historic costs and does not take into account changing money values or, except where specifically stated, current valuations of non current assets.

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

(a) Income Tax

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

(b) Fixed Assets

Other fixed assets are carried at cost less, where applicable, any accumulated depreciation.

The depreciable amount of all fixed assets are depreciated over the useful lives of the assets to the Association commencing from the time the asset was held ready for use.

The carrying amount of fixed assets is reviewed annually by directors to ensure it is not in excess of the recoverable amount of those assets.

The recoverable amount is assessed on the basis of the expected net cash flows which will be received from the assets' employment and subsequent disposal. The expected net cash flows have not been discounted to their present values in determining recoverable amounts.

(c) Employee Benefits

Provision is made for the Association's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits expected to be settled within one year together with benefits arising from wages and salaries, annual leave and sick leave which will be settled after one year, have been measured at the amounts expected to be paid when the liability is settled plus related on costs. Employees' benefits for long service leave are accrued once employees have reached five years of service.

Contributions are made by the Association to an employee superannuation fund and are charged as expenses when incurred.

(d) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation 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 expense. Receivables and payables in the Statement of Financial Position are shown inclusive of GST.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2005 (continued)

	Notes	2005	2004
		\$	\$
NOTE 2: CONFERENCE & SPECIAL PROJECTS INCOME & EXPENDITURE			
2004 National Conference Surplus		205,103	202,348
Community Care Coalition Myer Grant		45,206	37,986
National Strategic Management Kits		1,282	3,764
2004 National Respite Conference		22,118	2,382
E Learning		14,076	177
In Their Shoes Book Sales		14,477	12,371
In Their Homes Book Sales		8,854	12,341
CACP Standards Workbook		2,643	-
Federal Election Campaign		85,622	47,205
Total Project Income		399,381	318,574
Business Development Project		40,810	34,265
Community Care Coalition Myer Grant		45,206	37,986
Community Care Forum		-	3,755
Federal Election Campaign		72,786	84,670
Assistive Technology 2005 Conference		818	-
National Community Care Conference 2006		228	-
In Their Shoes & In Their Homes Book Sales		3,215	9,343
CACP Standards Workbooks		2,093	-
Networking the Federation		318	1,636
2004 National Respite Conference		145	-
E Learning		14,795	4,697
ACSA Policy Statement		5,780	-
2002 Conference Refund		-	481
Total Project Expenditure		186,194	176,833
TOTAL SURPLUS		213,187	141,741
NOTE 3: RECEIVABLES			
CURRENT			
Trade debtors		96,590	16,311
Less provision for doubtful debts		-	(1,650)
		96,590	14,661
NOTE 4: OTHER ASSETS			
CURRENT			
Prepayments		17,170	4,553

	Notes	2005 \$	2004 \$
NOTE 5: FIXED ASSETS			
PLANT AND EQUIPMENT			
(a) Motor vehicles			
At cost		36,758	35,705
Less accumulated depreciation		(2,068)	(8,623)
		<u>34,690</u>	<u>27,082</u>
(b) Office equipment			
At cost		40,148	40,148
Less accumulated depreciation		(26,749)	(22,698)
		<u>13,399</u>	<u>17,450</u>
(c) Computer equipment			
At cost		68,776	63,270
Less accumulated depreciation		(57,805)	(44,060)
		<u>10,971</u>	<u>19,210</u>
(d) Furniture, fixtures and fittings			
At cost		19,088	19,088
Less accumulated depreciation		(15,535)	(13,085)
		<u>3,553</u>	<u>6,003</u>
Total plant and equipment		<u>62,613</u>	<u>69,745</u>
NOTE 6: PAYABLES			
CURRENT			
Unsecured liabilities			
Trade creditors		446	24
Sundry creditors and accruals		26,207	44,378
		<u>26,653</u>	<u>44,402</u>
NOTE 7: PROVISIONS			
CURRENT			
Employee benefits	7(a)	41,270	29,625
NON CURRENT			
Employee benefits	7(a)	11,041	6,714
(a) Aggregate employee benefits liability		<u>52,311</u>	<u>36,339</u>

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2005 (continued)

	Notes	2005	2004
		\$	\$
NOTE 8: OTHER LIABILITIES			
CURRENT			
Grants received in advance		45,808	76,014
Other current liabilities		45,650	-
		91,458	76,014

NOTE 9: CAPITAL AND LEASING COMMITMENTS

(a) Operating lease commitments

Non cancellable operating leases contracted for but not capitalised in the financial statements: Represent the rent on premises located in Level 1, 36 Albert Road, South Melbourne

Payable not longer than one year		43,948	41,460
– longer than one year but not longer than two years		43,948	41,460
– longer than two years but not longer than five years		14,649	55,280
		102,545	138,200

NOTE 10: RELATED PARTY TRANSACTIONS

(a) Transactions with controlled entities

Aged & Community Services Australia Inc. paid all Australian Securities Commission lodgement costs and audit fees associated with Community Care Australia Ltd.

(b) Board of Directors

The names of the members of the Board of Directors of Aged & Community Services Australia Inc. during the year were:

Mr Glenn Bunney (President)
 Mr John E Cowland (Vice President)
 Mr Graham Shotter (Secretary and Treasurer)
 Mr Peter Lorraine (Director)
 Mr Stephen Richards (Director)
 Ms Marcia Fisher (Director)
 Mr Don Bain (Director)

Members of the Board of Directors of Aged & Community Services Australia Inc. received no remuneration from the Association during the year.

Notes	2005	2004
	\$	\$
NOTE 11: CASH FLOW INFORMATION		
(a) Reconciliation of cash		
Cash at the end of the financial year as shown in the statement of Cash Flows is reconciled to the related items in the statement of financial position as follows:		
Cash on hand	200	200
Cash at bank	306,363	283,582
At call deposits with financial institutions	285,010	214,996
	591,573	498,778
(b) Reconciliation of cash flow from operations with profit from ordinary activities after income tax		
Surplus (Deficit) from ordinary activities after income tax	166,542	(37,230)
Non cash flows in profit from ordinary activities		
Depreciation	30,300	17,554
Net (gain) / loss on disposal of property, plant and equipment	(6,859)	-
Changes in assets and liabilities		
(Increase)/decrease in receivables	(81,929)	25,890
(Increase)/decrease in other assets	(12,617)	16,902
Increase in grants received in advance	15,444	62,800
Increase/(decrease) in payables	(17,749)	11,532
Increase in provisions	15,972	8,898
Cash flows from operations	109,104	106,346

NOTE 12: ACTIVITIES

The Association operates wholly within Australia to assist and encourage State Associations to develop, promote and provide quality services to their members. The Associations' vision is to create the conditions under which the care and quality of life of older people and people with disability is of an excellent standard.

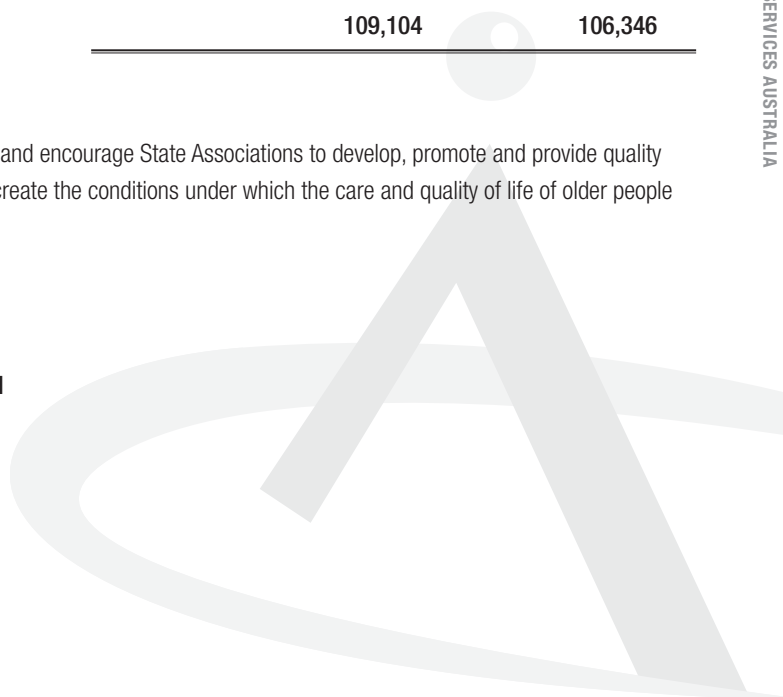
NOTE 13: ASSOCIATION DETAILS

The principal place of business of the Association is:

Aged and Community Services Australia Incorporated

Level 1, 36 Albert Road

South Melbourne Victoria 3205



STATEMENT BY BOARDS OF DIRECTORS

The Board of Directors has determined that the association is not a reporting entity.

The Board of Directors has determined that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the Board of Directors the financial report as set out on pages 15 to 24:

1. Presents a true and fair view of the financial position of Aged and Community Services Australia Incorporated as at 30 June 2005 and its performance for the financial year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that Aged and Community Services Australia Incorporated will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Board of Directors and is signed for and on behalf of the Board by:



Mr Glenn Bunney



Mr Graham Shotter

Dated this 24th day of August 2005

INDEPENDENT AUDIT REPORT TO THE MEMBERS

INDEPENDENT AUDIT REPORT TO THE MEMBERS OF AGED AND COMMUNITY SERVICES AUSTRALIA INCORPORATED

Scope

We have audited the financial report, being a special purpose financial report of Aged and Community Services Australia Incorporated for the financial year ended 30 June 2005 being the Statement of Financial Performance, Statement of Financial Position, Statement of Cash Flows, notes to the Financial Statements and the Statement by Board of Directors. The Board of Directors is responsible for the financial report and has determined that the accounting policies used and described in Note 1 to the financial statements which form part of the financial report are appropriate to meet the requirements of the Associations Incorporation Act of the Australian Capital Territory and are appropriate to meet the needs of the members. We have conducted an independent audit of this financial report in order to express an opinion on it to the members of Aged and Community Services Australia Incorporated. No opinion is expressed as to whether the accounting policies used, and described in Note 1, are appropriate to the needs of the members.

The financial report has been prepared for the purpose of fulfilling the requirements of the Associations Incorporation Act of the Australian Capital Territory. We disclaim any assumption of responsibility for any reliance on this audit report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

Our audit has been conducted in accordance with Australian Auditing Standards. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report, and the evaluation of significant accounting estimates. These procedures have been undertaken to form an opinion whether, in all material respects, the financial report is presented fairly in accordance with the accounting policies described in Note 1 to the financial statements so as to present a view which is consistent with our understanding of the Association's financial position, and performance as represented by the results of its operations and its cash flows. These policies do not require the application of all Accounting Standards and other mandatory professional reporting requirements in Australia.

The audit opinion expressed in this report has been formed on the above basis.

Audit Opinion

In our opinion, the financial report of Aged and Community Services Australia Incorporated presents a true and fair view in accordance with the accounting policies described in Note 1 to the financial statements, the financial position of Aged and Community Services Australia Incorporated as at 30 June 2005 and the results of its operations and its cash flows for the financial year then ended.



Danby Bland Provan & Co

123 Camberwell Road
Hawthorn East, VIC 3123



G D Winnett

Partner
24 August 2005

ACSA BUSINESS SUBSCRIBERS

ACSA would like to acknowledge the support
of the following organisations for 2004/2005:

Australian Healthcare Equipment

Burns Bridge Australia Pty Ltd

Eurest (Australia) Pty Ltd

Health Science Planning Consultants Pty Ltd

Health Super

HESTA Super Fund

KLCK Woodhead International

Management Advantage Pty Ltd

Manrex Pty Ltd

Paynter Dixon Constructions

Sancellia Pty Ltd

Silverman Dakin Pty Ltd

Sodexo Total Support Services

Tunstall Australasia Pty Ltd

Wallace MacKinnon & Associates Pty Ltd



Aged & Community
Services • Australia

**Aged & Community Services
Australia Incorporated**
Level One, 36 Albert Road
South Melbourne Victoria 3205
Ph: (03) 9686 3460
Fax: (03) 9686 3453
Email: info@agedcare.org.au
www.agedcare.org.au