



CAN DO PEOPLE

INFLUENCING THE DIRECTION OF AGED CARE

2009 ANNUAL REPORT



Aged & Community
Services • Australia

ACSA: Leading Aged & Community Care



THE ACSA AGED CARE IMAGE CAMPAIGN IS DESIGNED TO PROVIDE A PLATFORM THAT WILL ALLOW US TO COMMUNICATE WITH THE COMMUNITY, GOVERNMENT AND ALL RELEVANT STAKEHOLDERS. THIS POSITIVE PLATFORM WILL ENABLE INDUSTRY TO BUILD SUPPORT FOR ACTION ON THE ISSUES IT FACES.

THE LOOK AND FEEL OF THE CAMPAIGN WILL BE CONTEMPORARY. IT'S DESIGNED TO CONVEY THE IMAGE OF AN INDUSTRY WHICH IS IN TOUCH WITH CURRENT COMMUNITY NEEDS AND VALUES.

HOW YOU CAN BE INVOLVED?

Go to our website for more information at www.agedcare.org.au
or contact our office by email info@agedcare.org.au
or phone 03 9686 3460

**CAN'T DO IT
WITHOUT YOU**

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Acknowledgement of ACSA Business Partners

AGED & COMMUNITY SERVICES AUSTRALIA INCORPORATED IS AN ASSOCIATION INCORPORATED UNDER THE A.C.T ASSOCIATIONS INCORPORATION ACT 1991

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SECTION 1

THOSE WHO INFLUENCE

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PRESIDENT'S REPORT

Klaus Zimmermann

The dramatic resurgence of aged care issues in the public and political arenas over the past 12 months bodes well for the reform of the regulatory and financial systems governing the care and support of older Australians.

While much of the research and recommendations concerning the future of aged care in Australia released over the past year was not a revelation, it did serve to shine the spotlight on the sector in ways that left little room for argument.

The Productivity Commission's research paper from 2008 reiterated that increasing demand for aged care in the coming decades would accentuate the weaknesses in the current policy framework including inefficiencies caused by excessive regulation. The Commission noted the need to improve the interaction between aged care services and acute care, housing and disability services.

The Commission's 2009 report on regulatory burdens in relation to aged care further emphasised the need for change.

The Senate inquiry added another strong voice to the call for reform. The Senate Committee referred to comments made about the 'bandaid' approach to correcting problems within the sector and the unheeded calls for reform. The Committee heard arguments outlining significant problems and the need to meet future demand in a comprehensive and coherent manner.

And most recently the National Health and Hospital Reform Commission stressed that aged care services needed to become more responsive to the needs of older people and their families. There were 12 main recommendations covering aged care emphasising the need for choice, reduced regulatory burdens and more streamlined funding.

ACSA made significant submissions to each of these inquiries and research papers. Each of our papers sought to paint a clear picture of the complexity and multi-layered nature of aged care services – both in residential facilities and in the community – and proposed solutions.

Our submission to the Productivity Commission's review on regulatory burdens was cited extensively in the final report.

As this report was going to print the Department of Health and Ageing was continuing with a review of the accreditation process and the complaints investigation scheme.

The Prime Minister, Kevin Rudd, the Minister for Health and Ageing, Nicola Roxon, and the Minister for Ageing Justine Elliot, have elected to seek further comment on the reform of our health system, of which aged care is a vital and increasingly important component.

After a long involvement with aged care and two years as ACSA President it is easy to think there is nothing left to be said. But of course we do need to ensure the details are right, that any changes to the funding and regulatory system are about meeting the

needs of older people; fiscally responsible from a government and personal perspective; and coupled with a comprehensive and transparent transition program.

While we should take heart that there is at the very least an appearance of political will for reform, we must accept that the global financial crisis and its impact on our local economy presents its own problems.

There may not be a pot of gold to transform the grossly inadequate system of funding today but there is the ability to properly plan and provide for the aged care services Australia needs and deserves.

The Minister for Ageing consistently reminds us that record levels of funding are being spent in our sector. There should be record dollars invested when we consider that a record number of people with ever higher frailty levels are receiving care. The record funding is of course critical but it is a bandaid measure.

Right now we have to contend with a reduced up-take of bed licences in some states; hundreds of licences being returned in Queensland and Western Australia because providers can simply not afford to build and maintain new beds; and facilities closing in Tasmania because the money isn't there for them to keep going.

During the past 12 months ACSA has also strengthened relationships with MPs from all sides of politics, Ministerial offices and consumer groups including COTA and Alzheimer's Australia. We have participated in forums and conferences in Australia and

overseas to reinforce ACSA's role as a leading voice in aged care and the current plight of the industry.

The Federal Coalition's new initiative – Engaging with Senior Australians – provides another forum to highlight the issues and concerns of older Australians and reinforce that aged care is and must be a bipartisan issue.

ACSA has also embarked on a major campaign to raise the profile of aged care services and the remarkable and dedicated people who provide them – our can do workforce that we can't do without.

Too often aged care is portrayed in a negative light in media reports. Sadly privacy constraints often hamper the telling of the whole story in reports which focus on the very rare instances of maltreatment or neglect. And as you know it is rare to see a good news story on aged care in the mainstream media

The Image Campaign will be an important tool in changing this focus as we head into a Federal election and move towards a new era in aged care.

It is a new era because of the sheer volume of people who will be defined as older Australians in the coming years and because I am optimistic about the future and believe that change is coming – it can be delayed no longer.

Australia has world class aged care – care, services and people in which we can all take enormous pride. Aged care providers, nurses,

personal carers, volunteers and consumers all want the same thing – choices in quality, affordable care for older people.

By working together and not stepping aside from challenges we can meet those goals and continue to provide the best care and support.

The ACSA Board also deserve special thanks for their commitment, encouragement and pursuit of a progressive and innovative agenda on aged care issues: Ross Smith, Queensland; Valerie Lyons, Victoria; Glenn Muskett, Western Australia; Susan Parr, Tasmania and Peter Nute (September 2006 – November 2008); Ian Wilson, NSW; and Rob Hankins, South Australia.



Klaus Zimmermann
President



CEO'S REPORT

Greg Mundy

Can't do it without you - ACSA's project to improve the image of aged care has been a massive focus of our work in the past year.

Aimed at making aged care a more attractive place to work, at boosting the morale of the aged care professionals that work in the sector and at raising the prominence of aged care in the eyes of politicians and other decision-makers, the Image Project is the biggest thing we have done, I think ever. The research phase of the project was completed in time for me to present on this at our successful National Conference in Adelaide last year and since then we have been working with our communications advisors, URSA, to develop the messages and to raise the funds we need to mount an effective campaign and purchase media time.

It is a measure of how qualitative a shift the Image Project represents to our 'normal' operations that we needed to raise an amount equivalent to an additional 50-100% of ACSA's normal annual turnover to make it happen.

I am delighted to report that, after Pat Sparrow and I stumped the country between March and July, talking to members – in groups and one-on-one – we have reached our initial minimum target of \$600,000 and are about to push the 'go' button and launch the campaign.

This is an exciting moment for ACSA and for aged care. The Image Project represents the first time anyone has set out to systematically boost the image of the entire aged care sector. I am confident that our efforts in this regard will make a difference and will continue. We will need more funds to keep the campaign going, our work is by no means done, and we will be doing more fundraising after the campaign launch.

I am conscious of the effect that such a major project has had on the finite resources of our relatively small national office – it's not as if our other work can be or has been put to one side, as Klaus's President's Report makes clear. We have a dedicated team in the national office and they have worked extra hard this year. I appreciate them all.

The launch of the image campaign will broadly coincide with a major re-awakening of interest in the broader policy questions around aged care on the part of the Australian Government. The release of the final report of the National Health and Hospitals Reform Commission (NHHRC) throws down some challenges to our sector and its recommendations may serve to define the aged care terrain for years to come. Making our system more flexible, more responsive to the varying needs of consumers and more financially viable and sustainable has been the focus of our lobbying efforts

over a number of years. ACSA has played no small part in putting reform of aged care on the national agenda, as the numerous citations in the NHHRC, Senate Inquiry and Productivity Commission reports indicate. There is a sense now that the rubber may be about to hit the road. This is exciting. It will be important to get it right.

The ACSA team has been boosted this year with the addition of Chris Hornsey as Media Manager (bringing our total staff numbers to 10). Chris's recruitment will help us to enhance our ability to get our message across in the media and to communicate this to our membership. We have also welcomed Maree Thomson as our new Accounts Officer, replacing Tony Kuypers who has taken up a new career in teaching.

ACSA was recognised this year as one of 19 recipients of a Commemorative Grant from the Sidney Myer Fund and the Myer Foundation. This recognition of our work in aged care is gratifying and the grant will be used to further develop our infrastructure in areas such as staff development and an enhanced fundraising capacity. Our ongoing work continues to be supported by a grant from the Community Sector Support Scheme of the Department of Health and Ageing.

Greg Mundy
Chief Executive Officer

FINANCE REPORT

ACSA's financial results for 2008/09 were close to break even for the year.

Conferences continue to be an important source of revenue at the national level helping us to engage in the burgeoning national policy debates around aged care while keeping fee increases contained. Our national conference, held in Adelaide returned a healthy surplus both to the National Office and the host State and the healthy proceeds from the 2008 National Community Care Conference were also received this year.

Our work continues to be supported by a valued grant under the Community Sector Support Scheme from the Australian Government Department of Health and Ageing.

In 2008/09 ACSA was honoured to be a recipient of a Community Commemorative Grant from the Sydney Myer Fund and the Myer Foundation with the funds to be targeted on organisational development and capacity building.

In common with many organisations ACSA's investments did not perform well in 2008-09 recording a paper loss of over 50% as the value of share and property trust investments in our portfolio reduced. The most recent report received from our brokers showed a small increase in the value of our portfolio. Despite this our reserves remain healthy and the target of maintaining funds equivalent to the costs of six months operations was exceeded through out the year.

ACSA (with ACAA and the Aged Care Industry Information Technology Council) is the lead contractor on a large (\$1.85m) project to investigate Electronic Medication Management in Aged Care. The first \$65K of this was received and expended in 2008/09.

Funds received for the image campaign have been shown as Income received in advance in the balance sheet as expenditure against these will occur in 2009/10.



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)
Mr Robert (Rob) Hankins	Director	SA & NT	(current)
Ms Valerie Lyons	Director	Vic	(current)
Mr Glenn Muskett	Director	WA	(current)
Mr Peter Nute	Director	Tas	(resigned)
Ms Susan Parr	Director	Tas	(current)
Mr Ian Wilson	Director	NSW & ACT	(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**

BOARD MEMBER PROFILES



Klaus Zimmermann – President

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

His experience covers Australian manufacturers including one large international company exporting goods globally. For 10 years, Klaus was the Senior Executive, Accounting and Company Secretary for an Australian manufacturer

where he gained extensive experience in export, and research and development as well as being a Trustee on the company's superannuation fund. Now into his 15th year in aged care, Klaus has also gained extensive experience in the not-for-profit sector.

Klaus has been CEO of Eldercare Incorporated since 2001, a South Australian-based aged care organisation specialising in residential facilities and independent living units for the elderly with an annual turnover of about \$40 million. Prior to that he was Deputy Chief Executive Officer and Executive Manager of Corporate Services for the Aged Care & Housing Group Inc.

Klaus sat on a national committee for a number of years providing assistance and input to the Federal Government agency responsible for administrative issues in the funding of nursing homes and hostels. In 2003, he was appointed by the Federal Treasurer to the Financial Reporting Council (FRC) as a part-time member for three years. The Council is responsible for the broad oversight of the accounting standard setting process for the private, public and not-for-profit sectors within Australia. Since 2002 Klaus has also been a Director on the aged care industry body for SA and the NT. (ACS SA & NT).



Ross Smith – Vice-President

Ross Smith has been Chief Executive Officer of RSL Care since February 1996.

RSL Care currently operates 1,840 aged care beds, 1,510 retirement village units and serves over 50,000 community based clients annually in Queensland and NSW.

Ross is a Fellow of the Australian College of Health Service Executives (ACHSE) and a Fellow of the Australian Institute of Management. He was awarded the prestigious 2003 ACHSE Gold Medal recognising innovation, effectiveness and entrepreneurial leadership in the field of aged care. He holds an appointment as Adjunct Associate Professor in the School of Health at University of New England.

Ross is the current ACQ President, ACSA Director, Chair of the ACSA National Community Care Committee and he has been extensively involved with State and national retirement village policy issues.

BOARD MEMBER PROFILES (CONTINUED)



Rob Hankins

Rob Hankins is the Chief Executive of ECH Inc, a charitable organisation and one of the largest aged care service providers in South Australia.

His organisation offers older South Australians places to live and receive services that are integrated throughout the city and some regional areas. There are dozens of scattered sites where residents live in homes or units designed with older peoples' needs in mind.

ECH provides an array of services to these residents as their needs dictate. At the point at which residents can no longer live independently, ECH also provides seven locations where low and high care services are available in specially designed buildings.

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



Valerie Lyons

Valerie Lyons is the Chief Executive Officer of Villa Maria, 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 40 metropolitan and regional locations, including residential aged care and community care options.

With more than a decade of leadership in the aged and community services field and 25 years experience in the health and finance industries, Valerie has proven to be a strong and committed advocate for effective policy and sector change. Valerie holds qualifications in

finance and post graduate management, is studying for her MBA and is a member of the Australian Institute of Corporate Directors, a Fellow of both the Australian Society of Certified Practising Accountants and the Institute of Corporate Managers, Secretaries and Administrators.

Valerie is current President of Aged and Community Care Victoria, a Board Director of Aged & Community Services Australia and a Board Director of HESTA Superannuation.



Glenn Muskett

Glenn is Chief Executive Officer of Braemar Presbyterian Homes.

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 Chairman, having also held the office of Treasurer in recent years.

As a small/medium provider of high and low care, independent living units and a developing interest in community care, Glenn will continue 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 continue to lift the public perception of the aged care sector.

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



Susan Parr

Susan Parr is the Chief Executive Officer of St Ann's Homes Inc in Hobart.

St Ann's is a not for profit organisation with a history of providing care to the elderly for 60 years. At present St Ann's has three facilities, and an Outreach program.

Susan was appointed as Chief Executive Officer to this role following her secondment for twelve months to Port Arthur, as Co-ordinator of Community Recovery following the tragic events of April 1996. Her background is in community services

including a foundation role as the manager of Community Services for the Hobart City Council. As part of this growing area, Susan had responsibility for policy development, facilitation of new services for children, young people, people with disabilities and the aged. Her role also encompassed responsibility for the Taste of Tasmania and Salamanca Market. Susan has had many roles on Boards of community organisations and has served on a wide range of national, State and Local Government advisory groups related to housing, aged care services, industrial relations, children's services, suicide prevention and disability services.

Susan was a foundation Director of Tasmania's energy retailer company, Aurora, and Chair of the Appointments and Remuneration Committee of Aurora for five years up until 2004. She has been a Director, ACST for 6 years and Vice President for two years and is currently the President of ACST. She is a member of the Australian Institute of Company Directors.

Susan is passionate about aged care and the potential of the people who need it and those who work on it.

BOARD MEMBER PROFILES (CONTINUED)



Ian Wilson

Ian is the President of ACS NSW & ACT. He recently retired as Chief Executive Officer of Warrigal Care, a role which he occupied since March 1997.

In 1976, Ian took a life-changing career move; beginning a thirty-year adventure in aged care senior management; twenty of those years being in executive management at the Wesley Mission, Sydney.

Ian's work with Warrigal Care followed a deliberate pathway of organisation change, with the core objective being motivation of the organisation to an ongoing commitment to customer service through focus upon "practical" quality.

Warrigal Care is a community-based not-for-profit organisation, with twenty-one centres and services in south-eastern New South Wales. An \$80 million building and expansion programme has recently commenced.

Ian has had a long involvement with ACS NSW & ACT, with many years of appointment to the Board of Directors, during which time he has served in the roles of Vice-President and President.

Appointments include memberships of the Economic Advisory Committee of Shellharbour City Council, the inaugural NSW Committee on Ageing, the Committee of Management, Uniting Ministry with the Ageing (NSW Synod of Uniting Church) and the Advisory Board of the NSW Home Care Service.

Ian holds a Degree in Health Science (Management) and a Diploma in Health Administration; he has also completed the Mount Eliza Business School Advanced Management Program.

His deep interest in developing Australian aged care has led to him undertaking extensive research in the USA, Canada, Europe and Asia. He has also undertaken a lecture tour in South Korea.

Awarded the Medal of the Order of Australia (OAM) in 1994, for services to the aged, Ian was, in 2000, also awarded the inaugural ACSA Meritorious Service Individual Award.

ACSA Federation – National Office Staff

Greg Mundy	Chief Executive Officer
Patricia Sparrow	National Policy Manager
Annette Glenister-Walker	Corporate Relationship Manager (part-time)
Chris Hornsey	Federation Media Manager (commenced May 2009)
Lesley Dredge	Policy Officer (part-time)
Mary Chan	Research Officer (part-time)
Marguerita Stephens	Research Officer (part-time)
Heather Stevens	Office Manager
Leanne Lovell	Website Administrator & Administration Assistant (part-time)
Antony Kuypers	Accounts Officer (part-time) (resigned March 2009)
Maree Thomson	Accounts Officer (part-time) (commenced March 2009)

Consultant Staff

Megan Stoyles	Managing Editor, <i>Agendas</i> and <i>National Report</i>
Helen Scott	Librarian

ACSA FEDERATION MEMBERS

The ACSA Federation comprises the National Office (ACSA), the six independently incorporated State Associations and approximately 1,200 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 – Influencing the direction of aged care



Victoria

There is no doubt our Victorian aged care industry has made a major contribution to the work of our ACSA Federation through strong leadership in key issues such as the Award modernisation process, submissions to the Senate Inquiry into aged care and the Federal Budget. However, the most decisive leadership came in the form of our industry's collective response to the Victorian bushfire tragedy. A number of aged care facilities were evacuated, many more were under threat, and a significant level of assistance provided to many older people, often living alone, who needed extra support in their own homes.

Our industry learned that while we continue to be very highly equipped to handle "internal" or local emergencies, the devastating 2009 Victorian bushfires have taken the need for coordinated disaster planning in the future to a new level. The ACCV Board initiated a Disaster Planning Working Party to provide feedback about the level of disaster planning needed for the future across entire geographic regions under threat. The industry should also be congratulated for its response to the threat and severity of the bushfires.

Gerard Mansour
Chief Executive Officer

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Tasmania

Aged and Community Services Tasmania has continued to pursue its strategic priorities as outlined in last year's report. The Senate Inquiry hearing in Launceston provided a unique opportunity for our sector to articulate their concerns about the future of aged care services in Tasmania and suggest improvements to current policy. A number of Senators and Tasmanian members of the House of Representatives have emerged as strong "champions" of our sector and we have worked closely with them in promoting the agenda for change.

Our communication to members is critical to our small operation and our three weekly e-news is complimented by regional forums of members and issue specific activities. Our members have embraced the aims of the Image Campaign and continue to contribute through the ACST members' collective approach.

Our Board has continued its dynamic and strategic approach and many of our Board members have taken on additional work to support ACST activities and the operation of the office.

Darren Mathewson
Chief Executive Officer

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Western Australia

ACSWA continues to respond to workforce challenges in the West with the implementation of the recommendations of the *Workforce Action Review*. The securing of funding, appointment of a Project Manager and an initial project - a Discount Guide for members' employees - set the scene for larger projects to come.

ACSWA was pleased to note strong attendance at various training sessions throughout the State, including a continuing response to the implementation of ACFI. We also prepared to host the 2009 ACSA National Conference.

ACSWA held several new events, including a Technology Symposium & Showcase and the inaugural Excellence in Care Awards. These were complemented by productive meetings with State and Federal politicians and numerous submissions made to the Department on behalf of members.

Stephen Kobelke
Chief Executive Officer

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ACSA FEDERATION MEMBERS



South Australia & Northern Territory

Recognising that it wanted to engage with the State Government in a more structured way ACS SA&NT developed its "Partnering with State Government – A Vision for Aged and Community Care in SA" which was released in January 2009. The document addresses an array of areas – workforce, equipment and assistive technology, service provision, health and well being to name a few – in an attempt to draw attention to the multiplicity of issues that impact on our older community members.

The purpose behind the Vision document is to highlight to the State Government, in the lead up to the March 2010 election, the importance of getting the policy settings right for our ageing population. It builds on work already done by the Office for the Ageing (OFTA) in helping keep ageing issues on the political agenda.

The document has been well received by government and by other like minded organisations. A direct consequence of the work has been the invitation extended to ACS SA&NT to join a whole of government ageing working party.

Alan Graham
Chief Executive Officer

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New South Wales & Australian Capital Territory

Influencing the direction of aged care has been a key focus of ACS NSW & ACT this year. In retirement village and housing, ACS has initiated close working relationships with the NSW Department of Housing and the NSW Department of Community Housing which has resulted in the promotion of ACS members as key providers of this housing. In the ACT, the focus has been on influencing the Territory government over the proposed changes to move from a Retirement Village Code of Practice to a *Retirement Village Act*.

In community care, ACS has been one of a group of organisations that has been instrumental in driving the process in NSW to re-development of the Home and Community Care Program in NSW to an enablement model. This has resulted in the establishment of IMPACT, the NSW Brand, which defines a set of principles to re-focus service delivery in HACC.

A major focus in residential care has been assisting members with the implementation of ACFI and managing the validation process.

ACS has continued to manage on behalf of NSW Health, the Positive Living in Aged Care Awards which recognises residential aged care providers in NSW who have implemented strategies to promote a positive approach to the prevention and management of mental health conditions. The project has been very successful and will be funded by NSW Health for a further year.

Jill Pretty

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Queensland

The past year has been one of consolidation and a focus on the fundamentals.

To this extent significant emphasis has been placed on improving the value proposition for members of the Association.

As a result ACQI has continued to drive service delivery to members in four critical areas: 1) intelligence gathering and advice giving; 2) member support; 3) advocacy; and, 4) training. A mid year staffing restructure has provided the stimulus for the organisation's improvements in these areas.

Examples of activities that demonstrate our commitment to improved service include an eMentoring project aimed at remote support of staff and managers including the development of a CD-ROM, an Indigenous Employment Mapping project, the development of a comprehensive selection of consulting services to members, improvement to the Retirement Village Accreditation Scheme, responses to the Department of Health and Ageing and the Aged Care Standards and Accreditation Agency for the Review of the Complaints Investigation Scheme and Aged Care Accreditation, and the redevelopment of our Association website.

Our Board has also engaged in significant activity this year including a review of governance policies, the commencement of a constitutional review and governance training.

These activities have been designed to improve member service and represent the very tip of the iceberg in terms of planned activity. With the review of organisational functions finalised and consolidation of positions occurring within the organisation, ACQI is set to perform at even higher levels in the future.

Anton Kardash

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SECTION 2: HOW WE INFLUENCE

“ CONSISTENT WITH ITS CORE OBJECTIVE, ACSA IS A PRINCIPAL INFLUENCER OF NATIONAL AGED CARE POLICY DEVELOPMENT. THIS INFLUENCE IS BROUGHT TO BEAR IN MANY FORMS; THE CURRENT IMAGE CAMPAIGN IS BUT ONE OF THESE. ALL STRIVE TO ENSURE EVER HIGHER STANDARDS OF CARE PROVISION TO OLDER AUSTRALIANS. ”

Ian Wilson

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ACSA FEDERATION STRATEGIC PLAN 2008 TO 2011

The Strategic Plan incorporates and reflects the different roles and responsibilities of all members of the Federation. It has been prepared with the involvement of the national Board, the CEOs of the State Associations and member representatives at the Annual General Meeting. Input has been received from CEOs within the industry and a range of internal and external stakeholders. The process has been inclusive to help build commitment to the outcomes and strategies set out in the plan.

Federation Vision

"A strong and sustainable aged and community care industry providing people with high quality, accessible services that meet their needs."

Federation Mission

"To lead and support an innovative and sustainable aged and community care industry."

There are six key areas of business where the Federation must achieve results. In each area goal(s) have been identified and key performance indicators (KPIs) agreed. These are monitored to assess our progress and the key strategies developed to achieve the goals and KPIs in each Key Result Area (KRAs).

An outline of each of the six KRAs and goals are detailed below.

1. Leadership:

To be recognised as the leading voice and influence in the aged and community care industry in Australia:

- Respected and taken seriously by all key stakeholders.
- Seen as enacting our stated values.
- Policies and positions based on sound evidence.
- Exhibiting a style that is likely to have greater impact and overall influence.

2. Influence:

- To achieve successful adoption of our positions on specific issues.

3. Membership:

- To maximise membership of eligible organisations in the Federation.
- To have members who value and are satisfied with our service and support.

4. Integration and Unity:

To achieve enhanced effectiveness and improved efficiency through less duplication of activities in the:

- Internal operations of the Federation, and with.
- Key external stakeholders.

5. Intelligence and Research:

- To develop, and add further credibility to, our policies and positions through evidence based information.
- To provide information for the industry and Federation members to further enhance and develop their businesses.

6. Federation Sustainability:

- To ensure the sustainability and viability of the Federation and its Associations.
- To resource the Federation to allow it to progress its Strategic Plan and key strategies.

A complete copy of the ACSA Federation Strategic Plan 2008-2011 may be found on ACSA's web site www.agedcare.org.au.

IMAGE CAMPAIGN

In 2008/09 ACSA embarked on the second phase of the Image Project designed to improve the perceptions of aged care in the community.

The initial phase involved comprehensive research to understand how people within the industry and those in the broader community viewed aged care services.

Overwhelmingly, respondents provided positive feedback on an industry that is admired and widely seen as compassionate, caring and trustworthy.

However, many within the industry felt that the community perceptions of aged care were negative, driven mainly by damning and sensational stories in the mainstream media. Employees, particularly nurses, maintained that these views devalued their work, acted as a deterrent to those contemplating accessing aged care services and undermined the impetus to increase government funding.

While these views were not shared by the general public, particularly those with personal experience of aged care services, there were clear concerns about how the industry was perceived.

Working with Sydney-based URSA Communications, ACSA has devised a comprehensive campaign to raise the profile of aged care and applaud the work of a broad spectrum of carers.

The funds raised through donations and sponsorships to date have enabled the development of an advertising and media campaign, the first stage of which is due to be rolled out later in 2009.

The campaign as a whole will involve several phases each with a unique element to focus attention on the people employed in aged care and the breadth of the services they provide.

We are extremely grateful for the generous support of so many groups and individuals who have made this possible.

Our fundraising still has a way to go if we are to implement the campaign in its entirety and succeed in our mission to place aged care at the forefront of the community's thinking.

Throughout the coming year ACSA will continue to pursue a range of avenues to lock in the funding required.

ACSA is confident that the Image Project will be an impressive and long-lasting tool to further our capacity to influence the direction of aged care in the years to come.

“ I WOULD LIKE TO SEE ACSA IMPOSE OUR INDUSTRY ON THE CURRENT NATIONAL CONSCIOUSNESS. TOO MUCH OF THE COMMENTARY AND DEBATE ON AGED CARE IS CONCERNED WITH THE FUTURE, WHEN THERE ARE SIGNIFICANT CHALLENGES NOW WHICH MUST BE ADDRESSED AND WHICH WILL INFLUENCE AND SHAPE THE FUTURE. ”

Susan Parr

CAN'T DO IT WITHOUT YOU

ACSA would like to thank the following organisations who have supported the aged care community and our Image Campaign with their generous donations during the 2008/09 financial year.

Aged Care Specialists Funding Review TENA (SCA Hygiene)

**ACS SA/NT Inc
ACS Western Australia
ECH Inc
Helping Hand Aged Care
Resthaven Inc
RSL Care
Southern Cross Care Australia
Sundale
Uniting Care Ageing**

**Aged & Community Services Tasmania
Amana Living
Benetas
Brightwater Care Group (Inc)
Churches of Christ Care
Eldercare SA
Illawarra Retirement Trust
Masonic Care Queensland
Presbyterian Aged Care
Silver Chain WA
Uniting Church Homes
Villa Maria
Warrigal Care**

Aged Care Deloraine
All About Caring
Amaroo Village
Banksia Village
Boandik Lodge
Braemar Presbyterian Homes
Cadorna House
Carrington Centennial Care
Catholic Homes
Clayton Chuch Homes Inc
Community West (Inc)
Echuca Community for the Aged
Elderbloom
Fred French Masonic Nursing Home
Glenview Community Services Inc
Illawarra Diggers
Italian Aged Care
James Brown Memorial Trust
Management Advantage
Masonic Peace Memorial Haven of
Northern Tasmania
Medea Park Nursing Home
Mitchell House
Mount Laverna Retirement Village
Perth Home Care Services
Princes Court Homes
RAAF Association WA
Royal Freemasons' Homes Vic
St Catherine's Berri
Shepparton Villages
Sheridan Kyabram
South Eastern Community Care
Southcare
The Eyre Peninsular Old Folks' Home Inc
United Protestant Association
Uniting Care Goulburn North East
Warwick Benevolent Society

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. The Committees are the:

- ➔ 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
- ➔ National Workforce Committee

Business Development Advisory Committee

The Business Development Advisory Committee continued in its role of researching and debating initiatives and issues relevant to the ACSA Federation business direction and opportunities.

The Committee adopted a new process for ACSA's National Awards for Excellence which recognises the broad scope of the commitment and work undertaken by members.

An innovative workshop on sponsorships, facilitated by an external consultant, led to an agreed process for best practice sponsorships. It was resolved that the new approach would be implemented across all States starting with our National Partners in the next financial year.

The Committee is represented in each State by the Business Development Manager. The members during 2008-09 were: Kellie Kullinski (SA/NT), Christine Stanton (WA), Sara Elliott (NSW/ACT), Greg Knox (Vic), Kim Hart (QLD), and Darren Mathewson (Tas).

ACSA thanks all Committee members for their commitment and contributions throughout the year.

Community Care Advisory Committee (NCCAC)

The key work of the NCCAC over the last 12 months has been the development of a vision for all community care – New Generation Community Care. The Committee is now in the process of presenting this to Federation members. Mindful of the fact that any industry vision needs to encompass all of the different types of service responses, the Committee is focusing on internal consultation and will use that to inform the development of the broader vision.

The Commonwealth Government has been very active in community care this year with the development of a Charter of Rights and Responsibilities and a Social Isolation Protocol. ACSA, with the support of NCCAC, has been influential in ensuring the content of such documents support quality care provision and is not overly prescriptive.

The year ahead will be an interesting one with the recently released National Health and Hospitals Reform Commission Report advocating for greater consistency between community and residential care. Consistency is an important principle but the Committee will no doubt focus on ensuring that the unique elements of community care are not compromised with such an approach.

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 (Chairperson), Anne Livingstone (QLD), Peta Braendler (SA/NT), Paul Zanatta (Victoria), Jill Savell (Tasmania), Ruth Wilson (NSW/ACT) and Marita Walker (WA).

“ AUSTRALIA NEEDS AN ‘OVERARCHING NARRATIVE’ FOR AGED CARE, A NATIONAL VISION AND A STRATEGIC FUTURE DIRECTION THAT WILL CONTINUE TO GUIDE WHAT IS UNQUESTIONABLY ONE OF THE WORLD’S BEST SYSTEMS OF AGED CARE. ”

Rob Hankins

COMMITTEE REPORTS (CONTINUED)

Education & Training Advisory Committee (NETAC)

The work of the Committee was dominated by an e-learning project funded under the Australian Flexible Learning Framework. The aim of this action research project was to develop an industry plan to embed e-learning in our industry. Four medium to large aged care providers participated in an e-learning pilot where 15 care staff from each organisation were to undertake an e-learning unit in medication management or food handling. The learnings from the pilots informed the development of the industry plan. The project concluded that e-learning has a valid and important place in the training and development of staff in our industry but we need to:

- ➔ Improve IT readiness of the industry for e-learning;
- ➔ Improve the computer skills of the workforce;
- ➔ Integrate e-learning into industry training;
- ➔ Educate industry CEOs, CFOs, Senior and Middle Managers in the value of e-learning;
- ➔ Expand the range of appropriate aged care specific e-learning units that are available; and
- ➔ Attract funding to establish an E-learning champions program.

The committee also:

- ➔ Met with the Director, Aged Care Workforce, from the Department of Health and Ageing to share information on training initiatives and funding programs; and
- ➔ Has been working towards greater sharing of training resources and expertise within the ACSA Federation.

ACSA would like to thank all Committee members – Rae Wilson (Vic), Margaret Byrne (Tas), Anne Marie Hudson (SA), Margaret Burndred (NSW) and particularly, Sue Cooke (Qld) and Louise Forster (WA), who worked on the e-learning project.

Housing & Retirement Living Advisory Committee

The workload of this Committee continued to increase with the introduction of, and funding rounds for, the National Rental Affordability Scheme (NRAS) and the Nation Building initiative of 20,000 new social housing units funded by the Commonwealth Government.

ACSA attracted funding to run a national series of workshops on NRAS to promote participation by the aged care industry in this new funding. Committee members and State Associations joined ACSA in lobbying for important changes to NRAS around tax interpretations and eligibility guidelines.

The Older Persons' Affordable Housing Alliance that ran the successful forum in Canberra followed this event with a Discussion Paper outlining the need for a national policy on older persons' housing which will be broadly circulated among decision makers.

Given the added attention to retirement and housing issues ACSA initiated a new publication, the "National Housing Report," that outlines developments in the field and showcases interesting models.

ACSA thanks the hard working members of the Committee – Tony Gribble (Vic), Natasha Searcy and Elizabeth Teece (NSW), Trudi Hodges (WA), Kerry Ollington (Tas), Barry Ashcroft (Qld), Darren Young (SA), Sharon Davis (NT), Mike Furner, Baptist Community Services, Kay Miller, Villa Maria, Eleanor Kennett-Smith, ECH, Lindy Ryan, Benevolent Society.

Residential Care Advisory Committee (RCAC)

Residential care has continued to face a barrage of change and review. The RCAC endeavours to stay on top of all of this and ensure effective input to Government processes and that Federation members are supported in all they do.

Key work this year has been on the introduction of the ACFI, the Accreditation Review and on examining the issue of medication management.

A suite of national resident Agreements, made available as an ACIC product, will soon be available for members. These Agreements would not have been developed without the input and support of the RCAC.

Resources to support members manage accreditation and complaints processes as effectively as possible will be the focus of work in the coming year along with submissions to the CIS Review and the ACFI Review.

ACSA would like to thank all Committee members – Janine Lundie & Kevin Klose (NSW/ACT), Pam Bridges (QLD), Neville Stephens (SA/NT), Janice Hadgraft (Victoria), Angela Holzberger (Tasmania) and Kathy Kavanagh (WA) – for their ongoing commitment and expertise.

Rural & Remote Working Group

The Working Group oversaw a major research project in the operation and adequacy of the Community Care Viability Supplement following its first year of operation. Thirty remote providers were interviewed and the report includes compelling accounts of life in communities where aged care service providers “make do” with inadequate funding to provide essential care, support and social inclusion activities for older Australians. The Report provides a series of recommendations including a review of community care in rural and remote Australia and an increase in the CCVS commensurate with the Residential Care Viability Supplement.

The Group has also been involved in providing input and advice on a range of issues including:

- ➔ indigenous aged care and the proposed Commonwealth Government funding program; and
- ➔ a review of Multi-Purpose Services.

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

National Workforce Committee (NWC)

The NWC oversaw the completion of a number of resources on employing overseas workers which are available on the ACSA website. They include a scoping paper, a principles statement and a resource guide.

One of the authors of the long awaited NILS report on the aged care census and survey briefed the Committee on the key findings which have influenced the development of the Committee’s workplan. The Committee was also briefed by the National Health Workforce Taskforce.

The Committee has also given ACSA invaluable advice on:

- ➔ the development of an aged care workers’ card; and
- ➔ the submission to the National Health and Hospitals Reform Commission.

ACSA wishes to thank all Committee members – Anne Livingstone & 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.

“ I HAVE SPENT A CONSIDERABLE AMOUNT OF TIME WRITING TO ALL STATE AND FEDERAL POLITICIANS IN SOUTH AUSTRALIA TO ENSURE THEY ARE AWARE OF THE MANY ISSUES FACING THE AGED CARE INDUSTRY IN THIS STATE AND THE CONSEQUENCES OF INACTION OR STATUS QUO GOING FORWARD. I HAVE ALSO MET WITH MANY OF THEM. IT NOW JUST NEEDS POLITICAL WILL AT THE FEDERAL LEVEL TO ENSURE THAT THIS INDUSTRY IS SUSTAINABLE GOING FORWARD TO ENSURE EQUITY, ACCESS AND REAL CHOICES FOR ELDERLY AUSTRALIANS. ”

Klaus Zimmermann

GOVERNMENT & INDUSTRY COMMITTEES

Government and Industry Committees 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. The following list also indicates where the work of the Committee has concluded during the year.

Government Committee Representation

Ageing Consultative Committee (formerly Aged Care Advisory Committee) –
Greg Mundy, ACSA CEO

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

ACFI Business Advisory Service Reference Group –
Pat Sparrow, ACSA Policy Manager
(work on this project has been completed)

Aged Care Workforce Committee –
Greg Mundy, ACSA CEO

Minister's Dementia Advisory Group –
Greg Mundy, ACSA CEO

Community Care Quality Reporting Liaison Group –
Pat Sparrow, ACSA Policy Manager

Optimising Residential Aged Care Workforce Leadership & Management Study –
Lesley Dredge, ACSA Policy Officer

Probity Review –
Glenn Bunney, CEO,
Sundale Garden Village, QLD
(work on this project has been completed)

Transactions & Technology Reference Group –

This committee has been wound up. It is to be replaced by a new group to be convened by Medicare Australia who are now responsible for aged care payments. ACSA will be invited to join the new group – **Medicare Australia Aged Care Industry Working Group.**

Veterans' Home Care Reference Group –
Pat Sparrow, ACSA Policy Manager

FAHCSIA/KPMG – Achieving a Viable and Sustainable Community Housing Sector In Australia –
Lesley Dredge, ACSA Policy Officer

Industry Committee Representation

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

ACEBAC –
Greg Mundy, ACSA CEO

Ageing Well Research Network Advisory Group –
Greg Mundy, ACSA CEO

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

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

National Aged Care Alliance (NACA) –
Greg Mundy, ACSA CEO, and Rob Hankins, ACSA Director

National Roundtable of Non Profit Organisations (NRNO) –
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

Standards Agency National Liaison Group –
Greg Mundy, ACSA CEO

Joint ACHSE and AHHA, Multi Purpose Services Policy Development –
Lesley Dredge, ACSA Policy Officer

CS&HISC Board –
Ian Wilson, ACSA Director

HESTA Board –
Valerie Lyons, ACSA Director and Glenn Bunney, former ACSA Director

ACIC Workplace Relations Award Modernisation Committee –
Greg Mundy, ACSA CEO, and Lesley Dredge, ACSA Policy Officer

SECTION 3: **AUDITED FINANCIAL STATEMENTS**

“ UNIVERSAL ACCESS AND CHOICE FOR ALL OLDER AUSTRALIANS IS THE VISION MOST OF US HAVE FOR AGED AND COMMUNITY CARE. YET DELIVERING ON THAT VISION AND PROVIDING THE SERVICES OLDER PEOPLE CONSISTENTLY SAY THEY WANT CONTINUES TO FALL SHORT, GIVEN THE LIMITS ON THE AGED CARE SECTOR’S FINANCIAL AND WORKFORCE CAPACITY.

WHILE WE HAVE ADDRESSED SENATE ENQUIRIES AND PARTICIPATED IN GOVERNMENT REVIEWS, AND IN FAIRNESS, MADE SOME GAINS ALONG THE WAY, SECURING THE SECTORS’ LONG TERM SOCIAL, ECONOMIC AND ENVIRONMENTAL SUSTAINABILITY REMAINS ELUSIVE.

WE MUST URGENTLY LOBBY GOVERNMENT WITH RENEWED VIGOUR AND PRESENT VERY CLEAR MESSAGES ABOUT WHAT NEEDS TO BE DONE. THIS REQUIRES UNITY OF PURPOSE ACROSS THE SECTOR, INVOLVING ALL RELEVANT PEAK BODIES, PROVIDERS AND OTHER KEY STAKEHOLDERS. ”

Valerie Lyons

- ➔ **Directors’ Report and Financial Statements 24**
- ➔ **Independent Audit Report to Members 35**

DIRECTORS' REPORT

Your Directors submit the financial report of Aged and Community Services Australia Incorporated for the financial year ended 30 June 2009.

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 Peter R Nute (Director to 28/11/2008)

Ms Susan Parr (Director from 28/11/2008)

Mr Ian J Wilson

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.

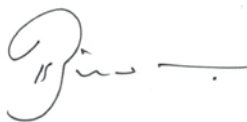
Operating Result

The profit from operating after providing for income tax amounted to \$366,623.

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

12th September, 2009

INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 30 JUNE 2009

	Notes	2009 \$	2008 \$
INCOME			
Association Fees		408,659	394,495
Conference & Special Projects Surplus	2	428,515	58,661
Agenda's		25,172	32,272
Business Subscriptions		85,004	212,359
Interest		20,852	37,111
Dividends		18,402	25,787
Commonwealth Grant CSSS		157,850	154,750
Other income		190,517	44,204
TOTAL INCOME		1,334,971	959,639
LESS EXPENSES			
Association meetings		22,313	10,120
Audit fees		14,445	9,420
Bad debts		25,615	326
Bank charges		1,947	1,599
ACSA National Committees		15,940	14,620
Board expenses		43,012	39,424
Computer expenses		13,470	9,566
Conference/Seminar costs		7,018	11,927
Consultancy fees		61,172	9,947
Corporate Supporters		15,632	35,300
Depreciation		20,810	22,940
Electricity		2,432	2,234
Employees' amenities		3,293	2,527
Equipment < \$300		141	145
General expenses		116	-
Insurance		10,005	9,942
Investment manager's fees		3,615	5,920
Loss on disposal/reevaluation of non current assets		75,685	100,508
Motor vehicle expenses		5,385	6,336
National Aged Care Alliance		5,024	4,132
National Aged Care Industry Council		11,247	4,216
National Consultation Expenses		3,425	2,860
Office expenses		4,986	7,929
National Partners		30,000	78,291
Postage		5,928	4,867
Printing and stationery		3,514	6,644
Public Relations		3,768	10,672
Publications ACSA		38,452	39,090
Rent		47,413	46,094
Repairs and maintenance		4,290	1,425
Salaries and wages		633,295	551,290
Staff training		-	5,034
Expenses carried forward		1,133,388	1,055,345

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

INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 30 JUNE 2009

	2009 \$	2008 \$
Expenses brought forward	1,133,388	1,055,345
Subscriptions	14,316	6,496
Sundry expenses	23,525	34,836
Superannuation	49,997	44,894
Telephone	13,971	11,767
Travelling expenses	84,772	55,905
Workcare/WorkCover/Workers Compensation	2,654	1,952
TOTAL EXPENSES	1,322,623	1,211,195
PROFIT/(LOSS)	12,348	(251,556)

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

BALANCE SHEET AS AT 30 JUNE 2009

	Notes	2009 \$	2008 \$
CURRENT ASSETS			
Cash and cash equivalents		802,473	315,400
Trade and other receivables	3	319,067	163,058
Other investments	5	366,877	424,149
Other	4	67,681	6,896
TOTAL CURRENT ASSETS		1,556,098	909,503
NON-CURRENT ASSETS			
Property, plant and equipment	6	63,259	80,153
TOTAL NON-CURRENT ASSETS		63,259	80,153
TOTAL ASSETS		1,619,357	989,656
CURRENT LIABILITIES			
Trade and other payables	7	182,231	42,680
Provisions	8	75,900	79,948
Other	9	455,045	15,456
TOTAL CURRENT LIABILITIES		713,176	138,084
NON-CURRENT LIABILITIES			
Provisions	8	100,506	58,245
TOTAL NON-CURRENT LIABILITIES		100,506	58,245
TOTAL LIABILITIES		813,682	196,329
NET ASSETS		805,675	793,327
MEMBERS' FUNDS			
Retained profits		805,675	793,327
TOTAL MEMBERS' FUNDS		805,675	793,327

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

CASH FLOW STATEMENT FOR THE YEAR ENDED 30 JUNE 2009

	Notes	2009 \$	2008 \$
CASH FLOW FROM OPERATING ACTIVITIES			
Receipts from members		1,934,086	1,173,609
Payments to suppliers and employees		(1,463,560)	(1,216,200)
Interest received		20,852	37,111
Net cash provided by/(used in) operating activities		491,378	(5,480)
CASH FLOW FROM INVESTING ACTIVITIES			
Proceeds from sale of property, plant and equipment		235	33,100
Payment for property, plant and equipment		(4,540)	(53,685)
Net cash used in investing activities		(4,305)	(20,585)
Net increase/(decrease) in cash held		487,073	(26,065)
Cash at beginning of financial year		315,400	341,465
Cash at end of financial year	12	802,473	315,400

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

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2009

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 and that the accounting policies adopted are appropriate to meet the needs of the members. The financial report does not comply with International Financial Reporting Standards.

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

Non-current investments are measured on the cost basis. 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 2009

	Note	2009 \$	2008 \$
Note 2: Conference & Special Projects Income and Expenditure			
National Conference Surplus		259,069	222,200
Other publications		367	1,074
ITAC Conference Surplus		-	17,769
Campaign Levy		81,730	78,900
E- Learning		1,968	5,052
In Their Shoes Book Sales		16,887	17,298
In their Homes Book Sales		7,564	12,446
CACP Standards Workbook		319	274
Essential Provider Guide- Sales		-	1,100
ACSure Insurance Project		-	19,461
Electronic Medication Management		65,000	-
ACFI Training Seminar		-	1,800
Protection of Older People Development Fund		-	16,861
DEWR WorkChoices Program		-	182,461
CEO's Forum Sydney 2007		-	100
Older Persons Affordable Housing forum		5,091	-
Industry Integration of e-Learning		50,000	-
NRAS Project		40,000	-
Sponsorship Packages		28,382	-
2008 National Comm Care Conference		145,061	-
Total Project income		701,438	576,796
Other publications		20	28
Accreditation Resource Guide		12	1,589
ACFI Tender		-	6,600
ACFI Training		500	2,913
Federal Election Campaign		5,015	75,295
In Their Shoes & In Their Homes Book Sales		10,440	7,845
E - Learning		15,484	15,264
ACSure Insurance		-	19,461
Essential Provider Guide		-	22,981
Strategic & Business Planning Project		-	29,675
Protecting Older People		1,420	79
National Conference 2008 & 2009		2,349	258
2010 National Community Care Conference		250	-
Industry Image Project		77,248	87,042
OPAH Forum		7,774	439
DEWR WorkChoices Program		-	248,666
Industry Integration of e-Learning		36,274	-
NRAS Project		30,189	-
Sponsorship Packages		19,926	-
Electronic Medication Management project		65,000	-
Award Modernisation		1,022	-
Total Project Expenditure		272,923	518,135
TOTAL PROJECT INCOME		428,515	58,661

	Note	2009 \$	2008 \$
Note 3: Trade and Other Receivables			
CURRENT			
Trade receivables		330,659	153,280
Provision for impairment of receivables		(25,615)	-
		305,044	153,280
Other receivables		14,023	9,778
		319,067	163,058
Note 4: Other Assets			
CURRENT			
Prepayments		2,681	6,896
Other current assets		65,000	-
		67,681	6,896
Note 5: Financial Assets			
CURRENT			
Other Current Investments		366,877	424,149
Note 6: Property, Plant and Equipment			
PLANT AND EQUIPMENT			
(a) Motor vehicles			
At cost		42,747	42,747
Less accumulated depreciation		(10,860)	(1,603)
		31,887	41,144
(b) Office equipment			
At cost		25,545	43,014
Less accumulated depreciation		(17,266)	(32,340)
		8,279	10,674
(c) Computer equipment			
At cost		71,917	71,259
Less accumulated depreciation		(54,503)	(49,475)
		17,414	21,784
(d) Furniture, fixtures & fittings			
At cost		26,054	26,054
Less accumulated depreciation		(20,375)	(19,503)
		5,679	6,551
Total property, plant and equipment		63,259	80,153

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2009

	Note	2009 \$	2008 \$
Note 7: Trade and Other Payables			
CURRENT			
Unsecured liabilities			
Trade payables		23,548	9,180
Sundry payables and accruals		158,683	33,500
		182,231	42,680
Note 8: Provisions			
CURRENT			
Employee benefits		75,900	79,948
NON-CURRENT			
Employee benefits		100,506	58,245
Note 9: Other Liabilities			
CURRENT			
Grants received in advance		454,816	15,000
Other current liabilities		229	456
		455,045	15,456
Note 10: 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		47,244	30,000
- between 12 months and 5 years		32,424	-
		79,668	30,000
Note 11: 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 Peter R Nute (Director to 28/11/2008)			
Ms Susan Parr (Director from 28/11/2008)			
Mr Ian J Wilson (Director)			
Members of the Board of Directors of Aged & Community Services Australia Inc. received no remuneration from the Association during the year.			

	Note	2009 \$	2008 \$
Note 11: Related Party Transactions (continued)			
Note 12: Cash Flow Information			
Reconciliation of cash flow from operations with profit after income tax			
Surplus (Deficit) from operating activities after income tax		12,348	(251,556)
Non-cash flows in profit			
Depreciation		20,810	22,940
Net (gain) / loss on disposal of property, plant and equipment		390	11
Net (gain) / loss on disposal of investments		73,600	7,723
Unrealised gain on investments		(16,328)	68,128
Changes in assets and liabilities			
(Increase)/decrease in receivables		(156,009)	119,111
(Increase)/decrease in other assets		(60,785)	5,873
Increase/(decrease) in grants received in advance		439,589	(10,070)
Increase in payables		139,550	2,484
Increase in provisions		38,213	29,876
Cash flows from operations		491,378	(5,480)

Note 13: 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 14: 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

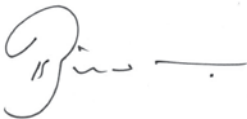
STATEMENT BY DIRECTORS

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 12:

1. Presents a true and fair view of the financial position of Aged and Community Services Australia Incorporated as at 30 June 2009 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

12th September, 2009

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 2009 being the Income Statement, Balance Sheet, Statement of Cash Flows, notes to the Financial Statements and the Statement by Members of the Committee. The directors are responsible for the financial report and have 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.

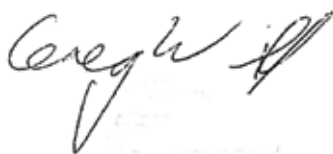
Our audit has been conducted in accordance with Australian Auditing Standards. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report, and the evaluation of significant accounting estimates. These procedures have been undertaken 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 2009 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

THANKS TO ACSA'S NATIONAL PARTNERS

Many of ACSA's National Partners have worked closely with the ACSA Federation during the year to progress projects and support initiatives that benefit our State Associations and their members.

Work commenced during this financial year on projects such as the National Resident Agreements with the assistance and expertise of Kennedy Strang Legal Group.

Other National Partners in Health Super and HESTA have demonstrated significant support of the Federation through sponsorship of the State-based Awards, and State and National Conferences.

Our good friends at SCA/TENA have also shown ACSA considerable support through their donation to the ACSA Image Campaign and we have enjoyed working with the team at TENA on the *Residential Aged Care Management Trends and Priorities* survey during the year.

Premium membership of our Federation offers all our National Partners an exclusive opportunity to operate in strategic partnership with ACSA and the ability to leverage their brand while serving the needs of the aged and community care industry.

We would encourage you to consider ACSA's National Partners and Corporate Supporters, as they have a considerable interest and investment in our sector and their ongoing support is critical to the ACSA Federation's viability and capability in achieving our organisational goals.

ACSA's National Partners during 2008-09 were:

ANZ

ANZ is a major international banking and financial services group. Through its partnership with ACSA, ANZ delivers banking solutions tailored to the needs of Retirement Village and Aged Care developers and providers.

Phone: 03 9273 0032

Website: www.anz.com

HESTA

HESTA is a specialist in superannuation for health and community services. As the largest super fund for the health industry in Australia, HESTA also offers other extra benefits such as insurance, home loans and financial planning and more to its members.

Phone: 1 800 813 327

Website: www.hesta.com.au

TENA (SCA Hygiene)

TENA (SCA Hygiene) is the market leader in continence products and systems, with a focus on research and development to ensure improvement in products using the latest technologies.

Phone: 03 9550 2993

Website: www.tena.com.au

Health Super

Health Super is a leading, all-profit-for-members Industry Fund. Health Super helps employees maximise the 'biggest pay packet of their lives' through healthy superannuation returns, low fees, superior insurance cover and exclusive discounts on home loans, private health and travel insurance.

Phone: 1 800 331 719

Website: www.healthsuper.com.au

Kennedy Strang Legal Group

The Kennedy Strang Legal Group comprises five respected law firms across Australia that provide comprehensive national legal services with strong links to community and commercial organisations.

Phone: 02 9225 2500

Website: www.kennedystrang.com.au



ACSA NATIONAL PARTNERS

The Aged and Community Services Australia (ACSA) Federation commends the five corporations which have demonstrated their commitment to the future of the nation's aged care sector through the National Partner program:



■ KENNEDY STRANG LEGAL GROUP



CORPORATE SUPPORTERS:



BUSINESS ALLIANCE:

Tunstall Australasia Premier Partners

FRIENDS OF ACSA:

APN Education Media Health Science Planning Consultants Information Power Ltd Verso Consulting



2009 ANNUAL REPORT

ACSA: Leading Aged & Community Care

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Level One, 36 Albert Road South Melbourne Victoria 3205

Tel: 03 9686 3460 Fax: 03 9686 3453 Website: www.agedcare.org.au