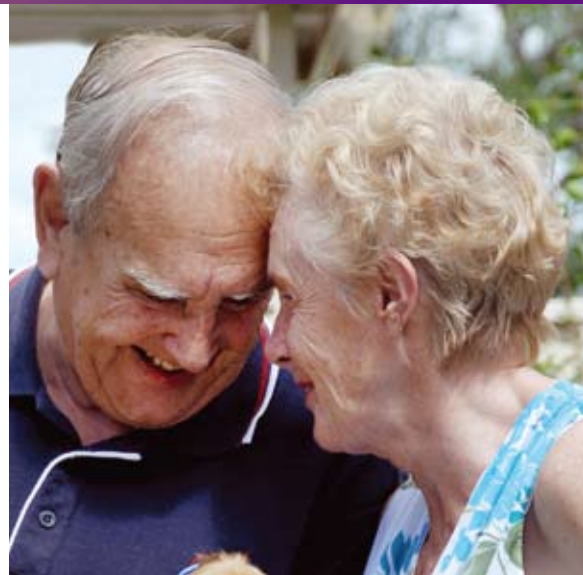


2010 Annual Report

ACSA: LEADING AGED & COMMUNITY CARE



Action on Aged Care



ACSA National Partners

The Aged and Community Services Australia (ACSA) Federation commends the nine corporations which have demonstrated their commitment to the future of the nation's aged care sector through the National Partner program. Mid 2010 ACSA welcomed Clear Solar as a new National Partner and more recently Provider Assist (formerly Aged Care Specialists)



KENNEDY STRANG LEGAL GROUP





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ACSA in Action

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Acknowledgement of ACSA Business Partners

Acknowledgement of contributors to ACSA's Image Campaign



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

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Auditors:

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123 Camberwell Road
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Public Officer:

Ms Melanie Dicks
2 Syme Crescent
O'Connor ACT 2602

A listing of ACSA Members is available for inspection from the Public Officer, phone 02 6230 7237.



Section One:

ACSA's Leaders in Action

President's Report



Klaus Zimmermann

The past year has seen significant advances in placing ACSA at the forefront of industry and political agendas. Intense political lobbying at national and State levels was an important focus in an election year. We met with politicians from all parties, sent letters, emails and published an open letter to the Prime Minister in newspapers around the country. The Campaign for Care of Older Australians (CCOA) vision for aged care reforms, known as The Grand Plan, was a major undertaking. The Grand Plan website enabled visitors to send a postcard to a "grand older person" and simultaneously send a letter to their Federal Member of Parliament. The Grand Plan policy document in conjunction with the website and media activity was an asset for our lobbying. Further support was provided by ACSA's Image Campaign, "Can't do it without you". We are grateful to the many providers, organisations and individuals who made financial contributions to the ongoing campaign. However, more donations are needed to continue this important initiative.

ACSA members delivered written and oral submissions to a range of inquiries including the National Health and Hospitals Reform Commission, Senate hearings and the 2010 Productivity Commission Inquiry, *Caring for Older Australians*. The PC inquiry's broad terms of reference afford opportunities for vital input into the process. Our submissions will build on the extensive evidence already available concerning the issues confronting the aged care industry. We look forward to the final report in 2011 and the next government's timely implementation of fundamental reforms necessary to sustain the industry.

ACSA was honoured by former High Court Justice Michael Kirby's acceptance of our invitation to become ACSA's patron.

Justice Kirby AC CMG has attended several ACSA functions and we look forward to his participation in other events over the next year.

During the many years I have been involved with ACSA, at both State and national levels, there has been consistent debate on the need for "one strong voice" for aged care. The past 12 months has seen a more intensified debate which has led to a review of ACSA's Federation structure. The Federation, established in 1974, has served the industry well. However, the time is right to explore options for the future of the Federation, the shape of State and national arrangements, strategies and processes. The Nous Group has been engaged to assist with the review and assess the pros and cons of different models for a more integrated structure and evaluate the case for change. Nous has consulted with all State Boards and is preparing its first report for the National Board's consideration.

The National Office has had a hectic year meeting the challenges associated with the changing political and economic landscape. The close relationship CEO Greg Mundy and his team have with a range of stakeholders has fostered strong links necessary to compel reforms in our industry. The team's rapid and professional responses to myriad issues have been commendable. I thank Greg and the entire team for their dedication and hard work throughout the year. I also thank ACSA's many industry supporters for their generous sponsorship.

A handwritten signature in blue ink, appearing to read 'Klaus Zimmermann', with a horizontal line extending to the right.

Klaus Zimmermann
President



I'd also like to thank the ACSA Board for their support and leadership over the past year



CEO's Report



Greg Mundy

The end of the first decade of the Twenty-First Century has, at least at times, looked like it might be the beginning of a new era in health and aged care. The release of the final report of the National Health and Hospitals Reform Commission (NHHRC) started the year and was followed by the announcement of a Productivity Commission Inquiry into aged care and a decision by (most of) the Council of Australian Governments to support the Commonwealth's assuming responsibility for all of aged care. Where this will all end is still in the balance but it may be that 2011 will be a year like 1975 (introduction of Medibank); 1983 (Medicare and Aged Care Reform Program); or 1997 (*Aged Care Act*). A year we look back on as a significant milestone in the development of our industry.

ACSA has made a significant contribution to the reform debate to this point, as befits our role as the leading peak body in aged and community care. We have made, or been party to, three submissions to the NHHRC. We, including the State Associations, lobbied all Australian governments in the lead up to the April COAG meeting and we have made a substantial submission to the Productivity Commission Inquiry as well as supporting the input of others, such as rural and remote providers, in a workshop organised by ACSA at our National Conference. We have formed alliances and entered into partnerships with other stakeholders where we found common cause.

For the election campaign we joined with Aged Care Association Australia (ACAA) and nine faith-based organisations in the Campaign for Care of Older Australians. Learning from stage one of the Image Campaign, we used social media as a means of getting broader penetration of our messages in the face of lukewarm interest from mainstream media. It's only an indicator but "The Grand Plan" resulted in over 30,000 messages

being sent to politicians during the campaign. We also managed to line up the party spokespeople on aged care in a debate for the first time since 2001. We did not achieve everything on our list but we'll follow through in the Productivity Commission Inquiry and beyond if necessary.

Stage two of our long term campaign to bolster the image of the aged care sector commenced after the Federal Election and stage three is scheduled to begin before the end of 2010. Repositioning the way the world looks at aged care will take time, effort and resources but it will repay all the hard work.

It is pleasing that ACSA received recognition for its efforts on the Image and Election Campaigns, on housing for older people and for its leadership role in *Aged Care Insite's* 'Top Ten' awards in their August-September 2010 edition. We were in distinguished company and congratulate our fellow listees.

The ACSA team has had one change in 2009/10 with the departure of Annette Glenister Walker to family responsibilities and her replacement by Helen Conlin. Helen joins a dedicated, hardworking team whose motto might well be that of the Olympic movement - Citius, Altius Fortius (Swifter, Higher, Stronger) because for them the bar seems always to be rising, not least because we keep pushing it! I thank them, again.

I'd also like to thank the ACSA Board for their support and leadership over the past year.

Let's make 2010-11 another step forward for aged and community care.

Greg Mundy
Chief Executive Officer

ACSA Board Members

The ACSA Board consists of six members and a President who represent the providers of aged care services throughout Australia.

The ACSA President is elected annually at the Annual General Meeting by the State Associations. Board Directors are appointed by their State Association, and their positions are renewed once a year. The ACSA Board appoints a Director to the position of Vice President.

Board Members

Mr Klaus Zimmermann	President		(current)
Mr Ross Smith	Vice-President	Qld	(current)
Ms Valerie Lyons	Director	Vic	(current)
Mr Glenn Muskett	Director	WA	(current)
Mr Rob Hankins	Director	SA & NT	(current)
Mr Ian Wilson	Director	NSW & ACT	(resigned)
Mr Chris Rigby	Director	NSW & ACT	(current)
Ms Susan Parr	Director	Tas	(resigned)
Ms Jill Savell	Director	Tas	(current)

Board Mission

The ACSA Board is accountable for:

- Setting the strategic direction for the organisation
- Articulating that through a strategic plan
- Ensuring sufficient and appropriate resources are available to implement the organisation's business and meet the strategic objectives
- Establishing processes that provide for excellence in organisational governance
- Ensuring that Aged & Community Services Australia is effectively represented, by Board members or appointees, in significant meetings with relevant groups.

Board Values

The ACSA Board values accountability, simplicity, transparency and integrity.

At a practical level, this means the Board operates in a manner which involves:

- Mutual respect
- Honesty
- Robust debate
- Hard work

ACSA Board Members



Klaus Zimmermann

President

Klaus Zimmermann has nearly 30 years extensive experience in senior executive and CEO positions with a management/finance background.

His working life experience covers various large industry corporates, banking, credit unions and the not for profit sectors. Klaus commenced in the aged care field in 1991.

Klaus has held the position of CEO of Eldercare Incorporated since 2001. Eldercare specialises in Residential Care Facilities and Retirement Living for the elderly. It is one of the larger aged care providers in South Australia providing services to over 1,200 clients per day with a staff of 1,000.

In 2007 he was appointed as the National President of Aged & Community Services Australia which is the major industry and

lobby group for the not for profit aged care sector. In 2007 Klaus was appointed as a Board Member to the International Association of Homes and Services for the Ageing (IAHSA). He is a past Board Member and State President of Aged & Community Services SA & NT. In 2003 he was appointed by the Federal Treasurer of the Australian Federal Government to the Financial Reporting Council (FRC) as a part time member, a position he still holds. The Council is responsible for the broad oversight of the accounting and auditing standard setting process for the private, public and not for profit sectors within Australia.

Klaus also has over 20 years experience sitting on various Boards across a wide range of interests.



Ross Smith

Vice-President

Ross Smith brings a wealth of experience and expertise in aged care and management to his role on ACSA's Board.

In 2003, Ross was awarded the prestigious ACHSM Gold Medal which recognises innovation, effectiveness and entrepreneurial leadership in the field of aged care.

Ross is a Fellow of the Australian College of Health Services Management (ACHSM) and a Fellow of the Australian Institute of Management.

He was appointed Chief Executive Officer of Brisbane's RSL Care in 1996, a position he continues to hold. RSL Care currently operates 2,330 aged care beds, 1,748 retirement village

units and serves more than 20,000 community based clients located from the north of Cairns, west to Longreach and to Southern Sydney.

Ross is the current ACQ President, ACSA Director, Chair of the ACSA National Community Care Committee and has been extensively involved with a range of policy, advocacy and planning issues at Federal, State and Local Government levels across community care, residential aged care and retirement living. He holds a current appointment to the Department of Veterans' Affairs National Health Aged and Community Care Consultative Forum.

ACSA Board Members



Valerie Lyons

Valerie Lyons has some 30 years experience in the health and finance industries, including approximately 20 years of experience in leadership roles within the aged and community services sector.

Valerie is the Chief Executive Officer of Villa Maria Society, one of Victoria's oldest and largest community organisations committed to providing innovative, high quality service options in the disability, education and senior services sectors. Serving more than 5,000 people across the State, Villa Maria offers over 60 programs through 42 metropolitan and regional locations, including residential aged care and community care options.

Valerie is currently President of Aged and Community Care Victoria (ACCV), and State Committee Member of National Disability Services Victoria. She is also a member of the NABHealth Advisory Committee, the Catholic Health Australia (CHA) Aged Care Committee and a past Director of HESTA Industry Superannuation (2007-2009).

Valerie holds qualifications in finance and post graduate management, is studying for her Masters in Public Policy & Management and is a Fellow of the Australian Institute of Corporate Directors (FAICD), a Fellow of both the Australian Society of Certified Practising Accountants (FCPA) and the Institute of Corporate Managers Secretaries and Administrators (FCIS).



Glenn Muskett

Glenn Muskett is Chief Executive Officer of Braemar Presbyterian Care. Since his appointment in 2000 he has overseen the consolidation and development of Braemar into a successful and well-positioned aged care provider. Previously he held senior management roles in banking and finance in Tasmania, South Australia and WA.

Glenn has served as a Director of ACS WA since 2002 and is now the Deputy Chairman, having also held the office of Chairman (2006-09) and Treasurer (2004-06).

As a small/medium provider of high and low care, independent living units and with a developing interest in community care, Glenn continues to promote ACS WA's role of supporting and effectively representing members and the church and charitable sector. A particular interest of Glenn's is to lift the community's value of the aged care sector.

Glenn is a Member of the Australian College of Health Service Management, Australian Institute of Management and the Australian Institute of Company Directors.



Rob Hankins

Rob Hankins brings international experience in the charitable sector and business administration to his role.

Rob was born and raised in South Africa, immigrating to Australia via the USA in 1979. He graduated with a Bachelor of Commerce and Master of Business Administration degrees.

He has been involved in acute care hospital management in Sydney, Adelaide, Brisbane and South Africa, and in the early 1990s spent several years managing a charitable organisation providing acute care, independent living units and high care on the same campus.

Rob is the Chief Executive of ECH Inc, a charitable organisation and one of the largest aged care service providers in South Australia. ECH offers accommodation and services integrated across Adelaide and some regional areas. All homes and units, as well as services, are designed with older peoples' needs in mind. ECH also has 7 locations where Low and High Care services are provided in specially designed buildings for people no longer able to live independently.

Rob is a Member of the Australian Institute of Company Directors and has served on several state industry association Boards and committees. He is currently the chairman of ACS SA&NT.



Jill Savell

Jill Savell's broad experience in aged care spans 30 years of nursing, studying and educating.

She has been a Nurse Educator and Director of Nursing in addition to her tertiary studies, which includes a Masters of Education, Health Economics, Management and Aged and Social Planning. Jill is also a Fellow of the Royal College of Nursing Australia.

Jill is the Director of Community Care, Southern Cross Care (Tas.) Inc, a leading provider of residential and community aged care services,

and one of the State's largest employers. The Community Care Division delivers a range of packaged care options to clients living in their own homes including an in-home diversional therapy service to those living with dementia.

She says her move to community care 10 years ago has been the most challenging and rewarding part of her career.

Jill is currently the Vice President of Aged and Community Services Tasmania and a member of the Aged and Community Services Australia Community Care Committee.



Chris Rigby

Chris Rigby has been the Managing Director of Catholic Healthcare Limited, one of the largest Catholic providers of residential aged care and community services in Australia, since its inception in 1994. He is also Managing Director of Hawkesbury District Health Service Limited.

Prior to Catholic Healthcare, Chris established the John Plunkett Centre for Medical Ethics at St Vincent's Darlinghurst in 1989 and the Australian Catholic Health Care National Association in Canberra.

Chris began his career in health care in 1988 as a lecturer in Bioethics at the Australian Catholic University, North Sydney.

ACSA Federation Members

The ACSA Federation comprises the National Office (ACSA), the six independently incorporated State Associations and approximately 1,100 aged and community care provider organisations – members of the State Associations.

The achievements of the Federation are an outcome of the significant work by all State Associations and the National Office. Some of the year's achievements are briefly outlined below.

State Association Highlights



Anton Kardash
Chief Executive Officer

Aged Care Queensland

The past year has been one of evolution, in which ACQI developed services to members and improved internal functioning. The growth of member services advanced the four pillars of Association business; Lobbying, Member Support, Education and Information/Advice. While ACQI has always been strong in member support, we augmented this activity with a consultancy arm, to provide members with ACFI support, mentoring, pre-accreditation and post sanction support.

Our lobbying and advocacy has become more sophisticated with

regular radio, print and television coverage. With the assistance of media advisors, ACQI maintained a positive image for aged care. We also experimented with YouTube messages to politicians to supplement our regular face to face meetings.

The Association conducted a constitutional review, with members to vote on recommendations in early September. The proposed changes seek to consolidate the move to a Board of Governance, simplify voting procedures, provide for succession planning within the Board and expand the definition of member.

The ACQI Board completed work on the Association strategic plan, revised its delegation and governance policy manuals.

ACQI finished the year ahead of budget with a small surplus, despite investments in internal infrastructure. Member fees were limited to COPO levels and ACQI grew business activities to ensure ongoing financial viability.

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Gerard Mansour
Chief Executive Officer

Aged & Community Care Victoria

Late in 2008 Aged & Community Care Victoria (ACCV) launched a major project to create a 'vision' to focus on the long term aspirations of our industry in providing the best quality of life possible for older Victorians. ACCV was proud to launch Vision 2019 in October 2009.

ACCV's Vision for 2019 is that, as we age, all Victorians will have the best possible quality of life supported by an aged care system that meets our lifestyle and care needs.

It is widely recognised by governments, industry and the

broader community that we need to develop an aged care system for the future that will meet the needs of our rapidly ageing population. Older Victorians have contributed significantly to the wealth of our rich, diverse state.

Vision 2019 is a remarkable example of the collaboration between ACCV members, consumers and other peak bodies interested in the issues of ageing and aged care.

This is a seminal document, leading the future of our aged care and retirement living industries. It proposes a range of strategies

intended to stimulate planning by government and industry. These strategies aim to strengthen the capacity of the aged care system to successfully meet the needs of the diverse, ageing community into the future.

Vision 2019 is also informing our broader policy work, including our ACCV strategic planning.

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It is widely recognised by governments, industry and the broader community that we need to develop an aged care system for the future that will meet the needs of our rapidly ageing population



Jill Pretty
Chief Executive Officer

Aged & Community Services Association of NSW & ACT

Engaging Federal and State Governments on aged care issues has been a key focus for ACS NSW & ACT. ACS worked closely with members on the revision of the *NSW Retirement Village Act* and Regulations. However, the success of an Opposition motion to remove a detailed definition of capital maintenance has left residents and operators in the difficult position of having to rely on broad terms in the *Act*.

ACS increased the number of education courses for community care members. In response to

COAG's announcement on the transition of HACC Ageing to the Commonwealth, ACS developed a significant partnership agreement with NSW Ageing, Disability and Home Care (ADHC).

Key operational issues continue to be a major focus for residential aged care members. Mandatory reporting issues prompted ACS to convene a Think Tank involving key stakeholders. A position paper was developed and submitted to the Minister for Ageing, NSW Office of the Department of Health and Ageing and the Productivity Commission.

On behalf of NSW Health, ACS continued to manage the Positive Living in Aged Care Awards to recognise residential aged care providers' strategies to promote prevention and management of mental health conditions. ACS has submitted a proposal for funding to continue for another three years.

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Alan Graham
Chief Executive Officer

Aged & Community Services SA & NT

While a difficult year in a financial sense because of a significant drop in member attendance in our training program, ACS SA&NT made significant progress in positioning itself in the Federal and State political arenas. Courtesy of its Canberra lobbying days (three separate visits were made) and its relationship building at the State level the office is highly respected. This has been evidenced in many ways including through contact made by politicians and invitations to ACS to participate in Government committees/working groups and the like. Our reputation

was further enhanced with the release of our State Election policy document in March 2010.

One highlight of the year was the hosting of the Arts, Ageing and Creativity Conference in October 2009. The aim was to remind the sector of the importance of the arts in providing intellectual, social and emotional stimulation for older people.

Rather than run an annual State Conference, the office runs a series of subject specific one day forums. This year's 'collection' was excellent in regards to the level of information

and intelligence that it provided to members. The collective attendances exceeded expectations – 579 paying customers attended the 7 events – testimony to the quality of the programs that were put together.

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Darren Mathewson
Chief Executive Officer

Aged & Community Services Tasmania

Tasmanian aged care providers struggle to remain viable under a flawed funding system. A number of projects have been undertaken to develop strategies and models for sustainability, including the North West Project. Results of this project will be reported at the 2010 National Conference. A specific project to drive collaboration, resource sharing and local networks is also being developed.

ACST entered the education and training arena with a Skills Plan, developed in consultation with members to guide and drive workforce planning and increase

access to quality, affordable training. ACST continues to work with the University of Tasmania on developing and implementing Teaching Nursing Homes, starting with two regions in 2011.

Tasmania is now aligned with other States in the administration of medications following changes to the *State Poisons Act* and Regulations and an agreement on implementing the new legislative framework for residential care.

Members have been actively involved in the Image Campaign and "The Grand Plan", which provided a positive means for engagement with local politicians and communities.

The Tasmanian Aged Care Awards, inaugurated in 2009, were an overwhelming success.

ACST produced a detailed implementation guide and other resources to assist with Modern Awards and other elements of the Fair Work system.

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Stephen Kobelke
Chief Executive Officer

Aged & Community Services Western Australia

ACSWA took some big steps forward this year in our response to workforce issues in the West, with further implementation of recommendations from 2008's "Workforce Action Review (WAR)".

These included the unveiling of the new jobs portal www.agedcarejobs.org, aimed at providing a one-stop shop for employment in the aged and community care industry, and the launch of the book "50 Ways To Achieve Staff Cover". Written by two WA industry experts, this is

a valuable resource for member organisations and covers innovative recruitment and retention strategies. With many new mining and resource projects soon to be launched in WA's north-west, workforce issues are looming again for many small businesses in the State and ACSWA is working to help members minimise the impact on their organisation.

'Get Up, Stand Up' was the war cry for the National Conference held in Perth in September and a record number of delegates did just that over four action-filled days. The revolutionary sentiment culminated

in a noisy rally on Perth Esplanade, with delegates calling for immediate reform of the sector. ACSWA has continued this push for urgently-needed reform into the new financial year, with further work on funding and workforce issues to come.

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ACSA Federation – National Office Staff

Greg Mundy
Chief Executive Officer

Patricia Sparrow
National Program Manager and Deputy CEO

Annette Glenister-Walker
Corporate Relationship Manager (part-time) to 15/4/10

Helen Conlin
Corporate Relationship Manager (part-time) from 11/5/10

Chris Hornsey
Federation Media Manager

Lesley Dredge
Policy and Planning Manager (part-time)

Mary Chan
Research & Project Support (part-time)

Marguerita Stephens
Research & Project Support (part-time)

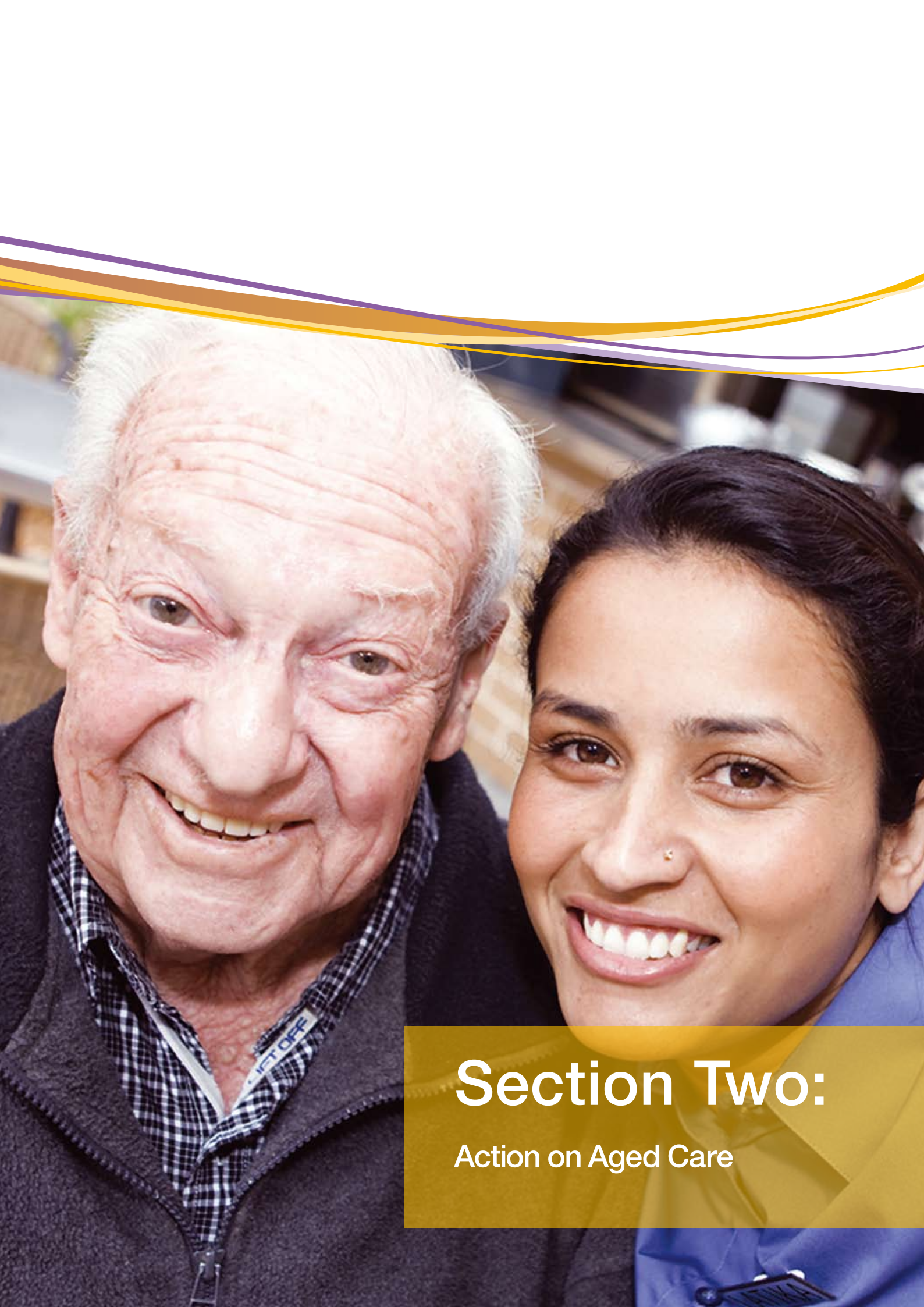
Heather Stevens
Corporate and Office Resources Manager

Leanne Lovell
PA to CEO and Office Administrator (part-time)

Maree Thomson
Accounts Officer (part-time)

Selina Bowes
Project Support (volunteer)

Consultant Staff
Megan Stoyles
Managing Editor, Agendas and National Report
Helen Scott
Librarian



Section Two:

Action on Aged Care

“ A key factor in the success and effectiveness of the campaign was its simplicity both in its message and visual appeal ”



Image Campaign

The second phase of ACSA's Image Project "Can't do it without you" was successfully launched in September 2009.

The innovative web-based and media strategy was the second phase of the ongoing project, following comprehensive research undertaken in 2007/09 to gauge industry and community views on aged care services.

The Project's primary goal is to raise awareness of Australia's ageing population and the remarkable work of aged care professionals. The objective is to build on positive aspects of aged care, reassure workers they are highly valued and portray the sector as a worthy, rewarding and enduring career path.

Initial fund raising efforts enabled ACSA to engage the leading Sydney agency URSA Communications to develop the campaign with a corresponding website and collateral.

Financial contributions from ACSA members and corporate supporters, was from the outset, and through the second phase of the project, an impressive achievement.

The "Can't do it without you" campaign was first presented to more than 1,000 ACSA National Conference delegates on September 15, 2009.

Australia, and the world, was alerted to "Can't do it without you" on Prime Minister Kevin Rudd's birthday, a week later on September 21, 2009. A video showing the Prime Minister ageing to 87 was launched



on the kevin87 website www.kevin87.com.au and issued to all media outlets including social media networks.

Traditional media including newspapers, radio and television reported on the older Prime Minister and the issues around the campaign.

ACSA's foray into social media was particularly successful generating an impressive list of statistics.

The video attracted a five star rating and 5,000 hits on YouTube following the launch with some 15,000 viewers to date; 120 people signed up to the Facebook page within 48 hours of the launch and there are now more than 700 members; and more than 1,000 Twitter responses were recorded on September 21 2009 and there are almost 100 followers registered on the site.

The website was updated with images of other MPs aged to 87 including Deputy Prime Minister Julia Gillard, which in turn provided further media opportunities.

Advertising in newspapers, magazines and the Australian Women's Weekly was estimated to have reached more than 2.3 million women in our target audience.

Templates for job advertisements were also made available to members to assist with reinforcing the positive messages. T-shirts, badges and posters were produced for sale to members as another means for boosting morale and contributing to campaign funds at the same time.

The website provided opportunities for people to share their stories about aged care and older people, and send messages of support to aged care workers. Information on ageing and aged care statistics could also be accessed by visitors to the site.

The online and traditional media coverage generated by the campaign was compiled and used in presentations.

A key factor in the success and effectiveness of the campaign was its simplicity both in its message and visual appeal.

Despite a limited budget, ACSA was able to produce a first class campaign which received accolades from the advertising industry, triggered positive media commentary on ageing and generated a groundswell of support from aged care workers and members of the community.

The results from ACSA's first significant foray into a long-term campaign designed to appeal to a broad audience across a variety of platforms, have been exceptional.

It is impossible to change people's perceptions and attitudes overnight and even more difficult to encourage change at Government level, but ACSA has been able to make significant headway with the Image Project.

It is important that we maintain that momentum. ACSA will continue with fund raising efforts for the Image Project to ensure aged care issues remain a prominent feature of conversations with Government, stakeholders, the broad community and on the world wide web.





The Grand Plan

The Grand Plan was a grand undertaking by the aged care industry in 2009/10.

Under the banner of the Campaign for Care of Older Australians (CCOA), the industry launched “The Grand Plan” – a new vision for the care of older Australians.

CCOA membership comprises Aged & Community Services Australia, Aged Care Association Australia, Anglicare Australia, Baptist Care Australia, Catholic Health Australia, Churches of Christ Living Care, Sir Moses Montefiore Jewish Homes, Lutheran Aged Care Australia, The Salvation Army Aged Care Plus, The National Presbyterian Aged Care Network and UnitingCare Australia.

ACSA joined CCOA in late 2009. A Memorandum of Understanding was developed to support CCOA’s operations. ACSA CEO Greg Mundy took on the role of Chair and Deputy CEO Pat Sparrow was appointed Campaign Manager.

In conjunction with Sydney-based URSA Communications and advice from CPR Communications, The Grand Plan was developed and launched on June 30, 2010.

The Grand Plan is based on the vision adopted by the National Aged Care Alliance: Every older Australian is able to live with dignity and independence in a place of their choosing with a choice of appropriate and affordable support and care services as and when they need them.

It was devised as a key to unite all Australians around the issues of aged care and encourage recognition and support for older people who have made Australia great and played an important role in our lives.

It was also used as an important tool for lobbying State and Federal MPs around aged care issues in the lead up to the Federal Election due in late 2010.

The Grand Plan provides a snapshot of aged care in 2009 and outlines short and long term actions to address issues around choice, access and sustainability.

As part of the campaign URSA was charged with developing a website to encourage members of the public and industry workers to pay tribute to the “grand people” in their lives, and provide a means of communicating their concerns to MPs via electronically generated letters.

Following on from the successful use of social media networks on the Image Project, provision of Facebook and Twitter pages were also proposed as an important element of the website.

To highlight intergenerational links necessary to garner broad support for The Grand Plan, social commentator and comedian John Safran and his older some-time media partner Father Bob Maguire agreed to be the public faces of the campaign.

Planning was also undertaken to develop campaign tools for CCOA’s broad membership to assist with media activity, planning events to encourage support from community and residential aged care staff and older people, lobbying MPs and getting involved in social media networks.

In the lead up to the campaign launch, CCOA established a media profile and issued media releases on a range of major issues including the COAG health reforms, the Henry Tax Review, the Federal Budget and the announcement of the Productivity Commission Inquiry into aged care.

At the end of the financial year CCOA was well positioned to lead the push for fundamental reforms in aged care in an election year.

Photos taken at Grand Plan events held around Australia.

It's on for young old

Senator Rachel Siewert, Senator Concetta Fierravanti-Wells, Father Bob Maguire, Hon Justine Elliott MP



Ian Yates, COTA and Peter Mares, ABC Radio



Greg Mundy, ACSA CEO



Father Bob Maguire



Committee Reports

ACSA National Committee Reports

There are seven National Committees which combine the collective knowledge and expertise of the National Office and State Associations to provide leadership, advice and strategic lobbying to the aged and community care industry and to Governments. These Committees are:

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

Business Development Advisory Committee

The Business Development Advisory Committee has continued to lend its expertise to the development of the National ACSA Awards for Excellence. HESTA has come on board with the Awards and the event will continue to grow in stature with their support.

Discussions have continued in relation to Federation initiatives such as the National Electronic Resident Agreement with eTools. In addition the Committee supports the growing National Corporate Relationship program.

These meetings enable State and National staff to share intelligence and ideas about new and improved ways to attract and enhance the relationship between Federation offices and the corporate world. These relationships are vital to our financial viability.

The group also shares learning regarding new and improved ways of reaching and servicing delegates and sponsors at conferences and workshops.

ACSA would like to thank Committee members Greg Knox (Victoria), Kim Hart (QLD), Sara Elliot/Elizabeth Paterson (NSW/ACT), Christine Stanton (WA), Darren Mathewson (TAS) and Kellie Kulinski (SA/NT). Both Sara and Kellie have moved on from the Committee and we will miss their contribution. However we welcome Elizabeth Paterson (NSW/ACT) and Anthony Cerere to the Group and look forward to working with them.

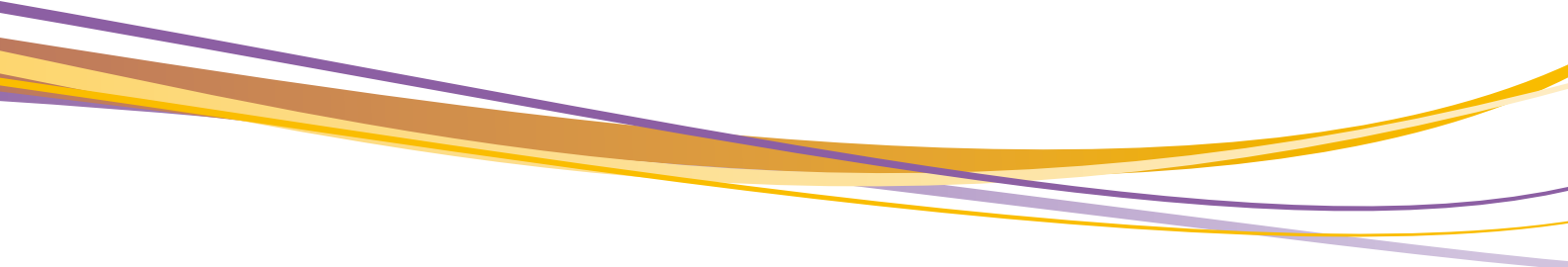
Community Care Advisory Committee (NCCAC)

Over the last year NCCAC has focused on engaging with Government on a number of its long running community care reform projects. The National Health & Hospitals Reform Commission (NHHRC) agenda provided a new context and impetus for some of these projects.

To clarify its work and focus the Committee held a successful two day meeting in Canberra with the State Community Care Committee chairs and external participants from the Department of Health & Ageing, COTA, Alzheimer's Australia, Carers Australia and the Productivity Commission. As a result NCCAC has agreed to channel its efforts into the broader health/aged care reform agenda to gain better outcomes for community care. This will include a review and alignment of the ACSA community care vision Next Generation Community Care to the NACA vision. The aim of this is to reinvigorate ACSA's role as the peak body for community care.

Specific advocacy occurred on the Day Therapy Centre Program and changes to guidelines and contracts as well as the Quality Assurance Framework. The Committee also provided support for the successful 3rd National Community Care Conference held on the Gold Coast in June.

None of the work occurring in community care would be of the quality or pertinence to industry if it weren't for the dedication and expertise of this committee. ACSA thanks and recognises the contribution of Ross Smith (Chair), Anne Livingstone (QLD), Peta Braendler (SA/NT), Jill Savell (TAS), Ruth Wilson (NSW/ACT) and Marita Walker (WA).



Founding member and key contributor over many years, Anne Livingstone resigned from ACQ and left the Committee this year. She will be sorely missed. Marita Walker also moved on from the Committee and we will miss her on-the-ground experience. The Committee has been pleased to welcome Paul Johnson (QLD) and Carol Bain (WA) and looks forward to working with them.

Education & Training Advisory Committee (NETAC)

Following the findings of the Committee's previous research project into e-learning, it was decided to end ACSA's five year alliance with e-learning provider Learning Seat. It was agreed that the main priorities should be directed to improving the industry's IT readiness and computer skills and how technology can best be used to improve the dissemination of information and improve training options for our members.

As part of the Federation's continued commitment to on-line learning, ACSA signed up for a national Elluminate licence. Elluminate is an interactive virtual classroom that offers a real-time, customised online experience for participants. It can provide professional development and facilitate multi-site meetings without costly travel or telephone/video conferencing. All states have/are currently implementing Elluminate under the guidance of NETAC.

The Committee met with Robin Flynn, Research & Policy Manager with the Community Services and Health Industry Skills Council to share information and enable ACSA to provide industry feedback to the Council.

The Committee also lobbied the National Quality Council against proposed changes to the new Aged Care Certificate III courses.

ACSA would like to thank all committee members – Diana Fitzgerald (Vic), Margaret Byrne (Tas), Leonie Power (Qld), Anne Marie Hudson and Rebecca Nicol (SA), Margaret Burndred (NSW) Louise Forster and Teresa Santoro (WA).

Housing & Retirement Living Advisory Committee

The Committee has been active on a number of fronts during the year, particularly in relation to housing.

Greg Mundy and Ian Yates, the CEO of COTA, presented the Older Persons Affordable Housing Alliance Discussion Paper to Commonwealth Ministers and bureaucrats. One concern raised in the document was the long term fate of the independent living units (ILUs) for older people on low incomes built between the '50s and the '80s. The Committee had conducted a survey of ILUs to determine their condition but the response rate was poor. As a result of the lobbying FAHCSIA has agreed to fund a survey of ILUs to initially determine where they are located. If funded, the second phase of the

project would be to find out the condition of the ILUs and to assist those in need to plan for their future to ensure that this housing stock is not lost.


ACSA, with the assistance of ThomsonAdsett Architects, has undertaken the Innovative Housing Solutions for Older Australians Project which aims to document 20 Australian and international housing projects and display these on the ACSA website. Each project will highlight a particular creative aspect that may assist others in the industry in planning for future developments.

ACSA thanks the hard working members of the committee – Kay Miller, Tony Gribble and Paul Zanatta (Vic), Elizabeth Teece, Lindy Ryan, and Mike Furner, (NSW), Trudi Hodges and Jenni Vartan (WA), Kerry Ollington (Tas), Barry Ashcroft (Qld), Darren Young and Kellie Kulinski (SA) and Sharon Davis (NT).

Residential Care Advisory Committee (RCAC)

Residential Care has continued to face a barrage of change and review. The main focus has been on responding to the various reviews and none were more important than the ACFI Review. The Committee held a special one day meeting to assist in developing the submission. There was a high level of agreement about the key issues and proposed solutions.

A major project culminated in the release of the national electronic Resident Agreements in September



2009. The Agreements have been well received and are selling reasonably well. Over time this product will return an income stream to the Federation.

The Committee also developed a proforma to assist organisations to manage ACFI Question 12 more effectively.

The Committee acknowledges that it will need to keep responding to reviews – we are still waiting for the outcomes of the Accreditation Review and real action on the Complaints Investigation Scheme Review. The broader health and aged care reform agenda will be a major focus in the coming year.

This Committee has a high level of clinical expertise and good practical knowledge of the issues facing residential care providers. ACSA would like to thank all committee members – Pam Bridges (ACQ), Janine Lundie (NSW), Neville Stephens (SA/NT), Janice Hadgraft (VIC), Angela Holzberger (TAS), Kathy Kavanagh (WA) and Kevin Klose (Rural & Remote) – for their ongoing commitment and expertise. The Committee faces some major changes as its farewells Janice, Kathy & Neville but welcomes new members Wendy Porter (WA), Carolanne Barkla (SA/NT) and Kate Hough (VIC). Our new members bring a variety of skill and knowledge to what should be another challenging year.

Rural & Remote Working Group

The Working Group undertook an analysis of the NHHRC report to identify its potential impact on rural and remote aged care with the view to developing an industry position and assisting in redrafting the joint ACSA/ National Rural Health Alliance (NRHA) policy. Helen Hopkins from the NRHA met with the Committee to discuss the direction of the policy.

The Group also provided input into the Joint ACHSM and AHHA Draft Policy Paper on Multi Purpose Services. They also lobbied Government about the roll out of the long awaited Remote and Indigenous Service Support Program.

The previously completed Report on the operation and adequacy of the Community Care Viability Supplement was sent to all Federal MPs in rural and remote seats, all Senators, the Minister, bureaucrats in the DHA, State Ministers in Queensland, South Australia and Western Australia and the National Aged Care Alliance. A letter accompanied the Report asking them to lobby the Minister to make changes. A paper on the Report was also presented at various conferences.

ACSA values the contribution of present and past members of the Group – Kevin Klose (NSW), Lois Speed, Anne Livingstone and Paul Johnson (Qld), Paul Zanatta and David Amesbury (Vic), Carole Bain (WA), Sharon Davis (NT), Barry Graham (SA) and Christine Bevan (Tas).

National Workforce Committee (NWC)

The ACSA Workforce Committee organised a national roundtable with external experts to challenge the thinking of the Committee and to gain positive and innovative input into developing a work plan. Experts from the following areas attended:

- The newly created Health Workforce Australia
- National Institute of Labour Studies
- Skills Council
- Recruitment
- Marketing
- Workforce Planning
- Department of Immigration
- Department of Health & Ageing

Following the roundtable the Committee decided to focus their attention on improving the workforce planning in the industry and subsequently held a workshop on the topic with Julie Sloan from Workforce Planning Australia. This event provided the Committee with a framework for improving workforce planning across the industry and a process for doing some projections of workforce shortages for the Productivity Commission submission.

ACSA wishes to thank all Committee members – Anne Livingstone and Sue Cooke (Qld), Jill Pretty (NSW), David Amesbury (Vic), Peta Braendler & Carol Mahon (SA), Darren Mathewson (Tas), Ray Glickman (WA) – for their ongoing commitment and expertise.

Government and Industry Committee Listing

ACSA is invited to participate in a wide range of advisory groups by Government and by other organisations. The following listing shows the breadth and diversity of work where ACSA's expertise is sought. Many of these Committees are ongoing while some are time limited. In most instances ACSA Federation staff take on the representational role. In some cases service providers are invited to represent ACSA.

Government Committee Representation

Ageing Consultative Committee
Greg Mundy, ACSA CEO

Aged Care Workforce Committee
Lesley Dredge, ACSA Policy & Planning Manager

Aged Care Funding Instrument (ACFI) Industry Reference Group
Greg Mundy, ACSA CEO and Jill Pretty, CEO, ACS NSW & ACT

Medicare Australia Aged Care Industry Working Group
Greg Mundy, ACSA CEO

Minister's Dementia Advisory Group
Greg Mundy, ACSA CEO

Community Care Quality Reporting Liaison Group
Pat Sparrow, ASCA National Program Manager & Deputy CEO

Veterans' Home Care Reference Group
Pat Sparrow, ASCA National Program Manager & Deputy CEO

Optimising Residential Aged Care Workforce Leadership & Management Study
Lesley Dredge, ACSA Policy and Planning Manager (committees work now complete)

FAHCSIA/KPMG – Achieving a Viable and Sustainable Community Housing Sector in Australia
Lesley Dredge, ACSA Policy and Planning Manager

Industry Committee Representation

National Aged Care Alliance (NACA)
Greg Mundy, ACSA CEO, and Ross Smith, ACSA Director

Standards Agency National Liaison Group
Greg Mundy, ACSA CEO

Australasian Journal on Ageing Management Committee
Jill Pretty, CEO, ACS NSW/ACT

Community Services & Health Industry Skills Council Board
Ian Wilson, former ACSA Director

NDS Ageing & Disability Advisory Committee
Pat Sparrow, ACSA National Program Manager & Deputy CEO, and Ian Hardy, CEO, Helping Hand

Australian Centre for Evidence Based Research in Aged Care (ACEBAC)
Greg Mundy, ACSA CEO (committee disbanded 31/12/09)

National Roundtable of Non Profit Organisations (NRNO)
Greg Mundy, ACSA CEO

International Association of Homes & Services for the Ageing (IAHSA)
Klaus Zimmermann, ACSA President

Ageing Well Research Network Advisory Group
Greg Mundy, ACSA CEO

Palliative Care
Pam Bridges, Residential Care Manager, Aged Care Queensland

Policy Advisory Group for Post Graduate Community & Aged Care Nursing Scholarship Scheme
Paul Zanatta, Community Care & Small Rural Health Manager, Aged & Community Care Victoria

Respecting Patient Choices Reference Group
Janice Hadgraft, Residential Services Manager, Aged & Community Care Victoria

Joint ACHSE and AHHA, Multi Purpose Services Policy Development
Lesley Dredge, ACSA Policy and Planning Manager

HESTA Board
Valerie Lyons, ACSA Director (Board Member to 31/12/09) and Glenn Bunney, former ACSA Director (Ongoing)

FAHCSIA Independent Living Unit Project Reference Group
Lesley Dredge, ACSA Policy and Planning Manager

Intra Industry Liaison

Aged Care Industry Council (ACIC)
Klaus Zimmermann, ACSA President, Ross Smith, ACSA Vice President and Greg Mundy, ACSA CEO

Aged Care Industry Information Technology Council (ACI ITC)
Greg Mundy, ACSA CEO

ACIC Workplace Relations Committee
Greg Mundy, ACSA CEO, and Lesley Dredge, ACSA Policy and Planning Manager

Campaign Care of Older Australians (CCOA)
Greg Mundy, ACSA CEO and Pat Sparrow, National Program Manager and Deputy CEO



Section Three:

Financial Statements

Finance Report

The 2009/10 financial year was a tough year for ACSA incurring a deficit of \$61,360

Major revenue sources (Association Fees, Grant Income, Conferences, Supporters & Partners Income) were marginally up on last year (\$1,123,000 v \$1,078,000).

Other revenue sources were down on last year (\$98,000 v \$195,000). Publication sales, agendas and investment income were similar to last year. The biggest difference was in the special projects area with a deficit this year of \$18,000 v a surplus last year of \$176,000

The Special Projects deficit of \$18,000 for the year was largely attributable to the following; the "Electronic Medication Management" grant (by far the largest project undertaken for the year) provided revenue of \$1,755,000 and generated a small surplus of \$12,000. The AIRC Award Modernisation project, ACSA's unanticipated share of expenses to do with the introduction of the new modern awards, incurred a deficit of \$48,000 and was the major contributor to the Special Projects deficit for the 2010 year.

Overhead expenses were in line with last year with minor increases in salaries and national partners' costs offset by cost savings in board expenses, consultants fees and travel expenses.

An executive summary of the 2010 and 2009 years is as follows;

	2010	2009
Operating Revenue	\$1,123,000	\$1,078,000
Investment & Other Income	\$115,000	\$18,000
Special Projects Surplus / (Loss)	\$(18,000)	\$176,000
Total Revenue	\$1,220,000	\$1,272,000
Operating Expenses	\$1,281,000	\$1,260,000
Net Operating Surplus / (Loss)	\$(61,000)	\$12,000

ACSA's financial position is in a very healthy state with a balance sheet net asset position of \$744,000. The assets of ACSA are predominantly in cash investments and ASCA's balance sheet strength puts it in a strong position for the forthcoming year.



Alan Mitchell
Mitchell Partners

Directors' Report

Your Directors submit the financial report of the Aged and Community Services Australia Incorporated for the financial year ended 30 June 2010.

Directors

The names of Directors throughout the year and at the date of this report are:

Mr Klaus Zimmermann

Mr Ross J Smith

Mr Robert G Hankins

Ms Valerie J M Lyons

Mr Glenn E Muskett

Mr Ian J Wilson (Resigned 13/10/2009)

Mr Christopher M Rigby (Appointed 13/10/2009)

Ms Susan Parr (Resigned 26/2/2010)

Ms Jill A Savell (Appointed 26/2/2010)

Principal Activities

The principal activity of the association during the financial year was representing State Association members as the national peak body of church, charitable and community providers of aged care services.

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

Significant Changes

No significant changes in the association's state of affairs occurred during the financial year.

Operating Result

The deficit from operating amounted to \$61,270.

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 Directors:



Mr Klaus Zimmermann



Mr Ross J Smith

Dated this 17th day of September 2010

Income and Expenditure Statement for the Year Ended 30 June 2010

	Notes	2010 \$	2009 \$
INCOME			
Agenda's Income		27,524	25,172
Association Fees		428,632	408,659
Commonwealth Grant CSSS		161,465	157,850
Conference Income		362,724	416,929
Investment income		43,910	39,254
Other income		7,903	4,029
Realised investment gains/(loss)		(12,544)	(91,623)
Sale of Publications		16,458	25,138
Special Projects Surplus/(Deficit)	2	(17,515)	176,281
Supporters & Partners Income		169,892	94,730
Unrealised investment gain/(loss)		32,035	16,328
TOTAL INCOME		1,220,484	1,272,747
LESS EXPENSES			
ACSA National Committees		20,742	15,940
Accounting, bookkeeping and audit fees		31,530	14,445
Aged Care IT Council		5,168	472
Annual awards		13,039	8,930
Association meetings		26,967	22,313
Bad debts		3,089	25,615
Bank charges		2,105	1,951
Board expenses		29,640	42,539
Computer expenses		10,149	12,829
Conference/Seminar costs		12,905	15,399
Consultancy fees		12,286	61,172
Corporate Supporters		11,000	15,632
Depreciation		17,434	20,810
Insurance		10,078	10,005
Investment manager's fees		3,934	3,615
Legal costs		4,718	993
Motor vehicle expenses		6,076	5,385
National Aged Care Alliance		8,848	5,024
National Aged Care Industry Council		4,206	10,907
National Consultation Expenses		4,983	3,765
National Partners		43,924	30,000
Office expenses		6,813	8,907
Postage		5,738	5,928
Printing and stationery		4,509	3,514
Public Relations		16,205	3,768
Publications ACSA		51,432	48,923
Rent		48,745	47,413
Repairs and maintenance		6,700	4,892
Expenses carried forward		422,963	451,086

These financial statements should be read in conjunction with the attached Disclaimer.



	Notes	2010 \$	2009 \$
Expenses brought forward		422,963	451,086
Salaries and wages		753,654	683,292
Staff Amenities & Training		11,284	10,310
Subscriptions		7,178	14,316
Telephone		15,670	13,971
Travelling expenses		67,598	84,772
Workcare/WorkCover/Workers Compensation		3,407	2,654
TOTAL EXPENSES		1,281,754	1,260,401
SURPLUS/(DEFICIT)		(61,270)	12,346

These financial statements should be read in conjunction with the attached Disclaimer.

Balance Sheet as at 30 June 2010

	Notes	2010 \$	2009 \$
CURRENT ASSETS			
Cash and cash equivalents	3	1,176,190	802,473
Trade and other receivables	4	741,623	319,067
Other investments	6	227,839	366,877
Other	5	3,760	67,681
TOTAL CURRENT ASSETS		2,149,412	1,556,098
NON-CURRENT ASSETS			
Property, plant and equipment	7	63,024	63,259
TOTAL NON-CURRENT ASSETS		63,024	63,259
TOTAL ASSETS		2,212,436	1,619,357
CURRENT LIABILITIES			
Trade and other payables	8	583,583	182,231
Provisions	9	89,352	75,900
Other	10	673,026	455,045
TOTAL CURRENT LIABILITIES		1,345,961	713,176
NON-CURRENT LIABILITIES			
Provisions	9	122,070	100,506
TOTAL NON-CURRENT LIABILITIES		122,070	100,506
TOTAL LIABILITIES		1,468,031	813,682
NET ASSETS		744,405	805,675
MEMBERS' FUNDS			
Retained profits		744,405	805,675
TOTAL MEMBERS' FUNDS	11	744,405	805,675

These financial statements should be read in conjunction with the attached Disclaimer.

Cash Flow Statement for the Year Ended 30 June 2010

	Notes	2010 \$	2009 \$
CASH FLOW FROM OPERATING ACTIVITIES			
Receipts from members, partners and government		3,860,770	1,934,086
Payments to suppliers and employees		(3,677,615)	(1,463,560)
Interest and dividends received		45,948	20,852
Net cash provided by operating activities	14	229,103	491,378
CASH FLOW FROM INVESTING ACTIVITIES			
Proceeds from sale of property, plant and equipment		32,500	235
Proceeds from investments		158,529	-
Payment for property, plant and equipment		(46,415)	(4,540)
Net cash provided by investing activities		144,614	(4,305)
Net increase in cash held		373,717	487,073
Cash at beginning of financial year		802,473	315,400
Cash at end of financial year	3	1,176,190	802,473

These financial statements should be read in conjunction with the attached Disclaimer.

Notes to the Financial Statements for the Year Ended 30 June 2010

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 directors have determined that the association is not a reporting entity.

The financial report has been 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 material accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial 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.

Leasehold improvements and office equipment are carried at cost less, where applicable, any accumulated depreciation.

(c) Financial Instruments

Current investments are measured at fair value. The carrying amount of investments is reviewed annually by directors' to ensure it is not in excess of the recoverable amount of these investments. The recoverable amount is assessed from the quoted market value for shares in listed companies or the underlying net assets for other non-listed corporations. The expected net cash flows from investments have not been discounted to their present value in determining the recoverable amounts.

(d) Employee Benefits

Provision is made for the association's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits have been measured at the amounts expected to be paid when the liability is settled, plus related on-costs.

(e) Cash and Cash Equivalents

Cash and cash equivalents include cash on hand, deposits held at-call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities on the balance sheet.

(f) Revenue and Other Income

Revenue is measured at the fair value of the consideration received or receivable after taking into account any trade discounts and volume rebates allowed.

Interest revenue is recognised using the effective interest rate method, which, for floating rate financial assets is the rate inherent in the instrument. Dividend revenue is recognised when the right to receive a dividend has been established.

Grant revenue is recognised in the income statement when the entity obtains control of the grant and it is

probable that the economic benefits gained from the grant will flow to the entity and the amount of the grant can be measured reliably.

If conditions are attached to the grant which must be satisfied before it is eligible to receive the contribution, the recognition of the grant as revenue will be deferred until those conditions are satisfied. When grant revenue is received whereby the entity incurs an obligation to deliver economic value directly back to the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the balance sheet as a liability until the service has been delivered to the contributor, otherwise the grant is recognised as income on receipt.

Other revenue is recognised when the right to receive the revenue has been established.

All revenue is stated net of the amount of goods and services tax (GST).

(g) 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 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 balance sheet are shown inclusive of GST.

Cash flows are presented in the cash flow statement on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

Notes to the Financial Statements for the Year Ended 30 June 2010

	Notes	2010 \$	2009 \$
NOTE 2: SPECIAL PROJECTS INCOME AND EXPENDITURE			
AIRC Award Modernisation		14,677	-
e-Learning		17,608	1,968
Electronic Medication Management		1,754,538	65,000
Federal Election Campaign		99,775	81,730
Image Campaign		443,458	163,962
Industry Integration of e-Learning		-	50,000
Myer Foundation Grant		15,767	-
National Electronic Resident Agreement		11,978	-
NRAS Project		5,500	40,000
Older Persons Affordable Housing Forum		-	5,091
Sponsorship Packages		49,608	28,382
Workchoices		181,118	-
Total Project income		2,594,027	436,133
ACFI Training		-	500
AIRC Award Modernisation		62,450	1,024
e-Learning		21,798	15,484
Electronic Medication Management		1,742,165	65,000
Federal Election Campaign		102,484	5,015
Image Campaign		443,458	77,247
Industry Integration of e-Learning		-	36,274
Myer Foundation Grant		15,767	-
National Electronic Resident Agreement		2,328	-
NRAS Project		5,641	30,189
OPAH Forum		-	7,773
Protecting Older People		1,055	1,420
Sponsorship packages		43,781	19,926
Workchoices		170,615	-
Total Project Expenditure		2,611,542	259,852
TOTAL PROJECT INCOME		(17,515)	176,281
NOTE 3: CASH AND CASH EQUIVALENTS			
Cash at bank		1,157,379	784,419
Deposits at call		18,811	18,054
		1,176,190	802,473
NOTE 4: TRADE AND OTHER RECEIVABLES			
CURRENT			
Trade receivables		666,555	330,659
Provision for impairment of receivables		(28,704)	(25,615)
		637,851	305,044
Other receivables		103,772	14,023
		741,623	319,067

	Notes	2010 \$	2009 \$
NOTE 5: OTHER ASSETS			
CURRENT			
Prepayments		3,760	2,681
Other current assets		-	65,000
		3,760	67,681
NOTE 6: FINANCIAL ASSETS			
Investments at fair value		227,839	366,877
NOTE 7: PROPERTY, PLANT AND EQUIPMENT			
(a) Motor vehicles			
At cost		43,843	42,747
Less accumulated depreciation		(6,902)	(10,860)
		36,941	31,887
(b) Office equipment			
At cost		28,117	25,545
Less accumulated depreciation		(18,616)	(17,266)
		9,501	8,279
(c) Computer equipment			
At cost		71,917	71,917
Less accumulated depreciation		(60,247)	(54,503)
		11,670	17,414
(d) Furniture, fixtures & fittings			
At cost		26,054	26,054
Less accumulated depreciation		(21,142)	(20,375)
		4,912	5,679
Total property, plant and equipment		63,024	63,259
NOTE 8: TRADE AND OTHER PAYABLES			
CURRENT			
Unsecured liabilities			
Trade payables		541,369	36,705
Sundry payables and accruals		42,214	145,526
		583,583	182,231
NOTE 9: PROVISIONS			
CURRENT			
Employee benefits		89,352	75,900
NON-CURRENT			
Employee benefits		122,070	100,506

	Notes	2010 \$	2009 \$
NOTE 10: OTHER LIABILITIES			
CURRENT			
Grants received in advance		664,084	454,816
Other current liabilities		8,942	229
		673,026	455,045

NOTE 11: MEMBERS' FUNDS

Total members' funds at the beginning of the financial year		805,675	793,329
Surplus/(deficit)		(61,270)	12,346
Total members' funds at the financial year		744,405	805,675

NOTE 12: CAPITAL AND LEASING COMMITMENTS

(a) Operating lease commitments

Non-cancellable operating leases contracted for but not capitalised in the financial statements:

Payable - minimum lease payments

- not later than 12 months	35,854	47,244
- between 12 months and 5 years	7,432	32,424
	43,286	79,668

NOTE 13: 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 Klaus Zimmermann (President)

Mr Ross J Smith (Director)

Mr Robert G Hankins (Director)

Ms Valerie J M Lyons (Director)

Mr Glenn E Muskett (Director)

Mr Christopher M Rigby (Director from 13/10/2009)

Mr Ian J Wilson (Director to 13/10/2009)

Ms Susan Parr (Director to 26/02/2010)

Ms Jill A Savell (Director from 26/2/2010)

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

	Notes	2010 \$	2009 \$
NOTE 14: CASH FLOW INFORMATION			
Reconciliation of cash flow from operations with profit after income tax			
Surplus/(Deficit) from operating activities after income tax		(61,270)	12,346
Non-cash flows in profit			
Depreciation		17,434	20,810
Net (gain) / loss on disposal of property, plant and equipment		(3,284)	390
Net (gain) / loss on disposal of investments		12,544	73,600
Unrealised gain on investments		(32,035)	(16,328)
Changes in assets and liabilities			
Increase in receivables		(422,556)	(156,009)
(Increase)/decrease in other assets		63,921	(60,785)
Increase in grants received in advance		217,981	439,591
Increase in payables		401,352	139,550
Increase in provisions		35,016	38,213
Cash flows from operations		229,103	491,378

NOTE 15: 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 disabilities is of an excellent standard.

NOTE 16: 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 Directors

The directors have determined that the association is not a reporting entity and 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 directors the financial report as set out on pages 26:35

1. Presents a true and fair view of the financial position of Aged and Community Services Australia Incorporated as at 30 June 2010 and its performance for the 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 directors and is signed for and on behalf of the directors by:



Mr Klaus Zimmermann



Mr Ross J Smith

Dated this 17th day of September 2010

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

Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report, of Aged and Community Services Australia Incorporated, which comprises the balance sheet as at 30 June 2010, the income and expenditure statement and cash flow statement for the year then ended, a summary of significant accounting policies, other explanatory notes and the statement by directors.

Committee's Responsibility for the Financial Report

The committee of the association are responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies described in Note 1 to the financial statements, which form part of the financial report, are consistent with the financial reporting requirements of the Associations Incorporation Act 1991 of the Australian Capital Territory and are appropriate to meet the needs of the members. The committee's responsibility also includes designing, implementing and maintaining internal controls relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the association's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

The financial report has been prepared for distribution to members for the purpose of fulfilling the committee's financial reporting under the Associations Incorporation Act 1991 of the Australian Capital Territory. We disclaim any assumption of responsibility for any reliance on this 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.

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

Independence

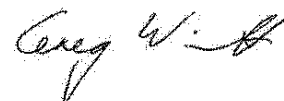
In conducting our audit, we have complied with the independence requirements of the Australian professional ethical pronouncements.

Auditor's Opinion

In our opinion, the financial report of Aged and Community Services Australia Incorporated presents fairly, in all material respects, the financial position of Aged and Community Services Australia Incorporated as of 30 June 2010 and of its financial performance and its cash flows for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements, and the Associations Incorporation Act 1991 of the Australian Capital Territory.



Danby Bland Provan & Co
Chartered Accountants



G D WINNETT
Partner
17 September 2010



ACSA National Partners



ACSA's National Partners play a vital role in supporting our initiatives to inform, inspire and advocate for the aged care sector on behalf of our State Associations and their members.

The importance of the National Partners' commitment to ACSA and aged care cannot be underestimated. Their financial and personal contributions are the mainstay in enabling ACSA to operate effectively across a broad remit.



KENNEDY STRANG LEGAL GROUP



Corporate Supporters:



Media Partners:

Australian Ageing Agenda
Insite APN Education Media

Business Alliance:

Tunstall Australasia
Premier Partners
UCM - eTools

Friends of ACSA:

Health Science Planning
Verso Consulting

Photos top line L – R

Carol McKelson-Timmins, Tony Cuda – Health Super; Todd Gehring – Clear Solar; Peter Waston, Peter Morley – Provider Assist; Anne-Marie Corboy, Lynn Hart – HESTA Super Fund; Anita Wright – SCA Hygiene

Photos bottom line L-R

Danielle Bodinnar – SCA Hygiene; Chris Straw, Judy Martin – Thomson Adsett; Alf Macolino, Lynch Meyer, Sabine Phillips, Victor Harcourt – Kennedy Strang; Richard Gates – ANZ; Anthony Pagano – Zurich

**CAN'T DO IT
WITHOUT YOU**

ACSA would like to thank the following organisations who have supported the aged care community through generous donations to the second stage of our Image Campaign during the 2009/10 financial year.

**Blue Care Qld
Provider Assist
(formerly Aged
Care Specialist)**

**Amana Living
ECH Incorporated
Eldercare Inc
Catholic Healthcare
Limited
NIMAC
Resthaven Inc
Sundale Garden Village
Uniting Church Homes**

**Anglicare North
Adelaide
Brightwater Care Group
Churches of Christ –
LifeCare Inc
Domain Principal Group
Villa Maria, Victoria**

Anglicare NSW –
Chesalon Living
Barunga Village Inc
Barossa Village
Bethany Christian Care
Bethsalem Care

Brodribb Homes
Buffalo Memorial
Homes for the Aged –
Lodges on George
Capecare
Catholic Homes
DCM Solar
Dutch Care (Vic) Ltd
Freemasons Homes
of Southern Tasmania
Hibernian (Qld)
Friendly Society
Intouch
James Brown Memorial Trust
Lower Burdekin Homes
Masonic Peace Memorial Haven
of Northern Tasmania
Myvista
OneCare Ltd
Presbyterian Care Tasmania
Silver Chain Nursing Association
Torbay Retirement Village

Uniting Care Wesley
Port Adelaide
Vasey RSL Care
Ashfield Baptist Homes
Banksia Village
Bethany Christian Care
Braemar Presbyterian Care
Carramar Home
for Senior Citizens
Emmerton Park
Jomal Pty Ltd
Lutheran Aged Care
Murray Mallee Aged
Care Group
Netherlands Australia Aged
Services Association
Woolgoolga & District
Retirement Village

AHEPA Foundation
Balaklava Mill Court Homes
Boneham Cottage Homes
City of Bayswater
City of Salisbury
Dakin Mayers Pty Ltd
Esperance Aged Care Facility
Eyre Peninsula
Old Folks Home

Gosnells Community Support
Italian Aged Care
Karingal Hostel – Waikeri
Kellock Lodge Alexandra
Melaleuca Home
for the Aged
Matthew Flinders Home
Meath Care WA
Mid Murray Homes
for the Aged
Millmerran Centenary
Retirement Village
Mt Laverna Retirement Village
Mt View Homes
Netherlands Retirement
Pinaroo Roma Inc
Riverview Lutheran
Rest Home
Stanthorpe Nursing Home
Star Gardens
St John's Village
Sunnyside Lutheran
Retirement Village
Warrina Innisfail



ACSA – Action on Aged Care
2010 Annual Report

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