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ACSA: Leading Aged & Community Care

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

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**A listing of ACSA Members is available for inspection
from the Public Officer, phone 0418 443 309**



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President Speaks Out

Klaus Zimmermann

We have a vibrant, energetic, and socially worthwhile industry and it is perceived very strongly by the community as such.

Our industry has its challenges like any other industry sector. Yes we are highly regulated, more so than many other industries, which alone brings many challenges and inefficiencies that are outside of our control.

We know the main issues in this industry remain:

- Workforce, across all programs
- Proper indexation, no matter what service or program we are discussing
- Capital in high care
- And I might add why we still have low and high care. We should just have aged care. The only real distinction between these two levels of care, apart from the fees and some demarcation issues between unions, is the inability to obtain capital in high care.

Can I say that these issues are being worked on by ACSA, the state associations, Greg Mundy and myself very proactively through federal budget submissions, direct lobbying, and interaction with government and opposition parties in both private and public meetings, community groups, church groups and other stakeholders.

We are working closely with all the state associations to ensure that we get the right outcomes for the aged in our community. Using this same strategy we received a further CAP indexation of another 1.75% for this financial year to tide us over in residential care. We are still pushing for fair pricing in community care.

We are in an environment that is changing, but then the environment is always changing. In the whole history of the world nothing has ever been static. Sometimes the change is quicker, sometimes more dramatic, sometimes we cause the change, at other times change is imposed upon us.

The industry has done much to become efficient but many of the inefficiencies and the very significant cost drivers that are associated with that are imposed upon us and are usually not, or at best, only partially funded.

Certification is an example. The Certification Instrument in my view is flawed in its set-up and scoring, it is administered in an overly bureaucratic, judgemental, defensive and sometimes illogical manner. At times the certification outcomes conflict with what is actually sensible and reasonable. Is the building code not good enough? Of course it is. The inefficiencies imposed upon our industry in this area alone are enormous.

We have a heavily regulated system, the federal government in the main controls supply via allocation of licenses in Residential and Community Care, duplication of effort such as the certification system mentioned beforehand, too much paper work, too much reporting to government and their agencies, too many umpires and a too complex pricing system.

The call for efficiency needs to be directed not just to our industry but to all the components, agencies and umpires which includes government. These agencies need to be as efficient as we are otherwise the call for efficiency improvement to our industry alone is a wasted effort.

The government knows the cost of our sector as do we. We know that income has not kept pace with cost increases since 1997 when the new Aged Care Act came into force. We know the demographics, we have heard it *ad nauseam*, and we know the costs as a % of GDP is going to at least double and more in the years ahead.

So who does pay going forward? Is it government, is it the consumer or the community as a whole? It will be in all probability a combination of all the above.

There is no doubt serious reform is needed now and well into the future.

Aged care is not a welfare system but it is viewed as such by most in the community and I suspect by us as well.

We have an environment where the expenses are driven by market forces and the revenue side is price capped. This is illogical. So how do we move forward from that point?

We have a mixed public and private system in the hospital sector and in schools that gives people real choice while ensuring near universal availability. I suggest one of the major reforms in aged care needed is to provide clients with real choice.

Government can't afford to pay the bills going forward. We know that, they know that. We need a system that gives real choice to clients as to where they want to receive their aged care services, to determine what services they want and how much they want to pay for it.

Protection and a right to services for those who need it should always be there. Those who choose and want more should be able to have it and pay the price that they want to pay for it. Why can't we have an extra service ratio at our disposal without having to apply for it? Why can't clients or residents no matter what service or program they are on, be able to choose what additional services they want and negotiate a price with the provider? Clients and residents deserve real choice.

However we can't carry on with the same system that we have now. Which is more likely to sustain a vibrant, successful and innovative industry – doing what the government tells us to do, or responding to the needs of our clients as customers?

The community and other relevant stakeholders are telling us that we do have a vibrant, socially worthwhile and very positive industry image. We as an industry are far more critical of ourselves than the community is.

We need to market our industry to the community at large, our employees and prospective employees, our stakeholders, the government, and the bureaucrats.

We have done an outstanding job despite many challenges but as an industry you and we have consistently risen to the challenge. We need to tell the community that the aged care industry has delivered and deserves more. The industry has delivered everything the government wants and it must support the industry more, not only by funding it appropriately but by allowing it to offer real choice and realistic pricing to the consumer. Competition enhances better performance and better outcomes for the client. Monopolistic behaviours do not, and the regulation we have in this industry causes us to behave in this manner.

By addressing the choice issue, deregulation of capital, attracting and paying appropriate amounts of wages and being able to invest in technology, we will be able to deal with the future challenges and deliver and improve on the world class system we already have.

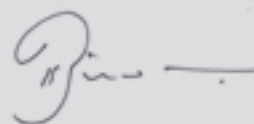
The industry needs real choice for our consumers, clients, and residents; flexible pricing, less regulation and efficient partners and stakeholders that don't cause related inefficiencies in our industry.

We need to say to the community we have a healthy, world-class industry. The rules and regulations of the present and past don't fit the future. The community deserves more.

I am looking forward to the future of our industry with enthusiasm.

Finally, I would like to thank my fellow Directors for their support during my first year as President and Glenn Bunney for handing over the 'ACSA shop' in such good condition. Glenn stepped down after four years as President (and a total of seven on the ACSA Board) and the Board welcomed Rob Hankins from South Australia as a new Director. Otherwise continuity ruled at Board level.

We have also updated our Constitution this year to reflect modern approaches to governance and agreed a new three year strategic plan to guide the work of the ACSA Federation into the future. I look forward to another good year ahead.



Klaus Zimmermann
President



CEO's Communique

Greg Mundy

2007-08 was a year of transitions with a change of government at the federal level, a change of President for ACSA and some new directions for our work leading aged and community care.

For the election we campaigned, under the 'Aged Care Industry Council' banner, to gain recognition of aged care issues in the face of the reality that the polling used by both major parties showed that aged care was not a vote changer in 2007. Neither of the major political parties offered much in their policies and our work to lift the profile of aged and community care continues.

It would be wrong to say that the election outcome changed nothing though because we do have some new policy agendas to work with.

Aged care is an important component of the new government's health and hospital reform strategy and ACSA's submission to this process was one of a number we completed during the first six months of the new government.

The Rudd Government has a strong focus on affordable housing and has been receptive to ACSA's representations on the distinctive housing needs of older people and appreciative of the significant presence of ACSA Federation members in this important field. We look forward to Federation members participating in the new funding initiatives on rental affordability and expanding their service provision in this area.

It's early days for both of these agendas and for a third one, 'social inclusion', which is at a more formative stage. Government policy speaks of the distinctive role of the not-for-profit sector and of a 'compact' with it. Working out what this may mean in concrete terms is still in front of us. The tax and transfer system review being conducted by Treasury and FAHCSIA will be an important test of the new government's bona fides with respect to charities and will have important ramifications for ACSA Federation members and, potentially, the long term composition of our industry.

The specific aged care policy agenda is, hopefully, gathering momentum as the new government gets to grips with meeting the needs of increasing numbers of older people. I look forward to being able to report real progress on some of our long-standing issues in next year's Annual Report.

The Federation farewelled Stephen Lowndes and Allan Pidgeon as CEOs of NSW and QLD respectively and welcomed Jill Pretty and (more recently) Anton Kardash as new colleagues around the Federation CEO table.

We finalised a new three year strategic plan (2008-2011) in April and all State Associations recommitted to the Memorandum of Understanding which gives expression to the concept of the Federation – the Board, the national office, the state associations and the providers who belong to them. The plan confirmed some existing directions and approaches to our work and marked out some newer frontiers such as our major project on the image of the aged care industry. Research with external stakeholders leading to the development of the plan confirmed the importance of ACSA's approach in dealing with the real issues rather than courting short term publicity and our work on communications for the election and the image project reinforced the importance of a disciplined approach. 'Getting things off your chest' is a temptation sometimes but has at best a limited place in a disciplined and strategic approach to the work of an industry peak body.

The national office is a great team it is my privilege to lead. We were joined this year by a second (part time) research assistant in Dr Marguerita (Marg) Stephens and the team of Annette, Heather, Leanne, Lesley, Marg, Mary, Megan, Pat and Tony continues to push the envelope marked 'Leading Aged and Community Care'. Thank you.

Our work continues to be supported by a grant from the Community Sector Support Scheme.

Greg Mundy
Chief Executive Officer

Financial Report

At a summary level, in 2007-08 ACSA spent the surplus it accrued in 2006-07.

This overall result is the product of several individual factors in combination and the main ones are as follows. On the revenue side conference revenue was down mainly due to revenue from the biennial community care conference being received in the previous year. The proceeds from the second conference will be received in the 2008/09 financial year. A large grant from the Department of Employment and Workplace relations to conduct Workchoices training had also inflated the Special Projects income in the previous year.

In terms of major items of expenditure, 2007-08 saw the continuation of the Federal Election campaign expenditure; the development of our 2008-2011 Federation Strategic Plan and the first major stage of our long term project to address the image of the aged care industry with the research conducted by McGregor Tan Research.

In common with many organisations, ACSA's investments suffered as a result of the declining stock market, two thirds of the loss shown in the Income and Expenditure Statement is from a revaluation of the assets in our portfolio and the value of these would be expected to recover in the medium term.

Our reserves remain healthy despite the revaluation of our investment portfolio and our liquidity target of holding funds equivalent to six months' operating expenditure has been consistently adhered to throughout the year.

ACSA's auditors have advised that the financial report presents a true and fair view of our financial position and the results of our cash flows and operations for the past financial year in accordance with the financial policies set out in the financial statements.

I would like to thank ACSA's Office Manager, Heather Stevens, for the preparation of the financial reports presented to each Board meeting and for liaising with the auditors on this report.

At the April 2008 General Meeting of the Association members voted to support an amendment to ACSA's Constitution abolishing the positions of Secretary and Treasurer and vesting responsibility for these functions in the Board as a whole. Accordingly this Financial Report was prepared by the CEO for approval by the Board.

While in principle this revenue could have been accrued in the year the event took place, it was not possible to estimate the amount to be received with any accuracy. With both Community Care Conferences to date the proceeds from these mid-May events have been booked in the following financial year. The total revenue from the 2008 event, \$165,060, was advised in mid September 2008 following the auditing of the conference accounts by the host State, NSW&ACT. This issue has been discussed with ACSA's auditors who advise that accruing this revenue is optional.

Prepared by Greg Mudy

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 Glenn Bunney	President	(retired)
Mr Klaus Zimmermann	President	
Mr Ross Smith	Vice-President	Qld
Ms Valerie Lyons	Treasurer & Secretary	Vic
Mr Ian Wilson	Director	NSW & ACT
Mr Peter Nute	Director	Tas
Mr Glenn Muskett	Director	WA
Mr Robert (Rob) Hankins	Director	SA

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, Research & 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, 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 he has also been a Director on the aged care industry body in SA. (ACS SA & NT).



Ross Smith - Vice President

Ross Smith has been Chief Executive Officer of RSL Care since February 1996. RSL Care currently operates 1840 aged care beds, 1510 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 the University of New England

Ross is the current ACQ President, 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)



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 (MAICD), a Fellow of both the Australian Society of Certified Practising Accountants (FCPA) and the Institute of Corporate Managers Secretaries and Administrators (FCIS).

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.



Peter Nute

Peter Nute is CEO of Community Based Support South Inc (CBS), a community-based not-for-profit organisation with over 220 staff. CBS operates two respite facilities, 36 CACP's, and a range of Home and Community Care, National Respite for Carers and Disability Services programs. As with many such organisations, CBS has more than quadrupled its budgets and service coverage over the past ten years.

Peter recently joined the ACSA Board and is Vice-President of Aged and Community Services Tasmania.

Having served on numerous Boards over many years, Peter's first paid community sector position was as Executive Director of TasCOSS from 1991 to 1995. After a year at Anglicare in 1995/6, Peter took up his current position.

In previous careers Peter was a Strategic Planner, then Senior Planner at Tamar Region Master Planning Authority, a builder with his own small company and a clerk in a bank. He was also a professional student in the seventies (a perfect time for that pursuit).



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 they can no longer live independently, ECH also provides 7 locations where Low and High Care services are available in specially designed buildings.

Rob graduated 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.

He 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.



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 ACSWA since 2002, the last 2 years as Treasurer. As a small/medium provider of high and low care, independent living units and a developing interest in community care, he will continue to promote ACSWA'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.

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 Assoc of 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	Heather Stevens	Office Manager
Patricia Sparrow	National Policy Manager	Leanne Lovell	Website Administrator & Admin Assistant (part-time)
Annette Glenister-Walker	Corporate Relationship Manager (part-time)	Antony Kuypers	Accounts Officer (part-time)
Lesley Dredge	Policy Officer (part-time)	Consultant Staff	
Mary Chan	Research Assistant (part-time)	Megan Stoyles	Media and National Report
Marguerita Stephens	Policy Project Officer (part-time)	Helen Scott	Librarian

ACSA Federation Members

ACSA operates within a federated structure of six State Associations which are independently incorporated and to whom not-for-profit service providers belong as members. The six State Associations are members of the ACSA national body.

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



New South Wales & Australian Capital Territory

In Residential Aged Care our members have faced considerable change during the past year with the introduction of a new funding tool (ACFI) in March 2008. ACS has monitored the impact on members through a survey and will continue this process in the coming year.

ASC NSW & ACT hosted a very successful National Community Care Conference held in Sydney in May 2008.

A draft of the NSW Retirement Village Amendment Bill was released for comment and ACS raised concerns about some of the new provisions.

In the ACT, the release of land for retirement village and residential aged care construction has been an ongoing concern to developers and providers. ACS in conjunction with the regional committee commissioned a research project, the report has been presented to the Federal Minister on Ageing, Justine Elliot, and the ACT Chief Minister John Stanhope.

The RTO and Learning Centre have continued to conduct industry specific courses for our members and have been very successful in tendering for grants under the Federal Government's Better Skills program.

Jill Pretty - Chief Executive Officer

Aged & Community Services Association of NSW & ACT Inc
Level Three, 9 Blaxland Road, Rhodes NSW 2138

Phone: 02 8754 0400

Email: mail@agedservices.asn.au

Website: www.agedservices.asn.au



Queensland

This year Aged Care Queensland welcomed Anton Kardash to the role of CEO of the organisation. Our organisation is continuing on quality improvement activities commenced early in this AGM period and is reviewing all member service activity areas. In line with this strategy our training and education service The Australian Institute for Care Development has expanded its scope of delivery and enhanced the range of tailor-made courses in response to industry need. Our Stream Units covering Retirement Living, Community Care and Residential Care membership, have embarked on a range of member support and advocacy and lobbying activities including projects aimed at gaining better funding arrangements, single police check systems, smooth implementation of ACFI, community care reform and sustainable and innovative retirement living options.

Anton Kardash - Chief Executive Officer (appointed July 2008)

Aged Care Queensland Inc

6 Pavilions Close, Jindalee, Qld 4074

Phone: 07 3725 5555

Email: acqi@acqi.org.au

Website: www.acqi.org.au



Western Australia

Workforce issues have emerged as the priority for ACSWA's members and will remain so for at least the next decade. Accordingly, this year saw the release of the Workforce Action Review Taskforce Report in July. The taskforce was comprised of both industry and external specialists and recommended six priority projects, including the cultivation of a more positive image of the sector to the public, promoting employment in the sector and facilitating overseas and interstate employment.

Stephen Kobelke - Chief Executive Officer

Aged & Community Services Western Australia Inc
Suite 16, 25 Walters Drive, Osborne Park WA 6017

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Email: admin@acswa.org.au

Website: www.acswa.org.au

ACSA Federation Members (continued)



South Australia & Northern Territory

ACS SA&NT has gone through a year of consolidation having undertaken a significant organisational restructuring the previous year.

While office resources have been redirected

to assisting ACSA with the 2008 Conference this has not stymied the organisation fulfilling its usual commitments to providing the membership with information and intelligence. Larger than usual numbers of forums and briefings have been conducted. All forums have been extremely well attended which is reflective of the quality of the programs that have been developed by staff.

Recognising the importance of communicating with the membership, the electronic newsletter (Snippets) has been improved. A shorter News Briefs has been added. Although bi-monthly at the moment, the aim is to have fortnightly communication with the membership. The legislative update has been improved.

The Board has agreed to a new investment policy which seeks to create greater financial stability for the organisation in the longer term.

In support of the national office's efforts the office has consistently met with federal representatives in an effort to establish some aged care 'champions'. This activity has been coupled with its own efforts at the state level, the centerpiece of which is our vision document which is being developed to lobby the SA government in the lead up to the March 2010 election.

Alan Graham - Chief Executive Officer

Aged & Community Services SA & NT Inc
246 Glen Osmond Road, Fullarton SA 5063

Phone: 08 8338 7111

Email: agedcommunity@agedcommunity.asn.au

Website: www.agedcommunity.asn.au



Tasmania

ACS Tasmania has renewed its strategic plan to focus on the key priorities of Government Policy & Funding; Engaging with ACSA to shape the National Agenda; Image of the Sector; Workforce; and Engagement and Support for

Members. Considerable resources have been applied to establishing constructive dialogue and relationships with local Federal and State political representatives. Engagement with members around the key priorities continues through ongoing forums and events.

Darren Mathewson - Chief Executive Officer

Aged & Community Services Tasmania Inc
123 Bathurst Street, Hobart Tasmania 7000

Phone: 03 6234 4952

Email: ceo@agedcaretas.org.au

Website: www.agedcaretas.org.au



Victoria

Aged and Community Care Victoria (ACCV) is the single industry voice for our members. The highly successful Congress 'Our Leaders, Our Future' capped off a significant year of activity with our members. Our extensive seminar, training

and education program provides up to date information and support for members. A cornerstone of communication with members is our fortnightly eBulletin and weekly eAlerts. Our annual member survey showed key priorities continue to be funding, workforce, the public image of aged care and the creation of a single national voice for our industry.

Gerard Mansour - Chief Executive Officer

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Website: www.accv.com.au



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ACSA Federation Strategic Plan 2008 to 2011

The care of older people, people with a disability and their carers is an important measure of the quality of a society and is going to become increasingly important in Australia as our population ages. Having an aged and community care system that can respond flexibly and adequately to growing and changing care needs is a necessity, not a luxury. The Strategic Plan has been developed by the ACSA Federation to provide a framework and a focus for our energies over the three years from 2008 to 2011 to help us ensure that we can build and maintain such a system.

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

An outline of each of the six Key Result Areas 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 our web site agedcare.org.au.

Developing the Plan

The process of developing and reaching agreement on a strategic plan is almost as important as, some would say more important than, the document itself. In recognition of this, development of the ACSA Federation plan started back in July 2007 and a decision was taken to invest in an external consultant to assist with the planning process. ACSA chose Maurie Vast of GSI Consulting for this task.

A stakeholder survey was an important early input to the process. A confidential survey of other peak groups, government and business stakeholders was undertaken by GSI Consulting. What do the people ACSA deals with think are the important issues? What do they think of the way ACSA handles them? What do they think of the way ACSA handles itself? Answers to these questions formed part of the input to the development of the plan.

Three major workshops between August and December involving the Board, the CEOs of the State Associations and member representatives provided opportunities for in-depth discussion of the issues. The CEO Forum at the national conference in Melbourne last September provided an opportunity for input to the issues from a wider group of Federation members.

Our Vision, purpose and values were re-drafted to ensure their continuing currency. The Memorandum of Understanding, which gives written expression to the inclusive nature of the ACSA Federation - including the Board and national office, the State Associations and the aged and community care providers who belong to the State bodies - was also refreshed and renewed. We considered potential allies and partners to assist in the achievement of our vision and settled on the six Key Result Areas listed here.

The process of developing the plan confirmed that ACSA should retain a broad focus on care and accommodation services, that it should hold to its organisational style of avoiding stridency and not 'playing the man' and that we should choose partners and allies strategically according to the issues we wish to pursue.

The Strategic Plan and the Memorandum of Understanding were formally approved by each State Association at the General Meeting held in April 2008.



ACSA National Committees

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.

Business Development Advisory Committee

During the year the Business Development Advisory Committee continued to provide advice and ideas for the ACSA Federation on new business direction and opportunities.

A key project that the Committee provided advice and feedback on during the year was the ACSA National Conference Manual which details all protocols and procedures in the running of ACSA's events. In addition, the Committee supported the marketing and promotion of the 2007 ACSA National Conference held in Melbourne, and the trade and exhibition sponsorships for the 2008 Conference in Adelaide.

The Committee also undertook a review of the existing Corporate Relationship program and to recommend any changes to the CEO group. Following the review it was recommended that the program add a new membership category called Business Alliance. This level of membership will provide organisations with a number of benefits to market products to the sector through the ACSA national office and State Associations. It is envisaged that new Business Alliance members will be secured during the later part of 2008 and early in 2009.

In addition, the Committee considered the current National Partner and Corporate Supporter membership structure and recommended a slight increase in the membership fee in line with CPI at the next renewal period commencing in 2009.

A number of members of the Committee changed during the year with the resignation of Simone Punshon (SA/NT) and Marina Zaffiris (WA) and Dianne Hennessey (NSW/ACT) commencing maternity leave. The new members who joined the Committee during the year were Kellie Kullinski (SA/NT), Christine Stanton (WA) and Elizabeth Paterson (NSW/ACT). Other members of the Committee are Greg Knox (Vic), Nerida

Johanson (QLD), and Cliff Partridge (Tas). ACSA thanks and recognises the contribution of all the members of this Committee throughout the year.

Community Care Advisory Committee (NCCAC)

This year the NCCAC has decided that it is time to re-energise the reform of the community care system. The current Government reform projects The Way Forward and the Subsidies and Services Review have not gone far, or fast, enough to improve community care for the people who use it. The Committee will oversee the development of a "new generation" of community care services and this will be the major focus of the coming 12 months. This work will also aim to influence broader Rudd Government policy and reform agendas such as COAG, Hospital & Health Reform Commission and Social inclusion.

Detailed work and comment has continued on a range of Government projects including the community care census, access points trial, fees policy development and the proposed changes to the quality reporting frameworks.

The 2nd National Community Care Conference was held in Sydney in May 2008 and was again a resounding success.

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).

Education & Training Advisory Committee (NETAC)

For the second year NETAC has concentrated on the critical Review of the Community Services Training Package and the Federation was successful in developing a unified position. Di Lawson, the CEO of the Community Services and Health Industry Skills Council, came to a NETAC meeting to receive industry feedback on the penultimate draft. The Skills Council have been very receptive to the Federation's position. The final package will be released in late 2008.

NETAC's other major area of activity was to review ACSA's e-learning program which has been in operation since 2003 with limited success. This process reaffirmed the important role e-learning can potentially play in the industry, particularly in rural and remote areas; plus it identified a number of challenges facing the ACSA model.

As a result ACSA successfully applied for funding from the Australian Flexible Learning Framework to develop a plan, based on evidence and research, to embed e-learning in our industry. That project is due to report at the end of 2008.

ACSA would like to thank all committee members – Rae Wilson (Vic), Margaret Byrne (Tas), Kellie Kullinski & Simone Punshon (SA), Louise Forster (WA) and particularly, Sue Cooke (Qld) & Mike Ward (NSW), who represented ACSA on the Training Package Review committees.

Housing & Retirement Living Advisory Committee

With the incoming of the Rudd Government the profile of housing and the workload of the committee increased considerably with the announcements of initiatives aimed at improving housing affordability.

ACSA developed an alliance with the Brotherhood of St Laurence and COTA to promote the interests of older people in the emerging housing agenda and to ensure that older people received a fair share of new resources. This work culminated with the Older Persons Affordable Housing Forum held in Canberra for providers, government policy makers, financiers,

developers and the community housing sector with the inaugural Minister for Housing, Tanya Plibersek, on the program.

The committee also met with Sean McNelis, an AHURI researcher, who undertook the study into Independent Living Units. The committee subsequently developed a lobbying strategy based on State Association CEOs meeting with State Housing Ministers to raise the plight of ILUs and to develop state based plans to ensure that this important form of social housing will not be lost.

ACSA thanks the hard working members of the committee – Di McKellar & Tony Gribble (Vic), Robyn Holden & Elizabeth Teece (NSW), Trudi Hodges (WA), Kerry Ollington (Tas), Fiona Campbell (Qld), Paul Turnbull & Natasha Searcy (SA), Sharon Davis (NT).

Residential Care Advisory Committee

A period of extraordinary change has commenced for residential care this year. Not surprisingly the residential care committee has mostly focussed on the introduction of the ACFI. While Government may not always address the issues we raise, this committee ensures that industry's voice is heard.

A web based ACFI tips and hints sheet was produced to assist members to manage the early days of the new funding system's introduction.

The Committee also developed a Resource Guide for Accreditation which is full of useful information to assist providers prepare for, and manage, an accreditation visit. It has been a popular and free resource for members.

Work commenced this year on the development of a suite of national resident agreements which should be ready for release early in the new financial year.

ACSA would like to thank all committee members – Jill Pretty & Janine Lundie (NSW/ACT), Pam Bridges (QLD), Natasha Searcy (SA/NT), Janice Hadgraft (Victoria), Angela Holzberger (Tasmania) and Kathy Kavanaugh (WA) – for their ongoing commitment and expertise.

Rural & Remote Working Group

This group began its year by looking at the way it could most effectively operate to represent the interests of the rural and remote providers. The ACSA Board agreed with its suggestion to have members of the rural and remote committee on the three major service type committees – residential care, community care and retirement living – to ensure that rural and remote issues are embedded in all ACSA's work.

The major project for the year has been the planning for the Community Care Viability Supplement Review. A sample of members who receive the supplement will be interviewed to collect information on the adequacy, eligibility and implementation of this new supplement and a report will be finalised by the end of 2008.

The group has also provided advice to ACSA on important policy areas such as the new Commonwealth Remote and Indigenous Service Support program and the Rural Private Access Program.

ACSA values the contribution of present and past members of the group – Kevin Klose (NSW), Lois Speed & Anne Livingstone (Qld), Paul Zannatta (Vic), Carol Bain (WA), Sharon Davis (NT), Barry Graham (SA), Olivia Ryan & Darren Mathewson (Tas).

National Workforce Committee (NWC)

ACSA decided to focus greater attention on the workforce dilemmas facing the sector by creating a new committee with a sole interest in workforce development. Workplace relations issues, previously addressed by the Workforce and Industrial Relations Advisory Committee (WIRAC), are now being progressed through joint industry work via the Aged Care Industry Council.

NWC has set three priorities for its work:

- Ministerial and Departmental engagement to lobby for greater Government assistance with workforce development including the development of an industry wide plan;
- Data and Research – in particular to analyse the data from the Image Project and the industry census to identify appropriate action; and

- Overseas Workers – to consider how overseas workers can assist with staff shortages and provide resources to members to assist with successful placements.

Activity is occurring on all projects and a scoping paper and policy have been developed on overseas workers that are available on the ACSA website.

ACSA wishes to thank all those who served on WIRAC - and those on the current NWC - Sue Cooke (Qld), Jill Pretty (NSW), Peta Braendlar & Carol Mahon (SA), Darren Mathewson (Tas), Ray Glickman (WA), Anne Livingstone (QLD), Carol Mohan (SA), Stephen Kobelke (WA), David Amesbury (VIC), Geoff Liggins (NSW), and Greg Burgess (Tas).

Government & 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. 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) Reference Group

Greg Mundy, ACSA CEO and Jill Pretty, CEO, ACS NSW & ACT

ACFI Business Advisory Service Reference Group

Pat Sparrow, ACSA Policy Manager

Aged Care Workforce Committee

Greg Mundy, ACSA CEO

Community Care Quality Reporting Liaison Group

Pat Sparrow, ACSA Policy Manager

Community Care Viability Supplement Advisory Group

Lesley Dredge, ACSA Policy Officer (Work on this project has been completed)

Optimising Residential Aged Care Workforce Leadership & Management Study

Lesley Dredge, ACSA Policy Officer

Probity Review

Glenn Bunney, CEO, Sundale Garden Village, QLD

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.

Veterans Home Care Reference Group

Pat Sparrow, ACSA Policy Manager

Industry Committee Representation

ACROD Ageing & Disability Advisory Committee

Pat Sparrow, ACSA Policy Manager and Ian Hardy, CEO, Helping Hand SA.

Australian Centre for Evidence Based research in Aged Care (ACEBAC)

Greg Mundy ACSA CEO

Ageing Well Research Network Advisory Group

Greg Mundy ACSA CEO.

AHURI Research User Group

Impact on Home Maintenance and Modification Services on Ageing in Place – Anne Livingstone, Community Care Manager, Aged Care Queensland (Work on this project has been completed)

Australasian Journal on Ageing

Gerry Naughtin, Brotherhood of St Laurence

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

National Community Services and Health Industry Skills Council (formerly ITAB)

Sue Cooke, Education and Training Manager, Aged Care Queensland

Influencing the Future of Care Image Project - Research Phase

McGregor Tan Research was commissioned by ACSA to conduct research into how the aged care industry is perceived by its key stakeholders. The process included in-depth interviews with aged care providers, allied organisations, politicians and government officials, corporate organisations, advocacy groups and social commentators.

Quantitative research was also conducted with the general public, aged care providers - employees and senior managers - and consumers.

While ACSA wished to have a better understanding of how the industry is perceived, the ultimate purpose was to help devise a strategy to improve the image of the industry in response to these findings.

The aged care sector was considered to be of critical importance to society, and there were very high expectations of it from all groups including providing or facilitating:

- Personal, nursing and medical care for the elderly
- High quality services for the elderly at affordable cost
- Appropriate housing/accommodation for the elderly
- Recreational services for the elderly
- Services within the community and in people's own homes
- Information to the elderly and their families about the available services
- Social inclusion
- Counselling services for the elderly.

Many people from the industry itself, especially employees (particularly nurses) believed the community's perceptions of the industry were negative.

Such perceptions were seen to:

- Devalue the good work being done
- Lower potential investment in the industry
- Create an unwillingness or fear of using, or considering using, aged care services
- Highlight a lack funds of needed to provide the facilities required
- Undermine the necessary impetus to increase government funding.

The media was seen as the main reason for these negative perceptions, particularly the sensationalist stories on television, leading to almost a siege mentality among those working in aged care.

However these negative perceptions were not shared by the general public, especially those with actual experience of aged care services. Eighty five percent of current consumers of aged care services were satisfied with the services they were receiving.


Our overall research showed the industry as being:

- Compassionate, caring, responsive, practical, community-focused, well resourced, trustworthy, visionary and responsible
- Admired, promoting health and well-being, adequately staffed, providing hope, meeting community expectations, delivering services, providing peace of mind, satisfied customers, well prepared for the future.

If the aged care industry were to be described as a person, ideally, it would be seen as understanding, innovative, passionate and service driven.

The key recommendations arising from this research include the need to:

- Promote the fact the aged care industry impacts significantly and positively on the lives of millions of Australians, and that the scope of its role will continue to grow significantly
- Convince the industry to feel positive about what it does for the community, which in fact values and appreciates the work it does for the aged
- Promote awareness of the exceptionally high levels of satisfaction among its consumers

 **McGregor Tan Research**

ACSA is currently planning the next steps in this project - developing a strategy to improve the image of our industry. This will be based on what we now know from this research, and will be the subject of a future article in Agendas. We anticipate targeting both the internal (staff) and external (public) audiences as well as briefing key stakeholders - including politicians, aged care media and other peak bodies - on what people really think about aged care. Contradicting and contextualising some of the negative messages and promoting the strengths of aged care - as outlined in Peter's article - will be an ACSA priority for many months to come. ACSA has engaged URSA Communications to assist with the next phase of our work.

Greg Mundy CEO ACSA



Section 3
**Audited Financial
Statements:**

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Directors' Report

Your Directors submit the financial report of the Aged and Community Services Australia Incorporated for the financial year ended 30 June 2008.

Directors

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

Mr Glenn L Bunney (President to 24/9/2007)

Mr Klaus Zimmermann (Vice President to 24/9/2007) (President from 24/9/2007)

Ms Valerie J M Lyons (Secretary and Treasurer to 17/4/2008)

Mr Ross J Smith (Vice President from 24/9/2007)

Mr Robert G Hankins (Director from 28/9/07)

Mr Ian J Wilson

Mr Peter R Nute

Mr Glenn E Muskett

Principal Activities

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

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

Significant Changes

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

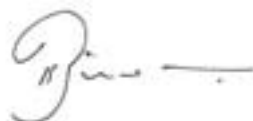
Operating Result

The loss after providing for income tax amounted to \$251,556.

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 15th day of September 2008

For the year ended 30 June 2008

Income and Expenditure Statement

		2008	2007
		\$	\$
INCOME			
Association Fees		394,495	362,499
Conference & Special Projects surplus	2	58,661	459,111
Agenda's		32,272	28,819
Business Subscriptions		212,359	233,483
Interest		37,111	45,287
Dividends		25,787	-
Commonwealth Grant CSSS		154,750	151,562
Other income		44,204	10,599
TOTAL INCOME		959,639	1,291,360
LESS EXPENSES			
Association meetings		10,120	16,259
Accounting and audit fees		9,420	8,850
Bad debts		326	-
Bank charges		1,598	3,246
ACSA National Committees		14,620	18,124
Board expenses		39,424	40,920
Computer expenses		9,566	22,035
Conference/Seminar costs		18,057	6,264
Consultancy fees		9,947	2,702
Corporate Supporters		35,300	31,418
Depreciation		22,940	18,246
Electricity		2,234	1,930
Employees' amenities		2,527	1,879
Equipment < \$300		145	-
Insurance		9,942	9,112
Investment manager's fees		(209)	-
Loss on sale/revaluation of assets		100,508	662
Motor vehicle expenses		6,336	5,215
National Aged Care Alliance		4,132	4,703
National Aged Care Industry Council		4,216	3,988
National Consultation Expenses		2,860	5,587
Office expenses		7,929	7,312
National Partners		78,291	81,937
Postage		4,867	5,856
Printing and stationery		6,644	3,132
Public Relations		10,672	6,244
Publications ACA		39,090	40,455
Rent		46,094	44,201
Expenses carried forward		497,596	390,277

The accompanying notes form part of these financial statements.

For the year ended 30 June 2008

Income and Expenditure Statement

	2008	2007
	\$	\$
Expenses brought forward	497,596	390,277
Repairs and maintenance	1,425	4,137
Salaries and wages	551,290	510,769
Staff training and welfare	5,034	2,359
Subscriptions	6,496	8,227
Sundry expenses	34,836	8,592
Superannuation	44,894	39,271
Telephone	11,767	10,387
Travelling expenses	55,905	60,087
Workcare/WorkCover/Workers Compensation	1,952	3,269
TOTAL EXPENSES	1,211,195	1,037,375
OPERATING PROFIT/(LOSS)	(251,556)	253,985

The accompanying notes form part of these financial statements.

For the year ended 30 June 2008

Balance Sheet

	Notes	2008 \$	2007 \$
CURRENT ASSETS			
Cash assets		315,400	341,465
Trade receivables	3	163,058	282,169
Investments	5	424,149	500,000
Other	4	6,896	12,769
TOTAL CURRENT ASSETS		909,503	1,136,403
NON-CURRENT ASSETS			
Property, plant and equipment	6	80,153	82,519
TOTAL NON-CURRENT ASSETS		80,153	82,519
TOTAL ASSETS		989,656	1,218,922
CURRENT LIABILITIES			
Trade and other payables	7	42,680	40,196
Provisions	8	79,948	60,625
Other	9	15,456	25,526
TOTAL CURRENT LIABILITIES		138,084	126,347
NON-CURRENT LIABILITIES			
Provisions	8	58,245	47,692
TOTAL NON-CURRENT LIABILITIES		58,245	47,692
TOTAL LIABILITIES		196,329	174,039
NET ASSETS		793,327	1,044,883
MEMBERS' FUNDS			
Retained profits		793,327	1,044,883
TOTAL MEMBERS' FUNDS		793,327	1,044,883

The accompanying notes form part of these financial statements.

For the year ended 30 June 2008

Cash Flow Statement

	Notes	2008 \$	2007 \$
CASH FLOW FROM OPERATING ACTIVITIES			
Receipts from members		1,173,609	1,121,547
Payments to suppliers and employees		(1,216,200)	(1,103,844)
Interest received		37,111	45,287
Net cash provided by/(used in) operating activities	12(b)	(5,480)	62,990
CASH FLOW FROM INVESTING ACTIVITIES			
Proceeds from sale of property, plant and equipment		33,100	23,440
Payment for property, plant and equipment		(53,685)	(68,306)
Payment for investments		-	(500,000)
Net cash used in investing activities		(20,585)	(544,866)
Net decrease in cash held		(26,065)	(481,876)
Cash at beginning of financial year		341,465	823,341
Cash at end of financial year	12 (a)	315,400	341,465

The accompanying notes form part of these financial statements.

Notes to the Financial Statements

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 in accordance with the requirements of the Associations Incorporation Act of the Australian Capital Territory and the following applicable Accounting Standards:

AASB 110: Events after the Balance Sheet Date
AASB 1031: Materiality

No other applicable Accounting Standards, Australian Accounting Interpretations or other authoritative pronouncements of the Australian Accounting Standards Board have been applied.

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

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

(a) Income Tax

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

(b) Fixed Assets

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

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

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

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

(c) Financial Assets

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 expected to be settled within one year together with benefits arising from wages and salaries, annual leave and sick leave which will be settled after one year, have been measured at the amounts expected to be paid when the liability is settled plus related on-costs.

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

(e) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of expense. Receivables and payables in the Balance Sheet are shown inclusive of GST.

For the year ended 30 June 2008

Notes to the Financial Statements

	Note	2008 \$	2007 \$
Note 2: Conference & Special Projects Income & Expenditure			
National Conference Surplus		222,200	268,697
National Strategic Management Kits		555	491
ITAC Conference Surplus		17,769	-
Community Care Coalition Research		-	30,808
Public Relations Campaign Levy		78,900	68,284
E - Learning		5,052	24,825
In Their Shoes Book Sales		17,298	16,480
In Their Homes Book Sales		12,446	21,073
CACP Standards Workbook		274	600
Essential Provider Guide -Sales		1,100	49,046
ACSure Insurance Project		19,461	60,357
Accreditation Resources Guide - Sales		519	-
ACFI Training Seminar		1,800	-
2006 National Community Care Conference		-	135,358
Protection of Older People Development Fund		16,861	499
Who Will Care Forum 2006		-	14,823
DEWR WorkChoices Program		182,461	423,687
CEOs Forum Sydney 2007		100	36,587
Total Project Income		576,796	1,151,615
National Strategic Management kits		16	-
Community Care Coalition		-	122,208
Accreditation Resource Guide		1,589	-
ACFI Tender		6,600	-
Federal Election Campaign		75,295	116,758
In Their Shoes & In Their Homes Book Sales		7,845	10,092
CACP Standards Workbooks		12	676
ACFI Training		2,913	-
E-Learning		15,264	28,537
ACSure Insurance		19,461	45,831
Essential Provider Guide		22,981	6,373
Strategic Planning Project 2008-2011		29,675	-
Protecting Older People		79	7,653
National Conference		258	-
Ageing Australia Foundation		-	3,980
Who Will Care Forum 2006		-	15,483
Industry Image Project		87,042	-
OPAH Forum		439	-
DEWR WorkChoices Program		248,666	295,073
CEOs Forum Sydney		-	39,840
Total Project Expenditure		518,135	692,504
TOTAL SURPLUS		58,661	459,111

For the year ended 30 June 2008

Notes to the Financial Statements

	Note	2008 \$	2007 \$
Note 3: Trade and Other Receivables			
CURRENT			
Trade receivables		153,280	282,169
Other debtors		9,778	-
		163,058	282,169
Note 4: Other Assets			
CURRENT			
Prepayments		6,896	12,769
Note 5: Financial Assets			
CURRENT			
Other current investments		424,149	500,000
Note 6: Property, Plant and Equipment			
Plant and Equipment			
(a) Motor vehicles			
At cost		42,747	43,884
Less accumulated depreciation		(1,603)	(5,348)
		41,144	38,536
(b) Office equipment			
At cost		43,014	42,292
Less accumulated depreciation		(32,340)	(31,704)
		10,674	10,588
(c) Computer equipment			
At cost		71,259	76,010
Less accumulated depreciation		(49,475)	(51,176)
		21,784	24,834
(d) Furniture, fixtures & fittings			
At cost		26,054	25,510
Less accumulated depreciation		(19,503)	(16,949)
		6,551	8,561
Total plant and equipment		80,153	82,519
Total property, plant and equipment		80,153	82,519

For the year ended 30 June 2008

Notes to the Financial Statements

	Note	2008 \$	2007 \$
Note 7: Trade and Other Payables			
CURRENT			
Unsecured liabilities			
Trade payables		9,180	2,419
Sundry payables and accruals		33,500	37,777
		42,680	40,196

NOTE 8: PROVISIONS

CURRENT

Employee benefits	8(a)	79,948	60,625
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NON-CURRENT

Employee benefits	8(a)	58,245	47,692
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(a) Aggregate employee benefits liability		138,193	108,317
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NOTE 9: OTHER LIABILITIES

CURRENT

Grants received in advance		15,000	15,000
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Other current liabilities		456	10,526
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		15,456	25,526
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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 longer than one year		30,000	15,773

		30,000	15,773
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Notes to the Financial Statements

	Note	2008 \$	2007 \$
Note 11: Related Party Transactions			
(a) Transactions with controlled entities			
Aged & Community Services Australia Inc. paid all Australian Securities Commission lodgment costs and audit fees associated with Community Care Australia Ltd.			
(b) Board of Directors			
The names of the members of the Board of Directors of Aged & Community Services Australia Inc. during the year were:			
Mr Glenn L Bunney (President)	Ms Valerie J M Lyons (Director)	Mr Peter R Nute (Director)	Mr Glenn E Muskett (Director)
Mr Klaus Zimmermann (President)	Mr Ross J Smith (Director)	Mr Ian J Wilson (Director)	Mr Robert G Hankins (Director)
Members of the Board of Directors of Aged & Community Services Australia Inc. received no remuneration from the Association during the year.			
Note 12: Cash Flow Information			
(a) Reconciliation of cash			
Cash at the end of the financial year as shown in the statement of Cash Flows is reconciled to the related items in the balance sheet as follows:			
Cash on hand		200	200
Cash at bank		298,349	93,715
At call deposits with financial institutions		16,851	247,550
		315,400	341,465
(b) Reconciliation of cash flow from operations with loss			
Surplus (Deficit) from ordinary activities after income tax		(251,556)	253,986
Non-cash flows in loss			
Depreciation		22,940	18,246
Net (gain) / loss on disposal of property, plant and equipment		11	662
Net (gain) / loss on disposal of investments		7,723	-
Unrealised (gain)/loss on investments		68,128	-
Changes in assets and liabilities			
(Increase)/decrease in receivables		119,111	(197,917)
Decrease in other assets		5,873	5,582
Decrease in income received in advance		(10,070)	(58,464)
Increase in payables		2,484	5,761
Increase in provisions		29,876	35,134
Cash flows from operations		(5,480)	62,990
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.

The directors have determined that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the directors the financial report as set out on pages 25 to 33:

1. Presents a true and fair view of the financial position of Aged and Community Services Australia Incorporated as at 30 June 2008 and its performance for the financial year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that Aged and Community Services Australia Incorporated will be able to pay its debts as and when they fall due.

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



Mr Klaus Zimmermann



Mr Ross J Smith

Dated this 15th day of September 2008

Aged and Community Services Australia Incorporated
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 2008, Income and expenditure statement and cash flow statement for the financial year then ended, a summary of significant accounting policies, other explanatory notes and the Statement By Directors

The Responsibility of the Directors for the Financial Report

The directors 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 appropriate to meet 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 directors responsibility also includes designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free of material misstatement, whether due to fraud or error; selecting 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 directors, 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 directors 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 accounting bodies.

Auditor's Opinion

In our opinion, the financial report presents fairly, in all material respects, (or "gives a true and fair view of") the financial position of financial year as of 30 June 2008 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.


Danby Bland Provan & Co
123 Camberwell Road
Hawthorn East
VIC 3123


G.D. WINNETT
Partner
18 September 2008

ACSA National Partners

Many organisations provide products and services to the Aged Care sector, but there is only a small and exclusive group who offer great commitment and investment, and who are recognised as ACSA National Partners. These organisations understand the issues facing the aged care industry and rise to meet the many challenges that we all share.

ACSA would again like to thank and commend our National Partners who work with our Federation throughout the year to consider how to best meet the needs of this dynamic and fast-growing sector.

Our Partners offer our industry expertise in the areas of banking and finance, superannuation, legal services, and continence management. We are looking forward to continuing to develop our National Partner relationships and offering the best range of products, services and advice to the aged and community care sector.

We would encourage you to consider ACSA's National Partners and Corporate Supporters, as they are supporting and investing in our sector and in the quality of care for Australian's now and into the future.

ACSA's National Partners during 2007-08 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

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

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

Jardine Lloyd Thompson Australia - ACSure

JTL is a leading provider of risk solutions and corporate services in Australia. Utilising its national aged care specialist team, the company has released ACSure, a new range of insurance products tailored for Aged and Community Care providers.

Phone: 03 9613 1444 **Website:** www.jlta.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

Paynter Dixon

Paynter Dixon is a project management and construction company with expertise in a wide variety of disciplines from architecture to nursing. The company has a dedicated health and ageing team committed to providing building planning and construction for this sector.

Phone: (QLD) 07 3368 3422, (NSW) 02 9797 5555, (VIC) 03 9811 9950 **Website:** www.paynterdixon.com.au/

SCA/TENA

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

Note: In 2007-08 Jardine Lloyd Thompson Australia and Paynter Dixon decided not to renew their ACSA National Partner membership due to changes in their marketing focus. ACSA would like to thank them for their support in the past and wish both organisations the best in their future endeavours.