



FairWork
Commission

31 March 2017

Ms Viv Allanson
President
Aged & Community Services NSW & ACT
(by email)

Dear Ms Allanson,

Annual Return of Information for [AR2017/86]

I acknowledge receipt on 31 March 2017 of your Declaration providing information in accordance with subsection 233(1) of the *Fair Work (Registered Organisations) Act 2009* (the RO Act).

The documents lodged cover the required information for the Annual Return of Information of Aged & Community Services NSW & ACT.

The documents have been filed and can be viewed on the Fair Work Commission website through the List of Registered Organisations - <http://www.fwc.gov.au/registered-organisations/find-registered-organisations>.

Notifications of Change

Any changes to these records must be notified to the Commission within 35 days of the change. A template Notification of Change Declaration is available on the [fact-sheets](#) page of our website. Aged & Community Services NSW & ACT is encouraged to use this template if any changes occur.

Yours sincerely

Carolyn Moloney
Regulatory Compliance Branch

31 March 2017

AGED & COMMUNITY SERVICES NSW & ACT
ANNUAL REPORT OF INFORMATION FOR 2017 [AR2017/86]

1. Declaration by the President of the ACS Board of Directors, Ms Viv Allanson

- Annex A List of offices as at 31 December 2016
- Annex B List of office holders as at 31 December 2016
- Annex C Change of office holders
- Annex D Cont. Change of office holders

2. Statement – Information about ACS.

3. Declaration of Results for Contested Offices from AEC.

4. A copy of the 2016/17 Annual Report & Annual Financial Report.

Viv Allanson
PRESIDENT



31 March 2017

DECLARATION
[AR2017/86]

I, Viv Allanson, Chief Executive Officer of Maroba, 58 Edith Street, WARATAH NSW 2298 declare that the following is true and accurate:

1. I am the President of the Aged & Community Services NSW & ACT which is an organisation registered under the Corporations Act 2001 (Cth) as a company limited by guarantee.
2. To the best of my knowledge and belief the list annexed hereto and marked 'A' is a true and correct list of the offices of the Aged & Community Services NSW & ACT as required in s. 233 (1)(a) and (b) of the *Fair Work (Registered Organisations) Act 2009*.
3. To the best of my knowledge and belief the list annexed hereto and marked 'B' 'C' & 'D' is a true and correct list of the office holders of the Aged & Community Services NSW & ACT as required in s. 233 (1)(a) and (b) of the *Fair Work (Registered Organisations) Act 2009*.
4. To the best of my knowledge and belief the register of members of the Aged & Community Services NSW & ACT has within the calendar year and up until 31 December 2016 kept and maintained as required in ss.230(1)(a) and (2) [s. 233 (1)(a)] of the *Fair Work (Registered Organisations) Act 2009*.
5. The Office of the Aged & Community Services NSW & ACT is located at Level 6, Suite 604 5 Rider Boulevard, RHODES NSW 2138. The postal address is PO Box 3124 RHODES NSW 2138.

Viv Allanson
PRESIDENT



.....
Declared: 31 March 2017

Annex A
[AR2017/88]

List of offices

Aged & Community Services NSW & ACT (ACS)
Level 6, Suite 604 5 Rider Boulevard
RHODES NSW 2138

As required under s.230(1)(b) ACS is the only office operating.

There are no other branches of ACS or branches that commenced or ceased operation in the last 12 months.


Viv Allanson
PRESIDENT

A handwritten signature in black ink, appearing to read 'Viv Allanson', written in a cursive style.

Declared: 31 March 2017

Annex B
[AR2017/86]

List of Office Holders of the Aged & Community Services NSW & ACT as at 31 December 2016 as per s.230(1)(c).

OFFICE	OFFICE HOLDER
Ms Viv Allanson President	Chief Executive Officer Maroba 
Mr Paul Sadler Director	Chief Executive Officer Presbyterian Aged Care NSW & ACT PO Box 2196 STRAWBERRY HILLS NSW 2012
Mrs Alexandra Karen Zammit Vice President	Chief Executive Officer Thomas Holt 1-25 Acacia Road KIRRAWEE NSW 2232
Mr Frank Price Director	Chief Executive Officer Royal Freemasons' Benevolent Institution Citigroup Centre, 2 Park Street, Level 12 Sydney NSW 2000
Gavin Pretorius Director	Chief Executive Officer Anglican Community Services Level 2, Century Corporate Centre, 62 Norwest Boulevard, Baulkham Hills, NSW, 2153
Paul McMahon	Southern Cross Care (NSW & ACT)

Director	Barcom Street MERRYLANDS NSW 2160
Ross Gregory Low Director	Chief Executive Officer Baptist Community Services - NSW & ACT (BCS) PO Box 655, Epping 1710 / 28A Cambridge Street EPPING NSW 2121
Mr Mark Sewell Director	Chief Executive Officer Warrigal Care PO Box 435 ALBION PARK NSW 2527
David Maher Director	General Manager Catholic HealthCare Limited PO Box 858 EPPING NSW 1710
Raad Richards Director	Chief Executive Officer Carrington Centennial Care 90 Werombi Road CAMDEN NSW 2570
Chris Grover Director	Chief Financial Officer Uniting Level 4, 222 Pitt Street Sydney NSW 2000
Sue Thomson Director	McLean Care Limited PO Box 360 INVERELL NSW 2360
Jenni Allan Director	Chief Executive Officer ADSSI Tuggerah

	3A Pioneer Avenue Tuggerah NSW 2259
Alexandra Davis Director	Chief Executive Officer Holy Family Services 116-132 Quakers Rd, Marayong NSW 2148

Viv Allanson
PRESIDENT



Declared: 31 March 2017

Annex C
[AR2017/86]

Change of Office Holders
Aged & Community Services NSW & ACT

1. As per 2016 Elections

Outgoing

- Alexander Lachlan McLean Shaw (Director), Royal Freemasons' Benevolent Institution.
- David Goodhew (Director), Anglicare Chesalon.
- Robin Freeman (Director), Anglican Retirement Village.
- Stephen Teulan Vice President), Uniting.

Newly Elected Directors

- At the 2016 election process (5) Directors were nominated for election and (7) candidates.
- (5) Directors were elected as at September 2016.

2. Other changes

- Stephen Teulan is no longer Vice President, this role has been taken over by Alexandra Karen Zammit.



Viv Allanson
President

Date: 31 March 2017

ANNEXURE D

- Changes to Offices and Office Holders in the Organisation.

BRANCH	DATE OF CHANGE	NAME OF OFFICER	NAME OF OUTGOING OFFICE HOLDER	REASON FOR CHANGE	NAME OF NEW OFFICE HOLDER	POSTAL ADDRESS OF NEW OFFICE HOLDER	OCCUPATION OF NEW OFFICE HOLDER
NSW & ACT	31/08/2016	Director	Alexander Lachlan McLean Shaw	Resigned	Chris Grover	Royal Freemasons's Benevolent Institution Level 4, 222 Pitt Street Sydney NSW 20 00	CFO
NSW & ACT	26/09/2016	Director	David Goodhew	Resigned	Gavin Pretorius	Anglican Community Services Level 2, Century Corporate Centre, 62 Norwest Boulevard, Baulkham Hills, NSW, 2153	CEO
NSW & ACT	26/09/2016	Director	Robin Freeman	Resigned	Alexandra Davis	Holy Family Services 116-132 Quakers Rd, Marayong NSW 2148	CEO

NSW & ACT	11/10/2016	Vice President	Stephen Teulan	Resigned	Alexandra Karen Zammit	Thomas Holt 1-25 Acacia Road KIRRAWEE NSW 2232	CEO
NSW & ACT	11/10/2016	Director		Voted by Board 1 Year Casual Vacancy	Jenni Allan	ADSSI Tuggerah 3A Pioneer Avenue Tuggerah NSW 2259	CEO
NSW & ACT	11/10/2016	Director		Voted by Board 1 Year Casual Vacancy	David Maher	Catholic HealthCare Limited PO Box 858 EPPING NSW 1710	GM

Viv Allanson
PRESIDENT



Declared: 31 March 2017

STATEMENT

AGED & COMMUNITY SERVICES NSW & ACT INFORMATION REQUIREMENT [AR2017/86]

REQUIREMENT	ACS COMPLIANCE
1. Maintenance of Register of Members	<ul style="list-style-type: none"> Declaration by Viv Allanson – Parra 4
2. List of Offices	<ul style="list-style-type: none"> Declaration by Viv Allanson – Annex A
3. List of Office Holders	<ul style="list-style-type: none"> Declaration by Viv Allanson – Annex B
4. Branches	<ul style="list-style-type: none"> Declaration by Viv Allanson – Annex A There are no branches at the date of this statement and there have been no branches closed or opened in 2016.
5. Elections	<p>Elections were held in September 2016</p> <p><u>Attached</u></p> <ul style="list-style-type: none"> A declaration by the Australian Electoral Commission adviaing the results of the elections.
6. Memberships	<ul style="list-style-type: none"> 279 NFP member organisations (including both Ordinary and CHSP members) 9 IAS member organisations There were 34 Employees as at 31 December 2016.

Viv Allanson
PRESIDENT

A handwritten signature in black ink, appearing to read "V. R. Alaman". The signature is fluid and cursive, with the first part being more stylized and the last part being more legible.

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Declared: 31 March 2017
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2016 AEC ELECTION RESULTS FOR AIBD & COMMUNITY SERVICES NSW & ACT

2016 ELECTION RESULTS

(AS AT OCTOBER 2016)

Current Status	Board Names - 2013/2014	Position	Member's Name	Elected	Term Exp's	Re-Elected	Term Exp's
15	Viv Allanson	President	Maroba	Sep-14	3rd of 4 terms	Aug-17	Aug-27
14	Paul Sadler	Director	Presbyterian	Sep-14	3rd of 4 terms	Aug-17	Aug-27
13	Mark Sewell	Director	Wamgal Care	Sep-14	3rd of 4 terms	Aug-17	Aug-27
12	Frank Price	Director	Royal Freemasons' Benevolent Institution	Sep-16	3rd of 4 terms	Aug-18	Aug-26
11	Vacant Position	Director		Sep-14	3rd of 4 terms	Aug-17	Aug-27
10	Gavin Pretorius	Director	Anglican Community Services	Sep-16	3rd of 4 terms	Aug-18	Aug-26
9	Ross Gregory Low	Director	Baptist Community Services NSW & ACT	Sep-16	3rd of 4 terms	Aug-18	Aug-26
8	David Maher	Director	Catholic HealthCare	Oct-16	3rd of 4 terms	Aug-18	Aug-26
7	Alexandra Pauline Davis	Director	Holy Family Services	Sep-16	3rd of 4 terms	Aug-18	Aug-26
6	Alexandra Karen Zammit	Vice President	Thomas Holt	Sep-16	3rd of 4 terms	Aug-18	Aug-26
5	Paul McMahon	Director	Southern Cross (NSW & ACT)	Sep-15	3rd of 4 terms	Aug-15	Aug-25
4	Raad Richards	Director	Camington Centennial	Sep-15	3rd of 4 terms	Aug-15	Aug-25
3	Chris Grover	Director	Uniting	Oct-16	3rd of 4 terms	Aug-15	Aug-25
2	Sue Thomson	Director	McLeon Care Ltd	Sep-15	3rd of 4 terms	Aug-15	Aug-25
1	Jenni Allan	Director	ADSSI Tuggerah	Oct-16	3rd of 4 terms	Aug-15	Aug-25

Notes from 2016 Election

Alexander Lachlan McLean Shaw	Retired in August 2016 and Frank Price replaced his position
David Goodhew	Resigned in September 2016 and Gavin Pretorius replaced his position
Robin Freeman	Resigned in September and Alexandra Davis replaced his position
*Stephen Teulan	Resigned on 11 October 2016
Alexandra Zammit	Voted on 11/10/2016 by the Board as Vice President
Jenni Allan	Voted on 11/10/2016 by the Board as 1 year casual vacancy
David Maher	Voted on 11/10/2016 by the Board as 1 year casual vacancy
Chris Grover	Voted by the Board straight after Stephen's resignation
*Ron Thompson	Resigned on 18 March 2017

**Aged & Community Services Association of NSW & ACT
Incorporated
Election of Directors 2016**

Declaration of Results for Contested Offices

E2016/157

Below are the results of the election for the following offices, conducted in accordance with the provisions of the *Fair Work (Registered Organisations) Act 2009* and the rules of the organisation.

Aged & Community Services of NSW & ACT Incorporated

Total number of names on the roll of voters	434
Ballot papers issued	434
Replacement ballot papers issued	0
Total Ballot Papers Issued	434
Ballot papers / envelopes returned for scrutiny	181
Less ballot papers / envelopes rejected at preliminary scrutiny	9
Adjusting balance	0
Total Ballot Papers Admitted to Scrutiny	172
Percentage of ballot papers returned to number issued	41
Ballot papers returned as unclaimed mail	6
Ballot papers not returned	247

Director (5)

<u>Candidates</u>	<u>Initial Votes</u>	<u>Final Votes</u>
ZAMMIT, Alexandra	30	98 (4)
PRICE, Frank	18	88 (5)
PRETORIUS, Gavin	32	86 (1)
MAHER, David	19	22
DAVIS, Alexandra	34	90 (3)
LOW, Ross Gregory	29	88 (2)
LUNNEY, Lisa	9	Excluded
 Total votes	 171	
Formal ballot papers	171	171
Informal ballot papers	1	1

I declare Alexandra Davis, Ross Gregory Low, Gavin Pretorius, Frank Price and Alexandra Zammit elected.



Noopur Madan
Returning Officer
Australian Electoral Commission

26 September 2016





Aged & Community
Services NSW & ACT

ACS ANNUAL REPORT 2015-2016

Building Tomorrow's Aged Care Together



www.acs.asn.au



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**Aged & Community
Services NSW & ACT**

Building Tomorrow's Aged Care Together



PRESIDENT'S REPORT

VIV ALLANSON



Some of you may call me a dreamer, but I am hoping you will join me and together we will create the services we want to provide to the frail older people we support.

This year has been a bit of a roller coaster with a new Prime Minister telling us it is an exciting time to be in Australia and then various announcements showing that maybe this is not so true for our older people. The reforms keep rolling out, often poorly implemented despite the good intentions of all involved. Our organisations have struggled to provide continuity of service to our clients, and financial health for the business.

It has been an important time to have a united voice, and ACS has worked tirelessly with senior bureaucrats to warn them of predicted problems, fix broken systems, and correct the impacts that have flowed down the system to impact on our ability to keep services going. We have to dream of the day when My Aged Care will work as it is intended, providing a smooth navigation and customer experience for our clients and for us.

This year saw us have a victory with the NSW Government finally deciding to remove aged care from the Public Health Act.

This would remove a huge threat hanging over the heads of smaller facilities that were facing closure as they could never have complied with the union push to have 24/7 Registered Nurse cover in every facility. As we know, registered nurses are an invaluable part of the care team, but for many clients their needs are best met by other staff such as care workers or allied health. This great decision by the NSW Liberal Party has still not made its way through Parliament, and will have a rocky path with many Members of Parliament not understanding the issues. We will dream of a sensible and logical world in which we have the freedom to employ and use our capable staff in the best way to meet the needs of the clients.

Unfortunately, in the same week the NSW Government made its welcome decision, the Commonwealth Government has induced nightmares for residential aged care providers. The cuts to funding for complex health care needs announced in the budget, will potentially reduce available funds by 11% for new residents after 1 January 2017. This led to a successful election campaign to raise public and political awareness about how this decision was turning their backs on the older and frailer people in Australia. With the support of various cross bencher politicians there will be an inquiry into the proposals. So while we all start work on cutting budgets and staffing, we will also dream of success in that inquiry.

Fortunately we bring many of our dreams into reality. We had a wonderful State Conference this year with speakers and the audience having fun and being present for each other. This year our winners in the Awards for Excellence were outstanding examples of people making a difference, despite the turbulence of our environment. For the first time organisations specialising in community services dominated the awards, and some disability services were nominated. We dream of a world where vulnerable people receive the care and support they need, and our staff are valued as they deserve. I thank all of you for sharing that dream and for working so hard to make it a reality. It has been hard work, but we are blessed that it is not thankless work. We are making a difference. In particular I would like to thank the Board of ACS and the staff for their commitment and passion in pursuing our goals and values.

Viv Allanson
ACS President



ACS BOARD JULY 2015/JUNE 2016



Jenni Allan
Director

Years in Industry: 33
ADSSI
Chief Executive Officer
Attendance at
Board Meetings: 3/3



Viv Allanson
President

Years in Industry: 25
Maroba
Chief Executive Officer
Attendance at
Board Meetings: 5/8



Phil Armstrong
Director

Years in Industry: 20
(resigned Oct 2015)
Banksia Villages Ltd
Chief Executive Officer
Attendance at
Board Meetings: 3/3



Rob Freeman
Director

Years in Industry: 7
Anglican Retirement
Villages
Chief Executive
Attendance at
Board Meetings: 7/8



David Goodhew
Director

Years in Industry: 30
Western Region,
Anglicare Diocese of Sydney
Director
Attendance at
Board Meetings: 5/8



Ross Low
Director

Years in Industry: 16
BaptistCare
Chief Executive Officer
Attendance at
Board Meetings: 7/8



David Maher
Director

Years in Industry: 26
Catholic Healthcare Limited
Managing Director
Attendance at
Board Meetings: 7/8



Paul McMahon
Director

Years in Industry: 30
Southern Cross Care
(NSW & ACT) Limited
Chief Executive
Attendance at
Board Meetings: 4/5



Raad Richards
Director

Years in Industry: 41
Carrington Care
Chief Executive
Attendance at
Board Meetings: 6/8



Paul Sadler
Vice President
Jun 2015/Dec 2015

Years in Industry: 29
Presbyterian Aged Care
Chief Executive Officer
Attendance at
Board Meetings: 8/8



Mark Sewell
Director

Years in Industry: 29
Warrigal
Chief Executive Officer
Attendance at
Board Meetings: 6/8



Alex Shaw
Director

Years in Industry: 35
Royal Freemasons'
Benevolent Institution
Chief Executive Officer
Attendance at
Board Meetings: 2/8



Stephen Teulan
Vice President
Jan 2015/Jun 2016

Years in Industry: 17
Uniting
Director Ageing
Attendance at
Board Meetings: 6/8



Ron Thompson
Director

Years in Industry: 26
RSL LifeCare
Chief Executive Officer
Attendance at
Board Meetings: 6/8



Sue Thomson
Director

Years in Industry: 20
McLean Care Ltd
Chief Executive Officer
Attendance at
Board Meetings: 4/5



Steve Walkerden
Director

Years in Industry: 33
(resigned Oct 2015)
United Protestant
Association of NSW
General Manager
Attendance at
Board Meetings: 2/3



Helen Wilson
Director

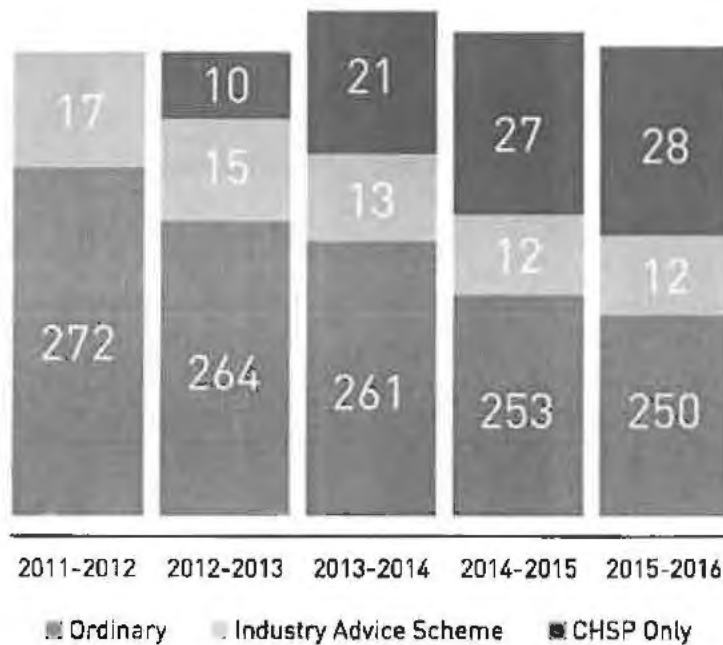
Years in Industry: 10
(resigned Dec 2015)
Wesley Mission
General Manager Wesley
Aged Care
Attendance at
Board Meetings: 4/4



Alexandra Zammit
Director

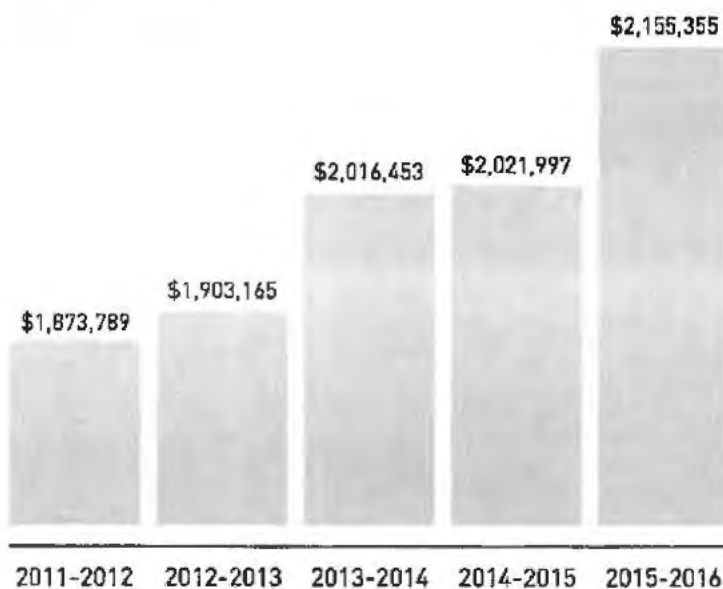
Years in Industry: 10
Thomas Holt
Chief Executive Officer
Attendance at
Board Meetings: 5/8

MEMBERS' NUMBERS 2012 - 2016



Note: Industry consolidation has been a feature for ordinary members

MEMBERSHIP REVENUE 2012 - 2016



ACS ORGANISATIONAL CHART

2015-16

CHIEF EXECUTIVE OFFICER

BOARD AUDIT & RISK COMMITTEE

ADVISORY COMMITTEES

Residential
Community
Housing & Retirement Living
Workforce
Learning & Development
Procurement
Financial Issues
Environmental Sustainability
Building

REGIONAL COMMITTEES

Sydney West
Central Coast
Hunter
Mid North Coast
Far North Coast
New England
Orana & Far West
Central West
Rivernina
Far South Coast
ACT & Southern Tablelands
Illawarra

**Manager Employee
Relations**
Geoff Liggins

**Manager - Policy
Advice & Consultancy**
Colleen Rivers

**Employee Relations
Advisers**
David Reid
Anna-Maria Wade

**Community Policy
Adviser**
Lisa Ralphs

**Retirement Living &
Research Officer**
Elizabeth Teece

**ACS Consultancy
Coordinator**
Julia Anderson

ACS Consultants
Sarah Salt
Peter Mackie
Diane Herr



Aged & Community
Services, NSW & ACT

Chief Executive Officer
Illana Halliday

Personal Assistant
Patricia Swaine

**Manager – Sector
Development &
Transition**
Michelle Newman

**Learning Centre
Manager**
Janet Glaser

**Events & Business
Development
Manager**
Hayley Witzlsperger

Office Manager
Mira Sandre

**Senior Project Officers
– Sector Development**
Janice Poynton
Chris Spackman

Course Coordinator
Devika Mudaliar

**Business
Development
Manager**
Libby Liddle

**Senior Finance
Officer**
Lee Ming
Bookkeeper
Tracey Yang

**Aboriginal Sector
Development Officers**
Leanne Trindall
Terry Hill
Gai Marheine

**Learning Centre
Administration Officers**
Cynthia Lee
Jeeny Santos

**Senior Events
Coordinator**
Amy Neville

**Membership &
Administration
Officer**
Angela Chen

**Sector Development
Officers – Sutherland**
Melinda Paterson
Karen Wheatley

Events Administrator
Elizabeth Peare

**Senior
Receptionist**
Maree Parker

TAP Project Officer
Nelson Contador

**Website & Database
Administrator**
Jesse Halliday

Respite Project Officer
TBA



ACS VALUES

RESPECT

INTEGRITY

COLLABORATION

TRUST

VISION & MISSION STATEMENTS AND ACS VALUES

VISION

Supporting the delivery of excellent services to older Australians, no matter who they are or where they are.

MISSION

To be a strong advocate and support for church, charitable and not-for-profit members.

CEO'S REPORT

ILLANA HALLIDAY



The year seems to have been even more frenetic than most, and the pace is starting to show on members and staff.

The reforms in the residential aged care sector are settling down to some extent, although the constant struggle to get reliable and accurate reports and support from My Aged Care, the Department of Health and various other agencies has been fatiguing. It is amazing that our most popular course in this year was "Understanding Your Medicare Statements", a reflection of the enormous amount of time members have had to put into analysing and correcting payments due to them.

The reform of the community service space, the Home Care Program and the Commonwealth Home Support Program, has picked up pace. Next year will be as disruptive to aged care providers as the impact of Uber on taxis. In preparation for these changes the sector has never had a sharper focus on its costs and systems, as well as making the customer contact positive.

Somewhat on the fringes of all these changes we see growth in the form of retirement living and an expectation that more older people will be seeking care and support to live in the community, on their own terms and with total control of their choices. Services are cropping up to match care workers with people seeking care, undercutting traditional workforce use and development. Exciting new partnerships are being created to support standalone providers and build on regional strengths, as providers struggle to find ways to be sustainable. This has to be a time for us to challenge the relevance of the industrial awards as the workplace is being deregulated around us.

Within that turbulent environment, ACS has assisted 5 organisations to create their Enterprise Agreements and sadly had to help on 15 occasions with unfair dismissal procedures. We helped 5 members quickly resolve issues of non-compliance with the legislation that could have seriously damaged their reputations and resulted in drawn out and expensive sanctions on their services.

These provided us with learning opportunities for other members, and became imbedded in the content of our events program and learning courses. We ran a more diverse program of professional development this year, picking up on member requests and issues as they emerged.

We have had several important successes this year. The NSW Minister for Health had indicated that despite our lobbying to the contrary, she had decided to require 24/7 RN cover in every aged care facility. The lobbying activity in the space was successfully intensified, and the NSW Government position has now been announced as removing aged care from the Public Health Act. This is a huge win and we are very thankful

for the local campaigning done by members to help deliver this result. Sadly in the same week we were hit with the news of savage cuts to ACFI funding. An election campaign on this managed to get crossbencher support for an Inquiry into the cuts, and now the ALP is supporting calls for the Inquiry and the modelling behind the cuts. Work will continue in this space, as clearly it is impossible to absorb an 11% cut to funding and still provide the care we wish to deliver.

WE VERY MUCH
APPRECIATE THE
SUPPORT OF MEMBERS
IN ALL OUR ACTIVITIES

It seems that we have had daily calls to sort out reform implementation issues, and while it is a pity the calls are needed, it is pleasing to see the resolution of the problems that are hounding members.

This year we had a deficit budget, although the overall result was better than budget. ACS NSW & ACT has made a major investment in the future of ACSA and its move to a national model. It is time for us to strengthen our influence in the policy and advocacy space, and this is best achieved by developing a stronger and national team that cannot be ignored in Canberra or locally. In preparation for the creation of our national organisation we continued to improve our information technology and systems, with many enhanced services and improved security. A major change for us was to move out of the offices we have been in for 11 years. The shift will provide better spaces for our training and networking activities, and give the staff a much healthier operating environment and hopefully reenergise them after an exhausting year.

We very much appreciate the support of members in all our activities. This year we have had to put the call out for more engagement than ever before. However, together we have had some important wins. In particular, we would like to thank the Board for their wonderful leadership in the sector. They never lose sight of the diversity of our membership and how tough it is for the majority of members who do not have sophisticated systems. The aged care sector is fortunate to have so many passionate people who work tirelessly to ensure the quality of life for older Australians.

RESIDENTIAL ADVISORY COMMITTEE



"THE COMMITTEE HAS BEEN ENGAGED AND RESPONSIVE ...AND HAS GREATLY ASSISTED WITH THE DEVELOPMENT OF ACS POLICY POSITIONS"

CHAIR: RAAD RICHARDS

STAFF SUPPORT: COLLEEN RIVERS

2015/16 proved to be yet another year of significant changes for Residential Care providers with the ACAI transition to My Aged Care, the establishment of the Aged Care Complaints Commissioner, the commencement of the National Quality Indicator Program, the commencement of the Severe Behaviour Response Teams and major cuts to funding for complex care amongst them.

As with so many recent changes, these were not without their challenges.

At state level the Parliamentary Inquiry into Registered Nurses in Aged Care and the implementation of sprinklers in residential care were major issues faced by residential providers.

Throughout another challenging year the Committee has continued to provide support to Aged & Community Services NSW & ACT (ACS) as we progress the implementation of the reforms and continue to advocate on behalf of our members both at state and national level within the advocacy frameworks of both ACS and Aged & Community Services Australia (ACSA).

SECTOR INFLUENCE & ADVOCACY

The Committee has been engaged and responsive to a range of consultations and has greatly assisted with the development of ACS policy positions to inform our contribution to these consultations and submissions on national, state and territory issues including:

- The NSW Health Aged Care Steering Committee on issues re 24/7 RNs
- The NSW Parliamentary Inquiry into RNs in Aged Care
- The Australian Aged Care Quality Agency proposed full cost recovery model
- The Department of Health consultation on Accreditation Contestability

- The Department of Health consultation on proposed changes to the provision of extra services in residential care
- The NSW Health consultation on a draft Advance Care Directive template and Information Booklet
- ACSA's paper on improving access to palliative care in aged care services
- ACSA's response to the Aged Care Sector Committee's request for information on the impact of implemented red tape reduction measures
- Feedback on changes to the Standards for Practice for Enrolled Nurses
- A range of issues to assist ACS staff in their roles as provider representatives on National Aged Care Alliance (NACA) and Department of Health working groups.

Seeking the expert opinion and feedback from the Committee members on a range of different issues, the following guests have presented to the committee in the last year:

- Dr Jackie Huber re Psychogeriatric Services-on-Screen (Psychogeriatric SOS)
- Bill Silvester & Liz Callaghan re Decision Assist
- Peter Morley and Jackie Banham (Provider Assist) - proposed remote RN support
- Anthony Maropoulos (Argus Global) - possible biometric solution to SB abuse
- Marie Alford - Head of National Severe Behaviour Response Team/NSW DBMAS
- Sally Ross - Director, NSW/ACT Complaints Operations, Aged Care Complaints Commissioner
- Lauren Todorovic, Director & Founder, Aged Care Report Card.



BUILDING MEMBER CAPABILITY

As with previous years, Committee members have regularly provided advice on current practice and generously shared both their expertise and resources to assist our members. ACS is extremely grateful to members of the Committee for their ongoing support in this way.

STRATEGIC ALLIANCES

ACS has continued to foster valuable strategic alliances and to work collaboratively with a range of stakeholder groups to advocate on the behalf of residential care providers and to enhance member capacity in the provision of residential aged care including:

- Australian Aged Care Quality Agency – Agency Liaison Group
- Aged Care Complaints Commissioner Industry Liaison Meeting
- The Department of Health (NSW) Aged Care Liaison Group
- The Department of Health Quality Indicators Reference Group
- The National Aged Care Alliance Quality Advisory Group
- The NSW Older Persons Mental Health Working Group
- ARAFM Older Persons Carer Peak Advisory Committee

In conclusion I would like to express my sincere thanks and appreciation to the ACS NSW & ACT Team and in particular to Ilana Halliday and Colleen Rivers for their leadership and support to the Committee and to ACS Members generally.

I also thank the Members of the Committee for their commitment and contribution to the excellent work of the Committee.

I look forward to working with the team and Committee members over the next 12 months as we continue to implement the reforms in aged care.

COMMUNITY ADVISORY COMMITTEE



AGED CARE HAS CONTINUED TO UNDERGO SIGNIFICANT REFORM OVER THE PAST 12 MONTHS AND MUCH OF THE WORK OF THE COMMITTEE HAS FOCUSED ON ISSUES ARISING FROM CURRENT REFORMS."

CHAIR: PAUL SADLER (2015) & JENNI ALLAN
STAFF SUPPORT: LISA RALPHS

As a long standing member of the Community Advisory Committee, I was honoured to be invited to chair the Committee after joining the ACS Board. On behalf of the Committee, I would like to acknowledge the strong leadership of the outgoing Chair, Paul Sadler, who has chaired the Committee for the past 8 years.

Aged care has continued to undergo significant reform over the past 12 months and much of the work of the Committee has focused on issues arising from current reforms, such as the establishment of My Aged Care and the Regional Assessment Services, and planning for the next tranche of reforms which will commence in February 2017.

The Community Advisory Committee continues to work closely with the ACS Sector Development and Transition Unit and their support of broader industry networks such as the Community Issues Forum. This approach has positioned ACS as the primary voice for community aged care across all aspects of a very diverse sector in NSW and the ACT.

During the year, the following guest speakers presented at the Community Advisory Committee meetings.

- Jane Floyd and Gillian McFee - NRMA Living Well Navigator
- Sally Ross - Director, NSW/ACT Complaints Operations, Aged Care Complaints Commissioner
- Karen Ansen (ACS IR Team) - Drug and alcohol testing in the workplace

BUILDING MEMBER CAPABILITY

As well as focusing on the aged care reforms, the Committee dealt with a number of operational issues and helped address many member enquiries including practices around caseload management since the implementation of consumer directed care, contingencies, emergency procedures for managing lone workers in the field, emerging organisational structures in home care, managing travel costs, and managing brokerage

arrangements. ACS is grateful for the advice of the Committee members on these current practice issues and for generously sharing their expertise and resources to assist our members.

The Committee assisted in the planning of a one day community forum *Securing Our Place in the Future* held in November with 162 people attending - to assist members prepare for the next wave of reforms. It was a hugely successful day, with a representative from the Department of Social Services providing updates on the next round of reforms as well as presentations on: what the reforms mean for the service and business models for not for profit providers and how our value propositions can benefit organisational sustainability, what the reforms mean for the consumer - provider relationship, how to manage brokerage arrangements, and emerging issues during transition to the Commonwealth Home Support Program. Providers shared learnings about new systems and models of care that they have implemented to help secure their place in the future.

SECTOR INFLUENCE & ADVOCACY

The Committee members provided valuable contributions to the following consultations and submissions:

Increasing Choice in Home Care - Stage 1 - Discussion Paper

- Department of Social Services request for feedback on the aged care Short-term Restorative Care Programme Policy Consultation Paper
- Australian Aged Care Quality Agency - Let's talk about quality - Developing a shared understanding of quality in aged care services
- Designing the new integrated carer support service - A draft service concept for the delivery of interventions to improve outcomes for carer
- Increasing choice in home care - Stage 1 Proposed changes to Aged Care Principles and Determinations



- The Ageing and Disability Interface – National Aged Care Alliance Discussion Paper
- Short-Term Restorative Care Programme Manual
- NSW Legislative Council – General Purpose Standing Committee No. 2: Inquiry into Elder Abuse.

Information and data were provided by the Committee to support lobbying in relation to the ongoing issues of Medicare payment problems, income testing errors and operational issues with My Aged Care.

STRATEGIC ALLIANCES

ACS has continued to work collaboratively with a range of stakeholder groups to enhance member capacity in the provision of community and in home services including:

- The Futures Alliance – to advocate for and facilitate cross sector recognition and support for people with disabilities as they age
- Case Management Outcomes Research Collaboration – in partnership with Macquarie University, University of Wollongong and a number of aged care providers, year 2 of ARC Research funding to pilot a measure of outcomes of case management in community care. – Ageing Well at Home: Measuring the Impact of Community Care for Older People

- Bilingual, Bicultural Workers Working Party – participation in the working group – resource Making a difference: Language and Culture in the Home Care Standards
- Home Care Today: Project Consultation Group
- NSW Steering Committee Prevention of Abuse of Older People
- Community Ageing in Place: Advancing Better Living for Elders with Cognitive Impairment (CAPABLE-C) – Expert Reference Group
- Workforce Recruitment Project (Care Careers/ projectABLE) – Stakeholder Group
- Australian Aged Care Quality Agency – Agency Liaison Group
- Aged Care Complaints Commissioner Industry Liaison Meeting

The Committee has appreciated the professional support from Lisa Ralphs, Michelle Newman and the whole ACS team during 2015-16.

I look forward to continuing to work with the Committee as we embark on the next, and perhaps most significant community aged care reforms that we have ever seen.

HOUSING & RETIREMENT LIVING ADVISORY COMMITTEE



"WE LOOK FORWARD TO A YEAR OF
EXPLORING OPPORTUNITIES AND
RESOURCING OUR MEMBERS IN
THEIR PROVISION OF HOUSING AND
RETIREMENT LIVING SERVICES"

CHAIR: RON THOMPSON

STAFF SUPPORT: ELIZABETH TEECE

The role of the Housing & Retirement Living Advisory Committee is to advise the ACS Policy Unit on matters that will assist ACS and its member organisations provide retirement villages and affordable, appropriate housing for older people in NSW and the ACT in a manner that meets the needs of both residents and providers. Committee members are appointed by the ACS Board selected from a list of nominees put forward by member organisations. The Committee met four times during the financial year period 2015-2016.

Within the context of major aged care reforms, the independent living sector constantly re-examines their delivery offerings and ways of conducting business. This Committee has helped to guide and inform members on this process.

STRATEGIC ALLIANCE

- **ACT 3 Peaks Meeting - Retirement Villages Residents Association (RVRA), Retirement Living Council (RLC) and ACS** continued to hold meetings to identify issues and formulate solutions for residents and operators.
- **Retirement Villages Consultative Forum - ACS** participates in industry meetings to review and propose better processes for the retirement villages section of the NSW Civil and Administrative Tribunal (NCAT).
- **Forum of Non-Government Agencies (FONGA)** - meeting bi-monthly, this Forum which is comprised of state-wide community peaks, regional and state wide organisations is convened by the Council of Social Service of NSW (NCOSS). It seeks to deliver the best results for communities across a range of issues including social housing.
- **NSW Ageing Alliance** - established to promote the need, rights and interests of all people in NSW aged 50 years and over including housing, health and care services. It develops positions and advocates on issues and promotes policies for implementation by government and industry.

- **ACSA Policy Group Meeting** which includes seniors housing issues - ACS participates on this national network. ACSA is represented on the National Aged Care Alliance (NACA) Affordable Housing Interest Group. NACA's Blueprint Series June 2015 Enhancing the quality of life of older people through better support and care included a section on "improving access to appropriate housing for older people".

PROJECTS

- **Seniors Housing and Retirement Living Conference** - This event, attended by 61 people, was held in May 2016. It covered topics including future trends in seniors' housing, not-for-profits as standouts in growth and innovation, how active ageing is no longer an optional extra in today's environment, recent research and tools developed by Alzheimer's Australia NSW to assist a small but growing cohort in our villages, various housing models and opportunities including the foreign land that is Community Housing, service integrated housing in practice, co-housing, what this might mean to residents and providers, liveable housing design experience by QLD Churches of Christ and how to deal with the vexed issue of hoarding and squalor.
- **Affordable Housing Models for Retirement Village Operators Seminar** - This seminar was led by housing leaders Mike Furner General Manager, BaptistCare, Magnus Linder Executive Officer, Churches Housing and Wendy Hayhurst CEO, NSW Federation of Housing Associations. It helped to explain how the affordable housing space works and what opportunities are around. Thirty-two people attended from 24 different organisations mainly from the Sydney, Hunter and Central Coast regions.



- **Retirement Villages Management Course** - This course continues to be in strong demand. It is designed for people new to a retirement village management role or as a refresher course. The course ran two times in the year with 29 people attending.
- **ACT Retirement Villages Act Review** - the ACT Government conducted a review of the Act with ACS as a key stakeholder. The Review culminated in the Retirement Villages Amendment Bill 2016 which takes effect on 16 December 2016.

COMMITTEE MEETING PRESENTATIONS

The Committee heard from several speakers on current issues during the year.

- **NSW Retirement Villages Residents Association** - Dorothy Swanton and Jim Kelaher presented on resident issues.
- **NSW Retirement Villages Regulations Review** - Adam Heydon, Manager Policy and Leona Fernandez from NSW Fair Trading gave an update on the review process and identified issues to date. The Review which commenced in 2015 was deferred by the Government until 2017.
- **Home Energy Action (HEA) program** - Jacquie Russell, Project Officer, Sustainable Households and Nicola Goulstone, NSW Dept. of Planning and Environment. The HEA program is a major program with a budget of \$26.8 million and is funded until 30 June 2017. Its brief is to assist vulnerable households with energy hardship representing significant benefits for eligible seniors housing and residents.
- **Smart Energy Initiatives** - Tony White Supply Manager, Corporate Services, Church Resources one of ACS's Corporate Affiliates and a representative from its partner organisation AGL gave a presentation of solar panel options available for retirement villages and related issues.

Appreciation goes to the members of the Committee over the year for their wise counsel, dedication and support. We acknowledge the support of ACS staff and, in particular, Elizabeth Teece's support of the Committee. ACS is grateful that the members continue to share resources and advice on current practice. We look forward to a year of exploring opportunities and resourcing our members in their provision of housing and retirement living services.

WORKFORCE ADVISORY COMMITTEE



"THE WAC AND WHS SUB COMMITTEE HAVE CONTINUED TO PROVIDE MEMBERS WITH GUIDANCE AND ADVICE IN LINE WITH THE REQUIREMENTS OF THE WHS LEGISLATION AND GOOD GOVERNANCE IN RELATION TO WORK, HEALTH AND SAFETY AND INDUSTRIAL RELATIONS"

CHAIR: DAVID GOODHEW

STAFF SUPPORT: GEOFF LIGGINS & ANNA-MARIA WADE

ACS TEMPLATE ENTERPRISE AGREEMENT 2014-2017

Following successful negotiations for a template Enterprise Agreement in 2014 and implementation of 96 Enterprise Agreements in 2015, a further 20 applications for approval of Enterprise Agreements have been lodged with and subsequently approved by the Fair Work Commission. Several of these Enterprise Agreements were variations of the Template and required further negotiation between the members and the unions. Two Enterprise Agreements were challenged by the Commission on the basis of the Better Off Overall Test. The Agreements were approved on the condition that the members made several undertakings.

SAFework NSW RESIDENTIAL AGED CARE PILOT PROJECT

Several members of the Workforce Advisory Committee (WAC) were involved in the residential Aged Care Pilot Project implemented by SafeWork NSW. Employee Relations sought to determine the scope and nature of the project and met with SafeWork NSW to discuss this and how to improve the relationship between the regulator and ACS, with particular emphasis on communication with the WAC and WHS Sub Committee. The project was aimed at assessing several areas of interest to SafeWork NSW and the aged care sector based on insurance claim statistics. These included manual handling, slips, trips and falls and violence in the workplace. Regular communication is now occurring between the two organisations and SafeWork NSW is due to release the findings and recommendations of the pilot project in the near future.

DRUGS AND ALCOHOL POLICY AND TESTING

Following the Coroner's Inquiry into the Quakers Hill Nursing Home Fire, Employee Relations has, in consultation with industry via the Workforce Advisory Committee, commenced a project to develop a Drugs and Alcohol Policy specific to the Aged Care sector.

4 YEAR MODERN AWARD REVIEW 2014

The 4 year Modern Award Review commenced in 2014. Employee Relations has made several applications with the support of the WAC to defend claims from the various unions on the relevant Modern Awards.

The award-specific applications are being dealt with in four groups of around 30 awards:

- Group 2 contains Nurses Award 2010 and the Health Professionals and Support Services Award 2010 and is still being dealt with by the Fair Work Commission – written submissions were made in July 2015.
- Group 4 contains the Aged Care Award 2010 and the Social, Community, Home Care and Disability Services Industry Award 2010. This review has commenced and to date, Employee Relations has made an application and submission and has made comments on the exposure drafts for these awards with the assistance of input from members of the WAC.

Several WAC members are providing evidence regarding flexibility issues and roster changes within the 7 day notice period provided for in the awards. The WAC has also assisted Employee Relations in providing input into common award issues including provisions for annual leave, part time and casual employees.



ACT PORTABLE LONG SERVICE LEAVE SCHEME – INCLUSION OF AGED CARE INDUSTRY

Prior to the election, the ACT Labor Government promised to include Aged Care in the Community Services Sector Portable LSL Scheme. Employee Relations sought input from the WAC into a joint letter (with LASA) sent to the ACT Government. The letter was written in opposition to the scheme and the argument was supported by other employers and the Canberra Business Chamber. Despite repeated joint lobbying, the ACT Government tabled the Long Service Leave (Portable Schemes) Amendment Bill on 7 April 2016 and the scheme commenced 1 July 2016.

BUILDING MEMBER CAPABILITY

The WAC and WHS Sub Committee have continued to provide members with guidance and advice in line with the requirements of the WHS legislation and good governance in relation to work, health and safety and industrial relations. The safety benchmarking project is still progressing and the WHS Sub Committee is working on developing a user friendly benchmarking tool which will be rolled out to members when finalised.

The WAC contributes each year to the Frontline Conference. The 2015 event was held at the Novotel Brighton Beach on 19 November. The programme included a summary of the Coroner's findings following the inquest into the Quakers Hill Nursing Home fire, discussion regarding implementing a drugs and alcohol policy and testing regime and a presentation by SafeWork NSW on the Residential Aged Care Pilot Project. The day ended with a presentation on employee engagement and results by Colin Boyd of Oxygen Coaching.

The feedback received from participants was extremely positive with some saying it was the best Frontline forum they had attended. The WAC has also been assisting ACS with suggested topics and speakers for the 2016 Frontline Conference which is to be held on 19 October.

The WAC also contributes ideas for inclusion in the monthly Industrial News and WHS Updates for members in NSW & ACT as well as to the monthly Industrial News Update for members in Tasmania and across the country.

LEARNING & DEVELOPMENT ADVISORY COMMITTEE



"FOR THE LAST 4 YEARS ACS MEMBERS HAVE ENJOYED THE BENEFIT OF FUNDED COURSES WITH EXCEPTIONAL RESULTS"

CHAIR: ALEXANDRA ZAMMIT
STAFF SUPPORT: JANET GLASER

In November 2015, I was appointed Chair - Learning & Development Advisory Committee and feel privileged to be part of this vibrant and active committee. I would like to acknowledge my predecessor, Helen Wilson (resigned) for her contribution and enthusiasm.

The Learning & Development Advisory Committee offers strategic advice to the Learning Centre regarding the quality and breadth of its educational products. In addition, this Committee provides essential industry consultation which contributes to the compliance of ACS' Registered Training Organisation.

The Committee has been particularly active this year contributing to consultations regarding the Vocational Education and Training Sector reforms and the development of the new qualifications for Direct Care Workers.

AGED CARE WORKFORCE VOCATIONAL AND EDUCATION TRAINING (ACWVET)

For the last 4 years ACS has enjoyed the benefit of ACWVET funding to offer fully funded training to our members. This funding in its current format ceased in March 2016.

The final cohort of 59 students successfully completed the Certificate IV in Aged Care or Certificate IV in Frontline Management. The exceptional success rate of 90% is due to the hard work of the students, who are to be congratulated and the commitment of the trainers, Jacki Payer and Christine Newsome. Our appreciation goes to the following organisations who hosted the courses:

- Berrigan and District Aged Care
- Lutheran Aged Care - Albury
- Port Stephens Veterans and Citizens Aged Care

REGISTERED TRAINING ORGANISATION (RTO)

Work has commenced to add the following new qualifications to the RTO scope:

- Certificate III in Individual Support
- Certificate IV in Ageing Support
- Certificate IV in Leadership and Management

The Learning and Development Advisory Committee has played an integral role in the validation of Training and Assessment Strategies and other course related materials.

ONLINE COURSES

There has been a steady increase in the number of students accessing courses via our ELearning portal. There have been two special promotional drives this year where selected courses were reduced to half price. The promotion of the Dementia online courses was particularly successful.

Total students: 926 students

EDUCATION CALENDAR

The Learning Centre along with a team of highly professional trainers and facilitators continue to offer a wide variety of industry relevant courses on the Education Calendar in Rhodes, rural and regional locations.

New courses introduced to meet member demand and support sector change include:

- Putting the 'Business' into your Home Care Service
- Industry Consolidation: Strategic Options
- Know Your Prudential Responsibilities
- Community Care: Marketing your services in a competitive environment
- Understanding Home Care Packages CDC & CHSP: Managing individualised funding



COURSES OFFERED

- 55 Rhodes (709 participants)
- 36 rural and regional venues (397 participants)
- 1 Queensland (9 participants)
- 31 Onsite (507 participants)

OTHER EDUCATIONAL OPPORTUNITIES

In addition to the face to face courses and online courses other subsidised educational opportunities made available to ACS members this year include:

- VOCAM - Safety TV
- NSW Business Chamber
 - o Digital Marketing on a Shoestring Budget
 - o The Future of Marketing in Aged Care
- The Office of Environment and Heritage
 - o Energy Efficiency in Aged Care
- Partnerships to access Smart and Skilled funding
 - o North Coast TAFE - 220 students
 - o BCA National Training Group - 242 students



ENVIRONMENTAL SUSTAINABILITY ADVISORY COMMITTEE



"SUSTAINABILITY WILL
CONTINUE TO GROW IN ITS
IMPORTANCE TO THE SECTOR".

CHAIR: MARK SEWELL

STAFF SUPPORT: ILLANA HALLIDAY

The Committee met 3 times in the year, as well as taking advantage of various opportunities provided by the Office of Environment and Heritage NSW and a successful event run by Maroba.

There are 10 members on the Committee, including a representative from the Office of Environment & Heritage NSW. Sustainability will continue to grow in its importance to the sector.

The AACQA offered a Better Practice award for sustainability, which sadly they could not award as applicants did not cover the criterion around benefits to clients well. However, we are hoping this award will promote good practice in the area and that the exciting initiatives providers have implemented will be rewarded next time.

In the 2016 ACS Awards for Excellence, the award for the Gareth Williamson Sustainability Award was won by Southern Cross Care. They have an excellent history of working on sustainability across many sites.

There were articles on sustainability in 30% of Brief Update published in the year. Predominantly these articles were on grant opportunities, education, hints or access to tools.

The Committee continues to grapple with how to best extend the uptake of the Sustainability Advantage program as it has so many opportunities for organisations to improve their practices. Sadly only 6 members have active participation in the program at present. Several aged care providers who are active in the Sustainability Advantage program have been invited to join the Committee. We are delighted to hear that 2 longstanding members are now in pursuit of a gold rating with the Sustainability Advantage program and we look forward to hearing more about their journey.

It has been hard to gain a focus on environmental sustainability during the confusing and complex rollout of the aged care reforms. Despite this, some activities have been popular. We were able to determine that in a combination of 119 sites, aged care providers are spending over \$2m on waste disposal. Other popular actions are the installation of solar panels, energy efficient lighting, worm farming and composting, and battery storage and use.

The aged care environmental sustainability section of the ACS website remains very popular, with over 600 hits in the year. The area includes many free tools, posters, DVDs and information on how to get started on a sustainability program.

The Committee was privileged to have some excellent presentations during the year. Royal Freemasons' Benevolent Institution, last year's Award for Excellence winners, shared their ground breaking work in measuring their carbon footprint in real time. David Sinclair from StewartBrown provided an overview of the data they collect on sustainability and have offered to do additional analysis to determine financial impacts of ESD principles.

AGED CARE BUILDING COMMITTEE



"WE COULD NOT HAVE SUPPORTED AGED CARE PROVIDERS APPROPRIATELY WITHOUT THE INVALUABLE ASSISTANCE OF THESE COMMITTEE MEMBERS"

CHAIRS: ILLANA HALLIDAY & CHARLES WURF

This Committee is a joint one with LASA NSW-ACT and provides a national oversight and feedback on all things to do with building and development. The bulk of Committee members are building professionals who generously donate their time and expertise to the sector. We could not have supported aged care providers appropriately without the invaluable assistance of these Committee members.

The Committee met 5 times over the year, with the major item being the legislated requirement to retrofit fire sprinklers into all aged care facilities. By working closely with the staff of the Department of Planning & Environment, we achieved adjustments to the requirements around postponements and supported the smooth rollout of the program.

Sprinklers are a major good news story for older people in NSW. Over 93% of facilities have now completed the program and have functioning sprinklers. The remaining facilities have either obtained a postponement due to complexities with their site, or the fact they are planning to close and move the residents into new buildings. We are well on track to having 100% of facilities with functioning sprinklers by end March 2017. This is despite several smaller standalone facilities struggling to find the funds, but with strong advocacy they obtained grants and are now implementing the works. This has been a major call on the resources of the sector, and is unusual work. This has meant that several organisations have struggled to complete the necessary regulatory hoops and they are still struggling to get final sign off. The departmental staff have been very helpful as we work through various different councils to get the paperwork done.

The other work of the Committee included its ongoing advocacy. This year that included the Seniors Living SEPP with a particular need to fix clause 26 which pertains to the proximity of shops and transport. This clause is being used by some councils to refuse the Significant Refurbishment developments, and to prevent new facilities from proceeding. We are falling behind the number of beds that are needed to be supplied in NSW and ACT, so this barrier is being tackled with the staff of the Department, the Minister for Planning and the Greater Sydney Commission.

Another major point of advocacy has been on the standard for body protection from electrical medical equipment (AS3003). Submissions and representations are being made to the Standards Board.

Over 80 people attended the Design & Construction Forum this year. As a recommendation of the conference, the Committee is working on some guidelines on how best to reduce staffing and operational costs by good design.

FINANCIAL ISSUES ADVISORY COMMITTEE



"THE COMMITTEE HAD A MAJOR FOCUS ON THE ONGOING DISRUPTIVE CHANGES BEING MADE TO COMMONWEALTH FUNDING"

CHAIRS: STEVE WALKERDEN & STEVE TEULAN
STAFF SUPPORT: ILLANA HALLIDAY

We would like to thank the 30 members of the Committee who have provided advice on many important issues throughout the year. The Committee met 4 times and supported a one day symposium with around 140 people attending this event as well as various other seminars and educational activities during the year.

Throughout the year the Committee had a major focus on the ongoing disruptive changes being made to Commonwealth funding for aged care services. The MYEFO started a process of cuts that were unexpected due to poor consultation. Fundamentally the sector disputes that the Government's modelling or trends are accurately portraying the real acuity and costs of providing appropriate care. The constant changing of the funding tool makes it impossible to construct reliable budgets or appropriately staff services. The latest round of proposed cuts are expected to cause staffing reductions as it is impossible for most facilities to absorb the cuts or adjust ACFI claims in the way that has previously been possible. This means it is now time to push for a new funding model, one that better meets the Government's need to cap expenditure while allowing providers and clients scope to negotiate on prices.

An enormous amount of time is being lost by providers needing to chase missed or inaccurate payments from the Government. Despite lobbying, the cost of the constant double handling of information and mistakes is not recognised by the Department.

There has been considerable work needed, and a variety of solutions, to address financial reporting for consumer directed care packages. Many providers have struggled to provide clear statements for clients, partially due to late communication of business rules from the Government. The retrospective changes to how to handle client contingencies is creating a new complication to the management and reporting of account balances.

The Department is also reviewing their system for payments to RACFs, but few details are available at this stage.

It has been a difficult climate in which to create and implement good financial systems. The Committee surveyed ACS members to explore what systems were in use. A large number of members are heavily reliant on excel spreadsheets, and as expected many smaller organisations most often are using in-house systems rather than the sophisticated products.

As part of the planned review of the Living Longer Living Better reforms, the Government appears committed to removing its liability for the Refundable Accommodation Deposits. A working party of the Committee is developing options to put forward to Government around how best to manage what is a very small risk for Government, although potentially a growing risk.

PROCUREMENT ADVISORY COMMITTEE



"IT IS THE OBJECTIVE OF THE COMMITTEE TO CONTINUE LOOKING AT NEW AND EXCITING INITIATIVES THAT WILL BENEFIT OUR MEMBERS..."

CHAIR: ALEX SHAW

STAFF SUPPORT: MIRA SANDRE & LIBBY LIDDLE

The ACS Procurement Advisory Committee (PAC) has progressed the opportunities of looking at benchmarking particular products and services. The process has been to establish an ACS PAC benchmarking spreadsheet located in Google ensuring confidentiality for both members and product suppliers. Establishing the criteria for inclusion were critical as it ensured the data captured was both relevant and measurable and would be able to provide our members with a data pricing scale. The ACS PAC is currently working towards populating the spreadsheet with Continence Management products and prices.

There continues to be a valuable exchange of information within the Committee on other areas with discussions focusing on energy pricing, waste and uniforms. These are valuable and assist with an insight into the best means of handling tenders.

The ACS Procurement Portal continues to provide an on-line option for tenders and the Committee is continuing to investigate the opportunities available for our members to tender via this process.

Corporate Associates presenting to the Committee continue to be a valuable opportunity for both members and suppliers. We received presentations from several Corporate Associates, with a notable presentation from Country Care, who joined as a Silver Sponsor of ACS with strong capacities to work in the community sector of Aged Care. It is the strength of these relationships that continue to gain benefits for our members.

It is the objective of the Committee to continue looking at new and exciting initiatives that will benefit our members and focus on buying behaviours to identify how we can consolidate purchasing and gain economies of scale for all our members.



HACC

TRANSITION PROJECTS 2015-16



"THERE WERE MANY CHALLENGES FOR PROVIDERS AND CONSUMERS ALIKE. THE FEEDBACK FROM ORGANISATIONS HAS BEEN VERY POSITIVE ABOUT ACS SUPPORT."

MICHELLE NEWMAN - SECTOR DEVELOPMENT & TRANSITION MANAGER

2015-16 was another year of significant change for the community aged care sector and an extremely busy year for the Sector Development & Transition Team (note change from Home and Community Care [HACC] Transition Team to better reflect the changes within the sector). On 1 July 2015 the new Commonwealth Home Support Program (CHSP) commenced, signifying the most substantial reform to the community in-home support programs for the last 30 years. CHSP is a consolidation of the Commonwealth HACC Program, planned respite from the National Respite for Carers Program (NRCPI), the Day Therapy Centres (DTC) Program, and the Assistance with Care and Housing for the Aged (ACHA) Program.

This change was momentous for many in the sector, including our own Melinda Patterson who after 18 years as a 'HACC DO' became Sutherland Shire Sector Support & Development Officer (SSDO). For ACS members and the sector one of the most significant changes in the transition to CHSP was the introduction of a centralised gateway - My Aged Care (MAC) - as the new entry point into aged care. The role of assessment moved to the MAC Regional Assessment Service (RAS) which is now responsible for conducting face-to-face assessments of older people seeking entry-level support at home, provided under CHSP. There were many challenges for providers and consumers alike with the introduction of this new system and the Transition Team worked closely with policy staff to advocate for the sector and seek resolution to many of the issues.

In addition, the CHSP providers negotiated new grant agreements, implemented a new fees framework and were introduced to a new performance reporting system - the Data Exchange (DEX). Many providers also received an extension of funding to 2018 for most direct services, and wrestled with the announcement that there would be a consolidation of Home Care Package (HCP) program and CHSP into one integrated program from 2018.

At the same time these reforms in aged care were being implemented, many CHSP providers were also preparing for the full rollout of National Disability Insurance Scheme (NDIS) and the move from grant based funding through

Community Care Support Program (CCSP) to individualised NDIS payments from July 2016. The Transition Team through its various projects has supported the sector through these reforms and advocated strongly on their behalf.

The following provides some highlights for the year and insight into the broader work of the Team.

ABORIGINAL SPECIFIC COMMUNITY FORUM

In response to concerns raised by Aboriginal members, ACS partnered with the NSW Aboriginal Community Care Gathering Committee, the NSW Community Care Forum (CCF), the Illawarra Forum and the HACC Development Officer Network to conduct an Aboriginal specific service provider workshop in Sydney on 31 July 2015.

The workshop provided current information on the aged care reforms and explored the challenges and opportunities for Aboriginal services and the communities they work with in NSW. Over 75 representatives from Aboriginal services (including government and non-government agencies) attended the workshop from across NSW. A report was prepared that documents the key issues and actions raised by participants.

EORA ELDERS OLYMPICS

ACS Aboriginal Sector Development Officers (ASDO) held their second annual Eora Elders Olympics event during Seniors Week, 2016. This year there were over 75 Aboriginal and/or Torres Strait Islander people who participated in a range of modified traditional sporting activities such as Koori, Gorri and Borojin as well as several other low impact games.

Participants included clients of Aboriginal Medical Service (Redfern), Guriwal Aboriginal Corporation, Kurranulla Aboriginal Corporation and Wyanga Aboriginal Aged Care, and Australian Unity (formerly Aboriginal Home Care). The event took place at Hurstville Aquatic Centre and had good media coverage including live streaming on ABC 92 with Wendy Harmer. A great day was had by all and the games were played in the spirit of goodwill and sportsmanship.



CAPACITY BUILDING PROJECT – STATE-WIDE

The ACS Capacity Building project is funded under the Aged Care Service Improvement and Healthy Ageing Grants (ACSIHAG) program. The project builds on the strengths of small aged care organisations in regional and rural areas across NSW and ACT and provides a range of supports to improve their capacity in areas such as governance, planning, operational management, workforce development, consumer focused outcomes within a wellness and reablement service delivery model, and identifying opportunities for targeted networking and partnerships.

The project is delivered through a coaching and mentoring approach aimed at building the capacity of management and staff working in small organisations. This year 52 organisations expressed interest in participating in the project and the team was able to support 38 organisations. The feedback from the organisations has been very positive and ACS is currently undertaking a formal evaluation of the project to guide the next 12 months.

RESPIRE PROJECT – STATE-WIDE

The National Respite Australia peak body closed this year and ACS was pleased to continue a small part of the great work that this organisation did to support respite providers in both the aged care and disability sectors.

The ACS Respite project is aimed at supporting the transition readiness of CHSP and CCSP respite providers in NSW and ACT with a focus on working with small organisations, particularly those in regional, rural and remote areas. The project is funded through sector development funds from the Australian Department of Health (DoH) and NSW Family & Community Services, Ageing Disability and Home Care (ADHC).

This year Stage 1 of the project was completed with a comprehensive consultation with small respite providers across NSW and ACT to identify the challenges facing them as the reforms progress and how the project can support them through the reforms. The key objectives of the project are to - support respite organisations in the community care system to engage with the reforms; make strategic decisions about capacity to participate in the

implementation of NDIS and CHSP, and explore business models and opportunities that enhance sustainability. The final report from the consultations has been prepared and will influence the activities for the next 12 months.

TRANSITION ASSISTANCE PROJECT

ACS partnered with the ADHC in managing the Transition Assistance Program (TAP), a new \$5m grant program to assist disability support providers in regional and remote areas of NSW to transition to the NDIS.

TAP provides small organisations in regional and remote areas the opportunity to implement key initiatives that will better prepare them for the new service landscape that the NDIS reforms are delivering for individuals with a disability. ACS received 152 applications for funds which were reviewed by a three member panel and 131 applications were recommended for funding. This represented 137 disability service providers.

The TAP funds will be distributed to organisations in July and ACS will continue to partner with ADHC in monitoring the outcomes of the individual projects over the next 12 months.

RELATED AGED CARE REFORM WORK

The Transition Team continued to be actively engaged in a range of aged care related activities including: representing ACSA and ACS on several national working groups; consultation with members and the broader sector; preparing submissions at a State and National level; organising and speaking at community care forums across the State; working with DoH, DSS and LASA to deliver regional information and training sessions; organising Aged Care Expos and forums with RAS staff; hosting and providing secretariat support for the NSW Community Care Forum; and engaging with providers on a one to one basis.

The Transition Team would like to acknowledge the commitment of all ACS staff in supporting the Transition Team to operate effectively and achieve such positive outcomes for members and the broader sector. In particular we have worked closely with the ACS Community Policy Adviser, Lisa Ralphs, and all members of the Community Advisory Committee (CAC) to support and strengthen the community aged care sector.



ACS WEBSITE STATISTICS

1 JULY 2015 – 30 JUNE 2016

WEBSITE VIEWS BY AREA



INDIVIDUAL PAGE VIEWS

154,657

TOP 5 WEBSITE PAGES

1. ACFI COURSES
2. NSW COURSES
3. Upcoming Events
4. NSW Transition Assistance Program
5. Community Care Common Standards

IAS MEMBER LIST

- ESP Healthcare
- Hakea Holdings Pty Ltd
- Home Nursing Group
- Just Better Care Australia
- Kenna Investments Pty Ltd
- Keverin Investments Pty Ltd
- Majestic Health Aged Care Pty Ltd
- Melbar Pty Ltd (ABC Home Care)
- Newcastle & District Nursing Service
- NSW Home Support Services
- Oxley Home Care
- Premium Aged Care Services



WEBSITE VIEWS BY SECTION

PAGES	PAGE VIEWS
Education & Training	41315
Events	9356
Community Care	7193
About ACS	5762
Aged Care Reforms	3022
Employee Relations	1873
Environmental Sustainability	1750
Corporate Associates	1436
Members Sections	1079
Working in Aged Care	1024
Publications & Submissions	987
Residential Care	655
Retirement Living	211
Sprinklers	186
Media Releases	141

ACS CORPORATE SPONSORS

ACS NSW & ACT Corporate Associates total 83 - that is 10 National Partners, 13 Corporate State Sponsors and 60 Corporate Associates. Many of these companies have supported ACS by participating in conferences, sponsoring events and participating in presentations to ACS Committees.

Their support and active participation enhances the services we can offer members while also providing valuable sector feedback into the development of their products and services. ACS continues to build on these relationships to strengthen the image and profile of the aged sector.

To ensure this scheme is valued by ACS Associates, we encourage members to make use of the Corporate Associate section of the ACS website when sourcing new products and services (please note ACS does not endorse any particular supplier). Here you will find a categorised listing including company contact details and a link to the company's website.

ACS continues to offer Corporate Sponsorship packages for those Corporate Associates who wished to gain a high level of exposure through ACS. The Diamond, Platinum, Gold, Silver and Bronze packages allow Corporate Associates to bundle their sponsoring, exhibiting and advertising together. The 2015/16 Diamond, Platinum, Gold, Silver and Bronze Corporate Sponsors are listed.

ACS also acknowledges the support of the National Partners and State Corporate Associates for 2015/16.

ACSA NATIONAL PARTNERS

Aged Care Channel
ANZ Bank
Bentleys
DOCOMEMONDAY
Hills Health Solutions
HESTA Super Fund
Russell Kennedy
SCA Hygiene/TENA
Thomson Adsett
Wellness & Lifestyles



DIAMOND SPONSOR
FIRST STATE SUPER



GOLD SPONSOR
PAYNTER DIXON CONSTRUCTIONS



PAYNTER DIXON
HEALTH & AGING SERVICES

SILVER SPONSORS
COUNTRY CARE GROUP
CHURCH RESOURCES
HARTMANN
HOLMAN WEBB LAWYERS
PRIME SUPER

BRONZE SPONSORS
AGED CARE FINANCIAL ADVISERS
GOW-GATES INSURANCE GROUP
HESTA
PERFORMHR
PROVIDER ASSIST
STEWARTBROWN ACCOUNTANTS

ACS STATE CORPORATE ASSOCIATES

COMPANY	COMPANY
Acetek	Lee Care Solutions
Advanced Design Clothing Company	Lorraine Paulas & Associates
Affinity Aged Care	Maxxia
Aged Care Steps	MDF Group Pty Ltd
Agewell Physiotherapy	Microsolve
AIM Software Pty Ltd	Mirus Australia
Alchemy Technology	Morgan Stanley Wealth Management Australia
APP Corporation	Moving on Audits
Atkinson Viden Pty Ltd	Nextt Health Pty Ltd
Australian Blindness Forum	NRMA
Babyboomers	Ontex Australia
Best Priced Pharmacy	PJ Maynard Consulting
Blackett, Macquire & Goldsmith	PASCOP
Bunnings	Premier Consulting
Bunzl	QPS Benchmarking
Calder Flower Architects Pty Ltd	Recovery Partners
Catering Industries Pty Ltd	RSM Bird Cameron
Coleman Greg Lawyers	Safety & Mobility Pty Ltd
Creek Solutions	Simavita
DPS Publishing	Sirius Care
Eric Wood Consulting	Slater Byrne Recoveries
E-Tools Software	Software North
Fileforce	Sturdy Framac
Gadens Lawyers	Supercare Property Services
Green Sea Shell Consulting	The Drug Detection Agency
Grindley Constructions	Total Mobility
Guardian Health Support Services	Underwood & Associates
Human Care Australia	Unique Care
Independence Australia	Voice Project
Kimberley-Clark Australia	Webstercare

EVENTS IN 2015-16	PARTICIPANTS*
CHSP: Now and into the Future Forum and CHSP & CDC making our tracks into the future Workshop - 30 & 31 July 2015	292
Design & Construction Forum - 27 October 2015	83
Community Forum "Securing Our Place in the Future" - 11 November 2015	162
Frontline2015 Leadership & Development Forum - 19 November 2015	105
Clinical Forum - 18 February 2016	70
2016 ACS Northern Regions Conference - 17 & 18 March 2016	105
AAG & ACS Regional Conference - 7 & 8 April 2016	110
2016 ACS State Conference - 3 - 5 May 2016	355
2016 ACS Seniors Housing & Retirement Living Symposium - 26 May 2016	57
2016 ACS State Awards for Excellence - 21 June 2016	133
2016 ACS Finance Symposium - 21 & 22 June 2016	142

*Please note these numbers include Member registrants, Non Member registrants, Speakers, Sponsors, all Exhibitors and Staff.

SEMINAR SCHEDULE 2015-16	PARTICIPANTS
24 August, 2016 - Affordable Housing Models for Retirement Village Operators	31
2 September, 2015 - No alcohol or drugs, please - this is a workplace Employees and drugs and alcohol	12
5 February, 2016 - Managing Ill or Injured Workers	22
22 February, 2016 - User Charging & Admission Requirements Workshop and Interpreting the Medicare Statement Workshop	76
16 March, 2016 - User Charging & Admission Requirements Workshop and Interpreting the Medicare Statement Workshop	27
6 April, 2016 - User Charging & Admission Requirements Workshop and Interpreting the Medicare Statement Workshop	31
13 April, 2016 - Workforce Planning	10
24 May, 2016 - The Rainbow Tick (LGBTI Accreditation)	17
1 June, 2016 - Legal Update - Incident Management in Aged Care, dealing with complaints and claims, the Coroner and Mandatory Reporting	12
6 June, 2016 - Workers Compensation - Strategies and Practices for a Modern Aged Care Workplace	10
23 June, 2016 - User Charging & Admission Requirements Workshop and Interpreting the Medicare Statement Workshop	31
TOTAL NUMBER OF PARTICIPANTS ACROSS ALL EVENTS	1893

2016 ACS STATE AWARDS FOR EXCELLENCE

The 2016 ACS State Awards for Excellence Presentation dinner was held on Tuesday June 21 at Doltone House, Hyde Park. The winners were as follows:

- **Human Resource Management Award, Sponsored by Voice Projects**
PACE Aged Care
- **Trainee Award, Sponsored by Stewart Brown**
Jarred McClellan, McLean Care
- **Gareth Williamson Sustainability Award**
Southern Cross Care NSW & ACT
- **Volunteer Award, Sponsored by Holman Webb**
Beverley McIntyre, integratedliving Australia
- **Employee Award, Sponsored by HESTA**
Jacqui Flood, McLean Care
- **Aboriginal & Torres Strait Islander Cultural Competencies**
Integratedliving Australia
- **Organisation Award Winners, Sponsored by Supercare Property Services**
NovaCare Community Services
Adssi HomeLiving Australia



TRAINEE WINNER
JARRED MCCLELLAN



GARETH WILLIAMSON
SUSTAINABILITY AWARD
SOUTHERN CROSS CARE NSW & ACT



VOLUNTEER WINNER
BEVERLEY MCINTYRE



EMPLOYEE WINNER
JACQUI FLOOD



HUMAN RESOURCE MANAGEMENT AWARD
PACE AGED CARE



ORGANISATION WINNERS
NOVACARE COMMUNITY SERVICES



ADSSI HOMELIVING AUSTRALIA



ABORIGINAL & TORRES STRAIT
ISLANDER CULTURAL
COMPETENCIES
INTEGRATEDLIVING AUSTRALIA

ILLAWARRA REGIONAL COMMITTEE

"MEMBERS FROM THE REGION FORMED A LOBBY GROUP TO OPPOSE THE RECENT ACFI CUTS AND CALLED FOR A MORATORIUM ON THE CHANGES UNTIL ACFI WAS TRANSPARENTLY REVIEWED"

CHAIR: MARK SEWELL

The ACS Illawarra/Shoalhaven Regional group held 3 meetings in the past financial year - August, November and April.

Our regional Work for the Dole Co-ordinator attended the 18 August, 2015 meeting and spoke about the new job active, work for the dole schemes. Good employment and placement ideas were exchanged and members agreed to take placements and receive the support allowances. It's very important aged care becomes a priority for people re-entering the workforce if we are to meet our workforce goals.

At the November meeting Drs Eliza De Vet and Tamartha Stutchbury from the University of Wollongong presented their "Enablise" project where research feedback from older people is being used to design and redesign new mobility aids and appliances for potential manufacture.

In April we had ACS Central Coast Regional Chair Phil Walsh explain how the new PACE Aged Care shared services model might work across the Illawarra. This strengthening strategy is being considered to enable ACS members to share resources such as training, development and administration.

Five members from the region formed a lobby group to oppose the recent ACFI cuts and called for a moratorium on the changes until ACFI was transparently reviewed. Whilst disappointed by the Government and Opposition's response, it was great to have 5 organisations working together for the common good of staff numbers and the services for older people across the region.

It's a pleasure to work in such a cohesive and cooperative place as the Illawarra.



ACS NEW ENGLAND REGIONAL COMMITTEE

"AS A GROUP WE LOOK FORWARD TO THE OPPORTUNITIES THAT THE NEW ACSA WILL BRING AS WE CONTINUE TO EXPLORE BETTER WAYS TO DELIVER OUR SERVICES THAT KEEP PEOPLE IN OUR REGION AT THE CENTRE OF OUR ENDEAVOURS"

CHAIR: SUE THOMSON

These are challenging times – more options, more choices, more ways to receive care and more organisations to provide it. That's the story for us now and for well into the future. It is more important than ever that we understand our communities, ensure we have robust plans for our future and continue to forge strong effective relationships with each other and our communities. During this past year, we have done just that – using our meetings to support each other, share information and to drive collaboration and innovation within our region.

As a group, the New England Regional Committee has steadfastly held our commitment to work with ACS to do whatever we can do to keep aged care at the forefront of state and national policy agendas, giving voice to aged care in our region. The New England Aged Care Planning Region has 4 state National Party MPs and almost every organisation involved in the New England Committee made individual and group representation to these members on the RN 24/7 issue – we were a force to be reckoned with – and we still are.

We are now lobbying our Federal members, of whom there are 2 in the New England Aged Care Planning Region on the ACFI issue as well as meeting with our state members again to get them involved in dialogue about aged care with their Federal counterparts.

MAC and RAS have significantly impacted on occupancy levels for residential and home care providers since July 2015. 47 percent of the residential aged care beds in this region are operated by community owned organisations and 42 percent of these organisations are between 11-30 beds operating in small rural towns of populations between 330 and 2000.

Many of these organisations are seeing a major reduction in occupancy – a phenomenon that many have never experienced since their inception. In a time when viability and sustainability is high on the agenda ACS and the New England Regional Committee are a major support for these organisations in terms of resources and strategy sharing.

Providers of HCP and CHSP in this region have also struggled with the impact of the MAC and RAS, as well as the antiquated Medicare payment system – tenacity and persistence is helping ACS gain ground in system improvements thanks to the region's activism.

On behalf of the New England region, I would like to thank Illana for her leadership and her team for their considerable dedication, energy and effort they give in helping this region navigate the year that was. Thanks to Autumn Lodge and RFBI Moonby House for their generosity in hosting our meetings this year.

As a group we look forward to the opportunities that the New ACSA will bring as we continue to explore better ways to deliver our services that keep people in our region at the centre of our endeavours.



CENTRAL COAST REGIONAL COMMITTEE

"FIVE MEMBERS OF ACS HAVE
COMBINED TO WORK AS A
BUYING GROUP..."

CHAIR: PHILLIP WALSH

SECRETARY: SARAH-JOE WILLIAMS

Education has been a focus throughout the year with the ACS utilising three of our facilities (Evergreen Life Care, Peninsula Village and Blue Wave Living) to deliver education programmes. Thank you to these facilities for making it easier for our staff to attend education locally and thanks also to the ACS for making this possible.

It is a shame that our recent ACFI reforms now need tinkering with in such a big way within only 2 years of their inception. So much for Living Longer Living Better, these changes to the ACFI can only hinder the care models that we deliver but are any of our politicians listening.

With the recent Federal Elections we have had a change in the makeup of our local politicians. Although we spent considerable time last year in educating the sitting members and those in opposition on the needs of the aged care sector, it is now essential we continue with this tutoring of our new Members of Parliament so they can be our voice in Canberra.

With Medicare Local being revamped into the Primary Healthcare Network 3 of our members now sit on the Central Coast Aged Care Network with the intention of influencing local aged care directions. I thank these members for offering their time to improve the distribution of aged care services throughout the district.

This year also saw the launch of Pace Aged Care Ltd on the Central Coast. Five members of ACS have combined to work as a buying group whilst at the same time sharing various services. It is encouraging to see a group of facilities that are reviewing their business model to protect their long term viability whilst retaining their link with their local community. Thank you to ACS for their assistance throughout the formation of this group.

Our thanks must go to the management and staff of ACS. Regularly our facilities ask for assistance and the support is greatly appreciated. Having ACS staff members attend our meetings has also created worthwhile discussion on many industry topics.



ACS HUNTER REGIONAL COMMITTEE

"AS IS TO BE EXPECTED THE BULK OF THE EFFORTS THIS YEAR HAS BEEN FOCUSED ON RESPONDING TO CHANGES FROM THE REFORMS..."

CHAIR: KAREN BEST
SECRETARY: DAVID KNIGHT

2015-16 has been a big year for the Hunter Branch. As is to be expected the bulk of the efforts this year has been focused on responding to changes from the reforms, especially in our Home Care Base and more recently advocating to repeal the proposed ACFI cuts with many members actively involved in supporting the ACS and other campaigns through social media and open days.

We have continued to host several guest speakers including Bernie Garrett from Foundation Leadership, Lyndell Fogarty from performHR and Ruth Hutchinson from HunterNet. Along with these we have had representation from ACS IR and Education representatives.

Members have also been involved in providing financial and case study feedback for the proposed ACFI changes and also to support the ACS campaign regarding the 24/7 Registered Nurse in Aged Care proposal.

Many of our members continue to sit on Advisory Committees, with the Hunter now being represented on most ACS Advisory Committees. This greatly assists members to remain up to date on a range of issues and actions that are being taken, and our thanks go to the dedicated members who make the trip to Sydney on a regular basis to help members remain informed in the Hunter.

The Hunter group has made a concerted effort to get out to different locations for meetings this year with meetings held at Wareah, Bulahdelah and Booragul.

Attendance again continues to be patchy and seems to be reflective of workload commitments of members. We initiated a survey to address this and have moved our meetings around and invited speakers to attract new members in response to this.

Our Chair also contributed to the communication forums and financial feedback forums for the Rural and Remote project in Sydney.

We continue to have involvement from some HACC providers and this has added to the discussion around the table.

Overall it's been another busy year and we look forward to the challenges over the next 12 months.



FAR NORTH COAST REGIONAL COMMITTEE

"ONCE AGAIN THE INDUSTRY IS
BEING SUBJECTED TO PROPOSED
CUTS BY THE GOVERNMENT".

CHAIR: P M CARTER

I would like to open by thanking Illana and the ACS staff who always provide good sound advice to us at a moment's notice, on many occasions. The Far North Coast has had 2 meetings this year, the third cancelled due to lack of numbers following the March 2016 ACS Northern Region Conference in Ballina.

Numbers for the North Coast Region have picked up, and the real reason for the increase has been the attendance of ACS staff bringing everybody up to date with matters that are occurring in the industry.

ACAR Fund Outcome

Once again some winners and losers in the Aged Care Approvals Round with the last round for CDC's. After 18 years of applications for firstly CACP's and then EACH, a facility in the Far North Coast finally snagged 32 CDC's in the last ACAR. The region has a rapidly growing older population so this is an important recognition of demand.

Education

Our members in this area are happy with the variety of education provided to us by ACS. We in the Far North Coast are fortunate to have education courses provided to us in this area by ACS. However unfortunately some courses get cancelled due to lack of numbers which is a shame. Support for these education courses is vital to save us travel and accommodation costs to attend them in Sydney. Let's hope the attendance rate continues to increase.

Conference Far North Coast

March 2016 saw the ACS Northern Region Conference held in Ballina. It was great to see a good attendance at this conference, and all speakers selected and exhibitors proved popular with those who attended. I did not hear from any negatives about this conference rather that it was a great conference and topics were all relevant. Full compliments to Illana and her team for such a successful event.

Government Cuts

Once again the industry is being subjected to proposed cuts by the Government. The figure to be cut from ACFI or rather CHC will cost the industry between \$1.2 billion to \$2 billion. This will put enormous pressure on the health facilities in our region, as it looks like a cost shifting exercise when we reduce funding to those with complex health care needs. The members of the region strongly lobbied to have this unfair policy overturned, using the election campaign as a chance to put pressure on all candidates.

RN 24/7

Sadly a negative that the LLLB Reforms has brought about, is the quest by a union and a political party and some others to have RNs placed in all aged care facilities around the clock in NSW. This would have meant a cost around \$150 million across NSW but even worse for us in this region is that it is already a struggle to have RNs on 24/7 because we find it hard to get enough RNs. There are several facilities (previously hostels) in our region that would have to consider closure as they cannot get the RNs, even if they can afford them.

This poorly thought out expansion of RN coverage would cause loss of jobs for non RN staff, and if facilities close it will push older people out of their own towns and into larger centres where less people will visit them and their lives will mean nothing. This is going to be an ongoing battle, and seems to be driven by a desire for growth in union membership and policies not reflecting the reality of life in the country regions.

In closing I wish to thank the Far North Coast Regional Committee executive for their contribution, members for their attendance and Illana and her team again for their valued support. We look forward to being part of ACSA.

SYDNEY WEST METROPOLITAN NETWORK

"...OPEN DISCUSSION WHICH MEMBERS FIND MOST USEFUL ESPECIALLY GIVEN THE ONGOING CHANGES IN AGED CARE"

CHAIR: GERRY RENOUF

The Sydney West Metropolitan Network continues to be an active group with a number of people from diverse organisations either attending or receiving the notes from the meetings.

We continue to invite guests to speak on topical issues in order to make the attendance at meetings worthwhile to members who have constant demands on their time.

Over the last 12 months we met 6 times. Meetings are held on the second Thursday of every second month.

The meetings were rotated to different sites however it was found more practicable to hold them at one site which appears to suit most members. Our thanks to Barry Wiggins for making facilities available at Our Lady of Consolation, Rooty Hill.

We have close to 22 members who attend from time-to-time. Average attendance during the last year was 10.

Guests speakers at our meetings this year have been:

- **Stephen Hambridge - Resources for Profit**
Resources for Profit is comprised of experienced senior executives, who specialise in helping organisations manage their indirect costs.
- **Ray Mao - IT Compass**
IT Compass is a company which provides IT business solutions for small and medium organisations in all areas of industry ranging from Government funded organisations to a large supermarket chain.
- **Steven Weultjes - Marketing Director and Founder of CURA Digital Agency**
Steven presented on social media and websites. He demonstrated how social media and the internet are becoming increasingly important to our sector in the face of the changing environment of Aged Care and the era of deregulation of the industry.

- **Wayne Gollledge, Chief Executive Officer, Impact Group and Steven Bird, Project Director - Retirement and Aged Care, Impact Group**

Wayne and Steven outlined the services which the Impact Group provides in terms of a multi-disciplinary service of Development Management, Project Management and Fire Safety. They specialise in aged care, retirement living and the general residential market.

- **Janet Glaser, ACS Learning Centre Manager**
Janet provided details of forthcoming educational events as well as providing an overall update on activities at ACS.
- **Lyndell Fogarty, CEO, PerformHR**
Lyndell spoke on the topic of "getting the right person for the job". She covered topics such as - employee engagement and staff appraisals.

Part of each meeting is for open discussion which members find most useful especially given the ongoing changes in aged care. Major issues discussed throughout the year included:

- RNs on duty 24 hours in all facilities
- Resident Ambulance transport
- DAPS & RADS
- Home Care Packages (CHCs)
- Pastoral Care Network (PASCOP)
- Changes to Workers Compensation

During the year we farewelled Terry Madden (BCAC) and Marian Achten (Abel Tasman). Both Terry and Marian have been great supporters of our meetings and ACS in general.

RIVERINA REGIONAL COMMITTEE

"WE CONTINUE TO SHARE ANY INFORMATION WHICH COMES OUR WAY WITHIN THE REGION."

CHAIR: WENDY ROCKS

2015-16 has been and will continue to be very busy for all Providers, and the Riverina is no exception. This year we resolved to meet only 3 times during the year, to minimise travel and excessive commitments other than what is already on the daily agenda for the Riverina Providers.

The 2 meetings we have had thus far have proved to be of great benefit, with Illana Halliday providing a very comprehensive update at both, and with attendance numbers worthwhile. In addition to the regional meetings, some of the regional members have also attended ACS education forums being held in Albury and Griffith and reportedly have found this convenience well worth the effort of travel.

We continue to share any information which comes our way within the region, including any mentoring advice that may be useful for new managers to the industry or to the region, and the Chair continues to distribute and advertise any ACS initiatives being held in the region.

The region and other regional members have communicated of late about how and when we have supported the campaign against the proposed ACFI cuts, and it has been encouraging to hear others' meetings with MPs and media in this regard.

It was good to see some members of the Riverina Regional Committee at the ACS State Conference and the Finance Symposium recently.

The final meeting for the year will be in November on Friday November 4 at Berrigan Aged Care.

CENTRAL WEST REGIONAL COMMITTEE

"... INFORMATION SHARING AND ACS INVOLVEMENT HAS BEEN EXCEPTIONALLY VALUABLE FOR STAND-ALONE RESIDENTIAL CARE..."

CHAIR: RAYMOND HARRIS

In 2014 we resolved due to distance, to alternate our meetings to more central venues of Bathurst and Orange in anticipation that attendances would improve.

The Orange venue was not a success but also noting attendances remained stable at Bathurst and we resolved that Cheriton at Bathurst was more convenient for our attendees of mainly stand-alone facilities, although it appears that Orange has proven successful and accessible for ACS Training and Courses.

There has been no change in the last 3 years of attendances again mainly attended by stand-alone facilities. All efforts to make the venue more accessible and focusing on more interesting and varied content of meetings has been to no avail and we are completely ignored by larger facilities in our region apart from attendances from RFBI and UPA.

Notwithstanding this, the information sharing and ACS involvement has been exceptionally valuable for stand-alone residential care especially the comprehension of the impact of budget cuts to rural and remote facilities for the fiscal period 2016/2017.

In discussion and noting our own vulnerabilities and the difficulties of maintaining the status quo and the realisation that these cuts could be catastrophic to our viability, we have ensured that through this communiqué to be proactive and emulating proven experiences of our colleagues and have taken on board various methodologies to ensure our viabilities.

Reiterating my previous consternation that the larger organisations have very little staff involvement with the ACS regional structure in the Central West and as previously reported, we have made numerous attempts by contacting key personnel, updating mailing lists, and personal phone calls to no avail, it appears to me that there is a cursory examination of the benefits of attending our meetings.

Although small in numbers in my opinion our meetings are committed, productive, educational and a means of reducing the chasm of intellectual isolation.

ORANA & FAR WEST REGIONAL COMMITTEE

THE ORANA & FAR WEST REGIONAL COMMITTEE MEMBERS REMAIN RESILIENT AND FOCUSED ON PROVIDING THE HIGHEST QUALITY CARE AND ACCOMMODATION...

CHAIR: CATH BUSH

SECRETARY: LEANNE REDFERN

We have held 4 meetings in the past year which have been reasonably well attended despite the distances our members have to travel. Our network remains very strong and supportive of each other and values the meetings.

These meetings have provided an excellent forum to share ideas which is extremely helpful with the ever changing Aged Care Industry. Our guest speakers have been informative and educational for our members. Some of the issues discussed over the past 12 months have included:

- ACSA transition
- Registered Nurses 24/7
- ACFI funding changes and the impact on facility income
- Developing business models based on future changes
- Home Care Packages under CDC
- Significant refurbishment
- Enterprise Agreements
- Accreditation
- My Aged Care

In April we were fortunate to host the AAG & ACS 2 day Regional Conference in Dubbo. It was an excellent conference and members who took the opportunity to attend the conference found the 2 days to be both valuable and enjoyable.

The Orana & Far West Regional Committee members remain resilient and focused on providing the highest quality care and accommodation for residents and services with the support of each other whilst addressing the challenges of change within the industry.

On behalf of the Orana & Far West Regional Committee, I wish to thank Illana and her staff for the support they give to this region, which is appreciated by all.



ACS 2015-2016 FINANCIAL REPORT



DIRECTORS' OPERATING REPORT

AS AT 30 JUNE 2016

Aged & Community Services NSW & ACT is registered as a company limited by guarantee and not having a share capital under the provisions of the *Australian Charities and Not-for-profits Commission Act 2012*. The Directors present the financial report of Aged & Community Services NSW & ACT for the year ended 30 June 2016 and report as follows:

NAMES OF DIRECTORS

The names of and other information on the Directors in office during or since the end of the year are as follows. The Directors were in office for this entire period unless otherwise stated.

Ms Vivienne Allanson (*President*)
Mr Paul Sadler
Mr Paul McMahon (*appointed October 2015*)
Mr Philip Armstrong (*resigned October 2015*)
Mr Rob Freeman
Mr David Goodhew
Ms Sue Thomson (*appointed October 2015*)
Ms Jenni Allan (*appointed February 2016*)
Mr Ross Low
Mr David Maher
Mr Raad Richards
Mr Mark Warwick Sewell
Mr Alexander Shaw
Mr Stephen Teulan
Mr Ron Thompson
Mr Stephen Walkerden (*resigned October 2015*)
Ms Alexandra Zammitt
Ms Helen Wilson (*resigned December 2015*)

The Directors were in office for the whole of the financial year unless otherwise stated.

PRINCIPAL ACTIVITIES

ACS is a registered industrial organisation of employers who are aged and community care providers in the non-profit, charitable sector. As a representative organisation ACS represents members' views politically at a Commonwealth and State level, either directly in its own right or indirectly via Aged and Community Services Australia (ACSA).

There has been no significant change in the nature of the company's principal activities from the previous year.

OPERATING RESULT

The operating result of the company for the financial year was an operating deficit of \$69,920 (2015: surplus \$17,091).

SIGNIFICANT CHANGES IN STATE OF AFFAIRS

There were no significant changes in the state of affairs of the company during the financial year.

DIRECTORS' OPERATING REPORT

AS AT 30 JUNE 2016

MEETINGS OF DIRECTORS

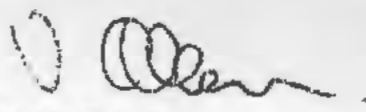
The number of meetings each Director was eligible to attend and actually attended during the financial year is summarised as follows:

Name	Eligible	Attended	Name	Eligible	Attended
Ms Vivienne Allanson	7		Mr Ross Low	7	
Mr Paul Sadler	7	7	Mr Stephen Walkarden	2	
Mr Alexander Shaw	7	3	Mr Steve Teulan	7	6
Mr David Goodhew	7		Ms Alexandra Zammit	7	
Mr David Maher	7		Mrs Helen Wilson	7	4
Mr Mark Sewell	7		Ms Jenni Allan	4	4
Mr Philip Armstrong	2	2	Ms Sue Thomson	5	3
Mr Rood Richards	7		Mr Paul McMahon	5	3
Mr Rob Freeman	7	6	Mr Ron Thompson	7	5

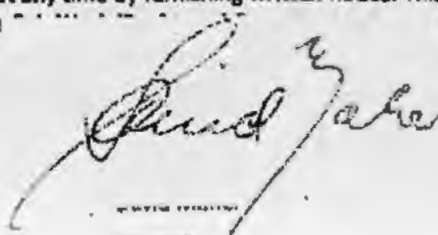
OTHER INFORMATION

In compliance with S254(2) of the *Fair Work (Registered Organisations) Act 2009* and Regulation 159 of the *Fair Work (Registered Organisations) Regulations 2009*, the Directors provide the following additional information:

1. The company at the end of the financial year had 291 members.
2. The company had 35 employees at the end of the financial year.
3. The Superannuation affairs of the company are conducted by independent fund managers on behalf of the employees. No Director, officer or member of the company has any involvement with the company's Superannuation. Employees choose their own superannuation fund.
4. Members have the right to resign from the company at any time by furnishing written notice. This right means the company's rules meet the requirements of S174 of the *Corporations Act 2001*.


Vivienne Allanson
President

5 September 2016


Ron Thompson
Director

STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2016

	Note	2016 \$	2015 \$
ASSETS			
Current assets			
Cash and cash equivalents	6	9,724,669	4,082,914
Trade and other receivables	7	977,433	1,421,359
<i>Total current assets</i>		<u>10,702,102</u>	<u>5,504,273</u>
Non-current assets			
Property, plant and equipment	8	388,437	224,013
<i>Total non-current assets</i>		<u>388,437</u>	<u>224,013</u>
TOTAL ASSETS		<u>11,090,539</u>	<u>5,728,286</u>
LIABILITIES			
Current liabilities			
Trade and other payables	9	7,807,610	2,384,591
Provisions	10	147,902	122,665
<i>Total current liabilities</i>		<u>7,955,512</u>	<u>2,507,256</u>
Non-current liabilities			
Provisions	10	23,272	39,355
<i>Total non-current liabilities</i>		<u>23,272</u>	<u>39,355</u>
TOTAL LIABILITIES		<u>7,978,784</u>	<u>2,546,611</u>
NET ASSETS		<u>3,111,755</u>	<u>3,181,675</u>
EQUITY			
Accumulated funds		<u>3,111,755</u>	<u>3,181,675</u>
TOTAL EQUITY		<u>3,111,755</u>	<u>3,181,675</u>

The accompanying notes form part of these financial statements

STATEMENT OF PROFIT OR LOSS & OTHER COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30 JUNE 2016

	Note	2016 \$	2015 \$
Revenue	4	5,489,110	4,843,386
Other income	4	6,764	13,742
		<u>5,495,874</u>	<u>4,857,128</u>
Expenses			
Staff costs		(2,117,233)	(2,092,061)
Administration expenses		(877,407)	(705,316)
Consultancy		(56,696)	(33,255)
Research and development		(20,000)	-
Depreciation and amortisation	5	(117,988)	(115,903)
Events		(434,966)	(395,230)
Learning Centre expenses		(208,388)	(211,282)
Office accommodation		(281,852)	(273,380)
Project expenses		(1,132,157)	(710,595)
Subscriptions		(319,107)	(303,015)
		<u>(5,565,794)</u>	<u>(4,840,037)</u>
Surplus (deficit) before income tax		(69,920)	17,091
Income tax expense		-	-
Surplus (deficit) for the year		(69,920)	17,091
Other comprehensive income for the year		-	-
Total comprehensive income (deficit) for the year		<u>(69,920)</u>	<u>17,091</u>

The accompanying notes form part of these financial statements

STATEMENT OF CHANGES IN EQUITY

FOR THE YEAR ENDED 30 JUNE 2016

	Accumulated Funds \$	Total \$
Balance at 1 July 2014	3,164,584	3,164,584
Comprehensive Income		
Surplus for the year	17,091	17,091
Other comprehensive income	-	-
Total comprehensive income for the year	17,091	17,091
Balance at 30 June 2015	3,181,675	3,181,675
Balance at 1 July 2015	3,181,675	3,181,675
Comprehensive income		
Surplus (deficit) for the year	(69,920)	(69,920)
Other comprehensive income	-	-
Total comprehensive income (deficit) for the year	(69,920)	(69,920)
Balance at 30 June 2016	3,111,755	3,111,755

The accompanying notes form part of these financial statements

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 JUNE 2016

	Note	2016 \$	2015 \$
Cash flows from operating activities			
Receipts from customers and government		12,228,482	4,689,336
Payments to suppliers and employees		(6,432,532)	(5,165,133)
Interest received		121,453	123,298
<i>Net cash flows from operating activities</i>	12	<u>5,917,403</u>	<u>(352,499)</u>
Cash flows from investing activities			
Proceeds from sale of property, plant and equipment		32,614	25,050
Purchase of property, plant and equipment		(308,262)	(65,313)
<i>Net cash flows from investing activities</i>		<u>(275,648)</u>	<u>(40,263)</u>
Net increase (decrease) in cash and cash equivalents		5,641,755	(392,762)
Cash and cash equivalents at the beginning of the financial year		<u>4,082,914</u>	<u>4,475,676</u>
Cash and cash equivalents at the end of the financial year	6	<u><u>9,724,669</u></u>	<u><u>4,082,914</u></u>

The accompanying notes form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2016

Note 1 - Reporting entity

The financial report is for the Aged & Community Services NSW & ACT as an individual entity and domiciled in Australia. The company is registered as a company limited by guarantee and not having share capital under the provisions of the *Australian Charities and Not-for-profits Commission Act 2012*.

The financial statements were approved by the Board of Directors on 5 September 2016.

Note 2 - Basis of preparation

Statement of compliance

These financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards and Interpretations of the Australian Accounting Standards Board, the requirements of the *Australian Charities and Not-for-profits Commission Regulation 2013* and *Fair Work (Registered Organisations) Act 2009*. In accordance with the reporting requirements of the *Fair Work (Registered Organisations) Act 2009*, the company is deemed to be a Tier 1 entity applying full IFRS recognition, measurement and disclosure.

The company is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards. Material accounting policies adopted in the preparation of these financial statements are presented below and have been consistently applied unless stated otherwise.

Australian Accounting Standards set out accounting policies that the AASB has concluded would result in financial statements containing relevant and reliable information about transactions, events and conditions.

Basis of measurement

The financial statements, except for the cash flow information, have been prepared on an accruals basis and are based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities.

Comparatives

Where required by Accounting Standards comparative figures have been adjusted to conform to changes in presentation for the current financial year. Where the company has retrospectively applied an accounting policy, made a retrospective restatement or reclassified items in its financial statements, an additional statement of financial position as at the beginning of the earliest comparative period will be disclosed.

Critical accounting estimates and judgements

The company evaluates estimates and judgments incorporated into the financial statements based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the company.

Key estimates

Impairment

The company assesses impairment at the end of each reporting period by evaluation of conditions and events specific to the Company that may be indicative of impairment triggers. Recoverable amounts of relevant assets are reassessed using value-in-use calculations which incorporate various key assumptions.

Estimation of useful lives of assets

The estimation of the useful lives of assets has been based on historical experience as well as manufacturers' warranties (for plant and equipment) and turnover policies (for motor vehicles). In addition, the condition of the assets is assessed at least once per year and considered against the remaining useful life. Adjustments to useful lives are made when considered necessary.

New and revised standards that are effective for these financial statements

A number of new and revised standards are effective for annual periods beginning on or after 1 July 2015, however none are expected to significantly impact the Association's financial statements.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2016

Note 3 - Significant accounting policies

The principal accounting policies adopted in the preparation of the financial report are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated

Income Tax

The company is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997*.

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 (ATO).

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to, the ATO are presented as operating cash flows included in receipts from customers or payments to suppliers.

Revenue recognition

Revenue is measured at the fair value of the consideration received or receivable. Amounts disclosed as revenue are net of returns, trade allowances and duties and taxes including goods and services tax (GST). Revenue is recognised for the major business activities as follows:

Member's subscriptions

The subscription fee paid by members of the company entitles member organisations to receive services at prices lower than those charged to non-members and access to a variety of free services and publications. Income from membership fees is recognised on a basis that reflects the timing, nature and value of the benefits provided.

Grants (including government grants) and donations

Income arising from the contribution of an asset (including cash) is recognised when the following conditions have been satisfied:

- (a) the company obtains control of the contribution or the right to receive the contribution;
- (b) it is probable that the economic benefits comprising the contribution will flow to the company, and
- (c) the amount of the contribution can be measured reliably at the fair value of the consideration received.

Sale of goods and services

Revenue from the sale of goods is recognised upon the delivery of goods to customers. Revenue from the rendering of a service is recognised upon the delivery of the service to the customer.

Interest

Revenue from interest is recognised on an accruals basis.

Cash and cash equivalents

Cash and cash equivalents includes cash on hand, deposits held at call with financial institutions, other short-term, highly liquid investments with original maturities of twelve months or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value and bank overdrafts.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2016

Note 3 - Significant accounting policies (continued)

Trade receivables

For all sources of recurrent income, trade receivables are recognised initially at fair value and subsequently measured at amortised cost, less a provision for impairment. Collectability of trade receivables is reviewed on an ongoing basis. Debts which are known to be uncollectible are written off. A provision for impairment is established when there is objective evidence that the company will not be able to collect all amounts due according to the original terms of receivables. The amount of the provision is the difference between the asset's carrying amount and the present value of estimated future cash flows, discounted at the effective interest rate. The amount of the provision is recognised in the statement of profit or loss and other comprehensive income.

Property, plant and equipment

Recognition and measurement

Each class of property, plant and equipment is carried at cost less, where applicable, any accumulated depreciation and impairment losses. Cost includes expenditure that is directly attributable to the acquisition of the asset. Purchased software that is integral to the functionality of the related equipment is capitalised as part of that equipment. Gains and losses on disposals are determined by comparing proceeds with carrying amount. These are included in the statement of profit or loss and other comprehensive income.

Subsequent costs

Subsequent costs are included in the asset's carrying amount or recognised as a separate asset, as appropriate, only when it is probable that future economic benefits associated with the item will flow to the company and the cost of the item can be measured reliably. All other repairs and maintenance are charged to the statement of comprehensive income during the financial period in which they are incurred.

Depreciation

The depreciable amount of all property, plant and equipment and capitalised lease assets is depreciated on a straight line basis over the asset's useful life to the company commencing from the time the asset is held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

The depreciation effective life used for each class of depreciable assets is:

Motor vehicles	5 years
Leasehold improvements	5 years
Office equipment, furniture and fittings	5 years
Computer equipment	3 years

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at the end of each reporting period. An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

Impairment of assets

At each reporting date, the company reviews the carrying costs of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less the costs to sell and the value-in-use, is compared to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is expensed to the income statement. Where it is not possible to estimate the recoverable amount of the individual asset, the Company estimates the recoverable amount of the cash-generating unit to which the asset belongs.

Impairment losses are reversed when there is an indication that the impairment loss may no longer exist and there has been a change in the estimate used to determine the recoverable amount.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2016

Note 3 - Significant accounting policies (continued)

Financial instruments

The company's financial instruments consist only of deposits with banks, accounts receivable and accounts payable.

Initial recognition and measurement

Financial assets and financial liabilities are recognised when the company becomes a party to the contractual provisions to the instrument. For financial assets this is equivalent to the date that the company commits itself to either purchase or sell the asset.

Financial instruments are initially measured at fair value plus transactions costs except where the instrument is classified "at fair value through profit or loss" in which case transaction costs are expensed to profit or loss immediately.

Classification and subsequent measurement

Financial instruments are subsequently measured at either fair value, amortised cost using the effective interest rate method or cost. *Fair value* represents the amount for which an asset could be exchanged or a liability settled, between knowledgeable, willing parties. Where available, quoted prices in an active market are used to determine fair value. In other circumstances, valuation techniques are adopted.

Amortised cost is calculated as the amount at which the financial asset or financial liability is measured at initial recognition less principal repayments and any reduction for impairment, and adjusted for any cumulative amortisation of the difference between that initial amount and the maturity amount calculated using the *effective interest method*.

The *effective interest method* is used to allocate interest income or interest expense over the relevant period and is equivalent to the rate that exactly discounts estimated future cash payments or receipts (including fees, transaction costs and other premiums or discounts) through the expected life (or when this cannot be reliably predicted, the contractual term) of the financial instrument to the net carrying amount of the financial asset or financial liability. Revisions to expected future net cash flows will necessitate an adjustment to the carrying value with a consequential recognition of an income or expense in profit or loss.

Loans and receivables

Loans and receivables are non derivative financial assets with fixed or determinable payments that are not quoted in an active market. They arise when the company provides money, goods or services directly to a debtor with no intention of selling the receivable. They are included in receivables in current assets in the statement of financial position, except for those with maturities greater than 12 months after the end of the reporting period which are classified as non-current assets.

Financial liabilities

Non-derivative financial liabilities (excluding financial guarantees) are subsequently measured at amortised cost.

Impairment

At the end of each reporting period, the company assesses whether there is objective evidence that a financial asset has been impaired. A financial asset or a group of financial assets will be deemed to be impaired if, and only if, there is objective evidence of impairment as a result of the occurrence of one or more events (a "loss event"), which has an impact on the estimated future cash flows of the financial asset(s).

In the case of available-for-sale financial assets, a significant or prolonged decline in the market value of the instrument is considered a loss event. Impairment losses are recognised in profit or loss immediately. Also, any cumulative decline in fair value previously recognised in other comprehensive income is reclassified into profit or loss at this point.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2016

Note 3 - Significant accounting policies (continued)

Financial instruments (continued)

In the case of financial assets carried at amortised cost, loss events may include: indications that the debtors, or a group of debtors, are experiencing significant financial difficulty, default or delinquency in interest or principal payments, indications that they will enter into bankruptcy or other financial reorganisation; and changes in arrears or economic conditions that correlate with defaults.

For financial assets carried at amortised cost (including loans and receivables), a separate allowance account is used to reduce the carrying amount of financial assets impaired by credit losses. After having undertaken all possible measures of recovery, if the management establishes that the carrying amount cannot be recovered by any means, at that point the written-off amounts are charged to the allowance account or the carrying amount of impaired financial assets is reduced directly if no impairment amount was previously recognised in the allowance accounts.

When the terms of financial assets that would otherwise have been past due or impaired have been renegotiated, the company recognises the impairment for such financial assets by taking into account the original terms as if the terms have not been renegotiated so that the loss events that have occurred are duly considered.

Derecognition

Financial assets are derecognised where the contractual rights to receipt of cash flows expire or the asset is transferred to another party whereby the company no longer has any significant continuing involvement in the risks and benefits associated with the asset. Financial liabilities are derecognised where the related obligations are either discharged, cancelled or expire. The difference between the carrying value of the financial liability extinguished or transferred to another party and the fair value of consideration paid, including the transfer of non-cash assets or liabilities assumed, is recognised in profit or loss.

Trade and other payables

Trade and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the company during the reporting period, which remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability. The carrying amount of trade and other payables is deemed to reflect fair value.

Income received in advance

Income, other than government contract income, that is received before the service to which the payment relates has been provided is recorded as a liability until such time as the service has been provided, at which time it is recognised in the statement of profit or loss and other comprehensive income.

Unexpended grants

The company receives grant monies to fund projects either for contracted periods of time or for specific projects irrespective of the period of time required to complete these projects. It is the policy of the company to treat grant monies as revenue in advance in the statement of financial position where the company is contractually obliged to provide the services in a subsequent financial period to when the grant is received or in the case of specific project grants where the project has not been completed.

Employee benefits

Provision is made for the company's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits that are expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled. Employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits. In determining the liability, consideration is given to employee wage increases and the probability that the employee may not satisfy vesting requirements. Those cash outflows are discounted using market yields on high quality corporate bonds with terms to maturity that match the expected timing of cash flows.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2016

Note 3 - Significant accounting policies (continued)

Provisions

Provisions are recognised when the company has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions recognised represent the best estimate of the amounts required to settle the obligation at the end of the reporting period.

Fair value of assets and liabilities

The company measures some of its assets and liabilities at fair value on either a recurring or non-recurring basis, depending on the requirements of the applicable Accounting Standard. Fair value is the price the company would receive to sell an asset or would have to pay to transfer a liability in an orderly (ie unforced) transaction between independent, knowledgeable and willing market participants at the measurement date.

As fair value is a market-based measure, the closest equivalent observable market pricing information is used to determine fair value. Adjustments to market values may be made having regard to the characteristics of the specific asset or liability. The fair values of assets and liabilities that are not traded in an active market are determined using one or more valuation techniques. These valuation techniques maximise, to the extent possible, the use of observable market data.

To the extent possible, market information is extracted from either the principal market for the asset or liability (ie the market with the greatest volume and level of activity for the asset or liability) or, in the absence of such a market, the most advantageous market available to the company at the end of the reporting period (ie the market that maximises the receipts from the sale of the asset or minimises the payments made to transfer the liability, after taking into account transaction costs and transport costs).

For non-financial assets, the fair value measurement also takes into account a market participant's ability to use the asset in its highest and best use or to sell it to another market participant that would use the asset in its highest and best use.

The fair value of liabilities and the company's own equity instruments (excluding those related to share-based payment arrangements) may be valued, where there is no observable market price in relation to the transfer of such financial instruments, by reference to observable market information where such instruments are held as assets. Where this information is not available, other valuation techniques are adopted and, where significant, are detailed in the respective note to the financial statements.

FOR THE YEAR ENDED 30 JUNE 2016

	2016 \$	2015 \$
Note 4 - Revenue and other income		
Revenue		
Members subscriptions	2,155,355	2,021,997
Courses income	474,431	531,345
Events income	748,248	806,184
Projects income	1,497,344	844,831
Consultancy income	395,426	429,408
Industrial services income	50,235	60,214
Other operating revenue	46,618	22,793
	<u>5,367,657</u>	<u>4,716,772</u>
Other revenue		
Interest income	121,453	126,614
	<u>121,453</u>	<u>126,614</u>
Total revenue	<u>5,489,110</u>	<u>4,843,386</u>
Other Income		
Net gain on the disposal of property, plant and equipment	6,764	13,742
Total other income	<u>6,764</u>	<u>13,742</u>
Total revenue and other income	<u>5,495,874</u>	<u>4,857,128</u>
Note 5 - Expenses		
Depreciation and amortisation		
Leasehold improvements	15,345	10,515
Plant and equipment	59,081	65,332
Motor vehicles	43,562	40,056
Total depreciation and amortisation	<u>117,988</u>	<u>115,903</u>
Provision for impairment - doubtful debts	(3,000)	-
Rental expenses relating to operating leases	229,588	216,667
Remuneration of Auditors (StewartBrown, Chartered Accountants)		
Audit of the financial statements	12,200	11,700
Business consultancy and advisory services	90,043	120,286
	<u>102,243</u>	<u>131,986</u>
Note 6 - Cash and cash equivalents		
Cash at bank and on hand	6,754,393	1,154,837
Short term bank deposits	2,970,276	2,928,077
Total cash and cash equivalents	<u>9,724,669</u>	<u>4,082,914</u>

Certain balances within cash and cash equivalents are subject to interest rate risk as they earn interest income at variable rates of interest. The company's exposure to interest rate risk on financial assets and liabilities is disclosed in note 16.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2016

	2016 \$	2015 \$
Note 7 - Trade and other receivables		
Current		
Trade receivables	691,814	1,038,967
Provision for impairment	-	(3,000)
	<u>691,814</u>	<u>1,035,967</u>
Other receivables	105,886	191,512
Prepayments	179,733	193,880
Total current trade and other receivables	<u><u>977,433</u></u>	<u><u>1,421,359</u></u>
Provision for impairment		
Balance at the beginning of the financial year	3,000	3,000
Increase (decrease) in provision	(3,000)	-
Balance at the end of the financial year	<u><u>-</u></u>	<u><u>3,000</u></u>

(a) Trade receivables and impairment

Current trade receivables are generally 30 day terms. These receivables are assessed for recoverability and a provision for impairment is recognised when there is objective evidence that an individual trade receivable is impaired.

(b) Credit risk

The company's exposure to credit risk is disclosed in note 16.

Note 8 - Property, plant and equipment

	Leasehold Improvements \$	Furniture and Equipment \$	Motor Vehicles \$	Total \$
At 30 June 2015				
Cost	120,036	466,914	198,322	785,272
Accumulated depreciation	(104,691)	(371,766)	(84,802)	(561,259)
Net carrying amount	<u><u>15,345</u></u>	<u><u>95,148</u></u>	<u><u>113,520</u></u>	<u><u>224,013</u></u>
Movements in carrying amounts				
Opening net carrying amount	15,345	95,148	113,520	224,013
Additions	164,040	60,174	84,048	308,262
Disposals	-	-	(25,850)	(25,850)
Depreciation charge for the year	(15,345)	(59,081)	(43,562)	(117,988)
Closing net carrying amount	<u><u>164,040</u></u>	<u><u>96,241</u></u>	<u><u>128,156</u></u>	<u><u>388,437</u></u>
At 30 June 2016				
Cost	284,076	527,088	220,631	1,031,795
Accumulated depreciation	(120,036)	(430,847)	(92,475)	(643,358)
Net carrying amount	<u><u>164,040</u></u>	<u><u>96,241</u></u>	<u><u>128,156</u></u>	<u><u>388,437</u></u>

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2016

	\$	\$
Note 9 - Trade and other payables		
<u>Current</u>		
Trade payables	33,938	87,538
Subscriptions received in advance	1,876,735	1,673,666
Project funding received in advance	5,331,931	150,186
Seminars income received in advance	49,254	62,585
Liabilities to employees	268,454	226,179
Other payables	247,298	184,437
<i>Total current trade and other payables</i>	<u>7,807,610</u>	<u>2,384,591</u>

Liquidity risk

The company's exposure to liquidity risk related to trade and other payables is disclosed in note 16.

Note 10 - Provisions

<u>Current</u>		
Employee entitlements - long service leave	147,902	122,665
<i>Total current provisions</i>	<u>147,902</u>	<u>122,665</u>
<u>Non-current</u>		
Employee entitlements - long service leave	23,272	39,355
<i>Total non-current provisions</i>	<u>23,272</u>	<u>39,355</u>

Note 11 - Key management personnel

The aggregate amount of compensation was paid to key personnel in respect to the following categories of remuneration

Short term employee benefits	480,753	454,719
Post-employment benefits	44,467	41,270
Other long-term benefits	1,452	6,968
	<u>526,672</u>	<u>502,957</u>

Note 12 - Cash flow information

(a) Reconciliation of net profit after tax to net cash flows from operations

Surplus (deficit) after income tax	(69,920)	17,091
<i>Adjustments for</i>		
Depreciation and amortisation	117,988	115,903
Provision of impairment	(3,000)	-
Net loss (gain) on disposal of property, plant and equipment	(6,764)	(13,742)
<i>Changes in assets and liabilities</i>		
(Increase) decrease in trade and other receivables	432,779	(368,772)
(Increase) decrease in prepayments	14,147	(118,412)
(Decrease) increase in trade and other payables	9,261	4,271
(Decrease) increase in income in advance	5,371,483	4,203
(Decrease) increase in employee liabilities	42,275	27,675
(Decrease) increase in provisions	9,154	(20,716)
Net cash from operating activities	<u>5,917,403</u>	<u>(352,499)</u>

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2016

	2016 \$	2015 \$
<u>Note 13 - Commitments</u>		
<i>Operating lease commitments</i>		
Commitments for minimum lease payments in relation to non-cancellable operating leases are payable as follows		
Within one year	339,816	287,063
Later than one year but not later than five years	1,407,222	165,623
	<u>1,747,038</u>	<u>452,686</u>

(i) A new property lease was entered into effective from July 2016 and is a non-cancellable lease expiring in June 2021, with rent payable monthly in advance. An option exists to renew the lease at the end of the term for an additional terms of five years. The lease allows for subletting.

(ii) Various non-cancellable equipment rental agreements with remaining terms of approximately one to three years from year-end, with rent payable either monthly or quarterly in advance or arrears in equal instalments over the term of the agreements. At the end of the rental term an option exists to either return the goods or renew the agreements.

Note 14 - Events occurring after balance date

There were no significant events occurring after balance date.

Note 15 - Related party transactions

Directors' remuneration

In accordance with the company's Constitution, the Directors hold that position in an honorary capacity and thus receive no remuneration or retirement or superannuation benefits for their services.

Professional services received by Directors and associates

Certain Directors are employed by or associated with entity's who are members of the company. These membership services are provided to those entity's on an arms length basis and upon normal commercial terms.

Note 16 - Financial instruments

General

Note 3 discusses the types of risks associated with the company's financial instruments as well as the policies adopted by the company to manage and monitor those risks and some other qualitative information. The quantitative information presented below complements those earlier disclosures and should be read in conjunction with them.

Credit risk

Exposure to credit risk

The carrying amount of the company's financial assets represents the maximum credit exposure. The company's maximum exposure to credit risk at the reporting date was:-

	2016 \$	2015 \$
Cash and cash equivalents (refer note 6)	9,722,819	4,082,064
Trade and other receivables (refer note 7)	977,433	1,421,359
	<u>10,700,252</u>	<u>5,503,423</u>

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2016

2016
\$

2015
\$

Note 16 - Financial Instruments (continued)

Liquidity risk

The following are the contractual maturities of financial liabilities, including estimated interest payments. The contractual amounts are expected future payments which have not been discounted.

Trade and other payables	281,236	271,975
--------------------------	---------	---------

All trade and other payables are expected to be paid within 0 - 3 months and according to the trading terms. No amounts are past due or impaired.

Interest rate risk

At the reporting date the interest rate profile of the company's interest bearing financial instruments was -

Cash and cash equivalents	9,722,819	4,082,064
---------------------------	-----------	-----------

A change of 1% in interest rates at the reporting date would have increased (decreased) equity and profit or loss by \$97,228 (2015: \$40,821). This analysis assumes that all other variables remain constant.

Fair values

Fair values compared to carrying amounts

The fair values of financial assets and liabilities, together with their carrying amounts shown in the statement of financial position, are as follows:

Assets carried at amortised cost

Cash and cash equivalents	9,724,669	4,082,914
Trade and other receivables	977,433	1,421,359
	<u>10,702,102</u>	<u>5,504,273</u>

Liabilities carried at amortised cost

Trade and other payables	7,807,610	2,384,591
--------------------------	-----------	-----------

As at 30 June 2016 the fair value has been assessed to be the same amount as the carrying value. This analysis was the same as at the 2015 balance date. The basis for determining fair value is disclosed in note 3.

Fair value hierarchy

All financial instruments are carried at amortised cost.

Note 17 - Section 272 Fair Work (Registered Organisations) Act 2009

In accordance with the requirements of the *Fair Work (Registered Organisations) Act 2009*, the attention of members is drawn to the provisions of subsections (1) to (3) of section 272, which reads as follows:

Information to be provided to members or the General Manager of Fair Work Commission.

(i) A member of the company, or the General Manager of Fair Work Commission, may apply to the company for specified prescribed information in relation to the company to be made available to the person making the application.

(ii) The application must be in writing and must specify the period within which, and the manner in which, the information is to be made available. The period must not be less than 14 days after the application is given to the company.

(iii) The company must comply with an application made under subsection (1).

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2016

2016
\$

2015
\$

Note 18 - Additional disclosures required by Fair Work Commission

Revenue:

Compulsory levies raised	-	-
Donations/Grants received	-	-

Employee expenses:

Holders of office

There are no employee expenses in relation to holders of office.

Employees other than office holders

Wages and Salaries	1,525,061	1,442,120
Superannuation	189,816	215,710
Leave and other entitlements	419,703	355,715
Separation and redundancies	496	64,026
Other employee expenses	2,081	14,490

Other expenses:

Affiliation fees	-	-
Compulsory levies	-	-
Donations/Grants paid	-	-
Employee fees/allowances	-	-
Conference/meeting attendance allowances	-	-
Meeting/conference expenses	-	-
Legal costs	-	-
Penalties under <i>Fair Work (Registered Organisations) Act 2009</i>	-	-

Employee provisions:

Holders of office

There are no employee provisions in relation to holders of office.

Employees other than office holders

Annual leave	268,454	226,179
Long Service Leave	171,174	162,020
Separation and redundancies	-	-
Other employee provisions	-	-

Other payables:

Payables in respect of legal costs	-	-
------------------------------------	---	---

DIRECTORS' DECLARATION

FOR THE YEAR ENDED 30 JUNE 2016

On 5 September 2016 the Board of Directors of Aged & Community Services NSW & ACT passed the following resolution in relation to the general purpose financial report (GPFR) of the reporting unit for the financial year ended 30 June 2016.

The Board declares in relation to the GPFR that in its opinion:

- (a) the financial statements and notes comply with the Australian Accounting Standards;
- (b) the financial statements and notes comply with the reporting guidelines of the General Manager of Fair Work Commission;
- (c) the financial statement and notes give a true and fair view of the financial performance, financial position and cash flows of the company for the financial year to which they relate;
- (d) there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable;
- (e) during the financial year to which the GPFR relates and since the end of that year:
 - (i) meetings of the Directors were held in accordance with the rules of the organisation; and
 - (ii) the financial affairs of the company have been managed in accordance with the rules of the organisation; and
 - (iii) the financial records of the company have been kept and maintained in accordance with the *Australian Charities and Not-for-profits Commission Regulation 2013* and *Fair Work (Registered Organisations) Act 2009*; and
 - (iv) there is only one reporting unit and there are no branches; and
 - (v) no information or request has been made by a member of the company or General Manager duly under Section 272 of the *Fair Work (Registered Organisations) Act 2009*; and
 - (vi) no orders for inspection of financial records have been made by the Fair Work Commission under section 273 of the *Fair Work (Registered Organisations) Act 2009*.
- (f) there has been no recovery of wages activity.

Signed on behalf of the Board in accordance with a resolution of Directors:



Vivienne Allanson
President

David Maher
Director

5 September 2016

INDEPENDENT AUDITOR'S REPORT

AS AT 30 JUNE 2016



Head Office
LEVEL 11, 100 MARKYATE STREET, SYDNEY NSW 1585
PO BOX 1585, MARKYATE NSW 1585
AUSTRALIA
TEL: 02 9342 0000
FAX: 02 9342 0000

Markyate Office
LEVEL 11, 100 MARKYATE STREET
MARKYATE NSW 1585
AUSTRALIA
TEL: 02 9342 0000
FAX: 02 9342 0000

Report on the Financial Report

We have audited the accompanying financial report of the Aged & Community Services NSW & ACT which comprises the statement of financial position as at 30 June 2016 and the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year ended on that date, a summary of significant accounting policies and other explanatory notes and the Directors Declaration.

Directors' Responsibility for the Financial Report

The Directors of the company are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and Interpretations and the *Australian Charities and Not-for-profits Commission Act 2012* and *Fair Work (Registered Organisations) Act 2009* and for such internal control as the Directors determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. 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 judgment, 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 Company'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 company's internal control.

An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Directors, as well as evaluating the overall presentation of the financial report.

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 Charities and Not-for-profits Commission Act 2012* and any applicable code of professional conduct in relation to the audit.

Auditor's Opinion

In our opinion the financial report of the Aged & Community Services NSW & ACT is in accordance with the *Australian Charities and Not-for-profits Commission Act 2012* including:

- (i) giving a true and fair view of the company's financial position as at 30 June 2016 and of its performance for the year ended on that date; and
- (ii) complying with Australian Accounting Standards and Interpretations and the *Australian Charities and Not-for-profits Commission Regulation 2013*

INDEPENDENT AUDITOR'S REPORT

AS AT 30 JUNE 2016

Report on Other Legal and Regulatory Requirements

In addition, our audit report has also been prepared for the members of the company in accordance with section 257(5) and section 255 of the *Fair Work (Registered Organisations) Act 2009*. Accordingly we have performed additional work beyond that which is performed in our capacity as auditors pursuant to the *Australian Charities and Not-for-profits Commission Act 2012*. These additional procedures included obtaining an understanding of the internal control structure and associated record keeping and other requirements pursuant to the *Fair Work (Registered Organisations) Act 2009*.

The performance of our statutory audit included a review of internal controls for the purpose of determining the appropriate audit procedures to enable an opinion to be expressed on the financial report. This review is not a comprehensive review of all those systems or of the system taken as a whole and is not designed to uncover all weaknesses in those systems.

The audit opinion expressed in this report pursuant to the *Fair Work (Registered Organisations) Act 2009* has been formed on the above basis.

Auditor's Opinion

Pursuant to the requirements of section 257(5) and section 255 of the *Fair Work (Registered Organisations) Act 2009* we report that, in our opinion:

- a) the financial report is presented fairly in accordance with Australian Accounting Standards (including Australian Accounting Interpretations); and
- b) the company maintained satisfactory accounting records in relation to the year ended 30 June 2016 including records of the sources and nature of income (including income from members) and records of the nature & purposes of the expenditure of the company; and
- c) we were provided with all the information and explanations as requested from the officers or employees of the company.

Auditor's Declaration

Pursuant to the requirements of section 255 of the *Fair Work (Registered Organisations) Act 2009*, I declare that:

- a) I am an approved auditor; and
- b) I am a member of Chartered Accountants Australia and New Zealand; and
- c) management's use of the going concern basis of accounting in the preparation of the company's financial statements is appropriate.



Stewart Brown
Chartered Accountants



Stuart Hutcheon
Partner
Registered Company Auditor – 309885

5 September 2016



Aged Care Services Australia
www.acs.asn.au

STAY IN TOUCH

PO Box 3124
Level 6, 5 Rider Boulevard
Rhodes, NSW 2138

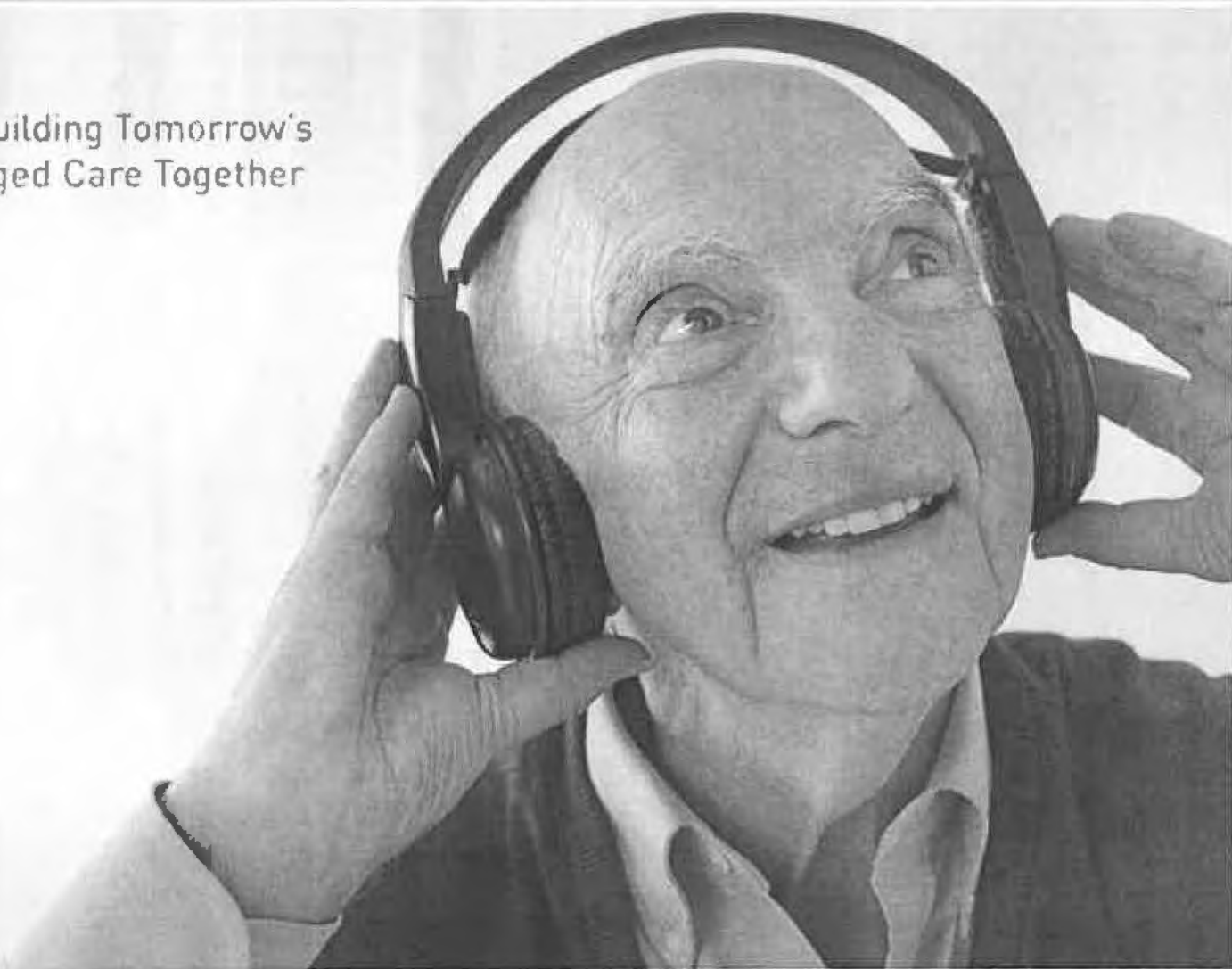
PH: 1800 424 770

PH: 02 8754 0400

Fax: 02 9743 4557

Email: mail@acs.asn.au

Building Tomorrow's
Aged Care Together



www.acs.asn.au

From: Geoff Liggins [REDACTED]
Sent: Thursday, 30 March 2017 5:25 PM
To: ANDERSON, Eve
Subject: Re: annual return of information to be lodged with the FWC no later than 31 March

Thanks very much Eve.
I managed to speak to Mira just now and am confident that she is on top of the matter.
I'm sure she will contact you tomorrow to confirm.
Thanks once again for your assistance
Kind Regards

Geoff Liggins
Manager Employee Relations
[REDACTED]

----- Original message-----

From: ANDERSON, Eve
Date: Thu, 30 Mar 2017 5:19 PM
To: Geoff Liggins;
Cc:
Subject: annual return of information to be lodged with the FWC no later than 31 March

Dear Geoff

As discussed, please find attached a template 'annual return of information'. This is also available on our website at:
<https://www.fwc.gov.au/registered-organisations/fact-sheets-templates-webinars>

The Aged & Community Services NSW & ACT is an organisation registered under the Fair Work (Registered Organisations) Act 2009 and therefore is required to lodge information no later than 31 March. I have also attached a fact sheet which explains the requirements in more detail.

The information can be lodged via email at orgs@fwc.gov.au

Regards

EVE ANDERSON
Principal Adviser
Regulatory Compliance Branch

The Fair Work Commission
Tel: (03) 8656 4683
Fax: (03) 9655 0410
eve.anderson@fwc.gov.au

11 Exhibition Street, Melbourne Victoria 3000
GPO Box 1994, Melbourne Victoria 3001

www.fwc.gov.au

Please be aware my telephone number has changed. My new phone number is 03 8656 4683 Please update your records accordingly

Please consider the impact to the environment and your responsibility before printing this email. This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the sender.

From: ANDERSON, Eve
Sent: Thursday, 30 March 2017 5:11 PM
To: [REDACTED]
Subject: annual return of information to be lodged with the FWC no later than 31 March
Attachments: ORG-Annual-Return-template-NO-branches.docx; RO_FS_6_RecordsLodged.pdf

Dear Geoff

As discussed, please find attached a template 'annual return of information'. This is also available on our website at: <https://www.fwc.gov.au/registered-organisations/fact-sheets-templates-webinars>

The Aged & Community Services NSW & ACT is an organisation registered under the Fair Work (Registered Organisations) Act 2009 and therefore is required to lodge information no later than 31 March. I have also attached a fact sheet which explains the requirements in more detail.

The information can be lodged via email at orgs@fwc.gov.au

Regards

EVE ANDERSON
Principal Adviser
Regulatory Compliance Branch

The Fair Work Commission
Tel: (03) 8656 4683
Fax: (03) 9655 0410
eve.anderson@fwc.gov.au

11 Exhibition Street, Melbourne Victoria 3000
GPO Box 1994, Melbourne Victoria 3001

www.fwc.gov.au

Please be aware my telephone number has changed. My new phone number is 03 8656 4683 Please update your records accordingly

ANNUAL RETURN OF INFORMATION (organisation with no branches) in accordance with Regulation 147 *Fair Work (Registered Organisations) Regulations 2009* and Sections 230 and 233 *Fair Work (Registered Organisations) Act 2009*

I, [NAME], being the [OFFICER] of the [ORGANISATION NAME], declare the following:

1. I am authorised to make this declaration.
2. The register of members has, during the immediately preceding calendar year, been kept and maintained as required by s.230(1)(a) and s.230(2) of the *Fair Work (Registered Organisations) Act 2009* (the Act).
3. The following is a correct statement of the information contained in the records required to be kept by the organisation in accordance with s.230(1)(b), (c), and (d) of the Act:
 - The address of the organisation is [STREET ADDRESS].¹
 - The organisation has no branches and no branches have ceased or commenced in the previous 12 months.²
 - On 31 December in the previous year the number of members was [NUMBER OF MEMBERS].³
 - A list of offices and the names, postal addresses and occupations of persons holding those offices as at the date of this declaration is attached at Annexure A and forms part of this declaration.
 - Under the rules of the organisation, the following elections must be held between 1 January and 31 December of THIS YEAR:⁴

*[For example: President (1),
Committee of Management Members (7), OR
No elections are required.]*

¹ s.230(1)(d); reg.147(d)

² s.230(1)(d); reg.147(a), (b), (c) & (d)

³ s.230(1)(d); reg.147(f)

⁴ s.230(1)(d); reg.147(e)

- The organisation: *[Delete the dot point that does not apply]*
 - Has not entered into an agreement under s.151(1) of the Act with a state union.
 - Has entered into an agreement under s.151(1) of the Act with a state union and the number of members of the state union who were not eligible to be members of the organisation on 31 December in the previous year is [NUMBER OF MEMBERS].⁵

Signed: [SECRETARY OR OTHER AUTHORISED OFFICER]

Dated: [DATE]

*[PLEASE NOTE: This declaration must be lodged with the Fair Work Commission by 31 March. It can be submitted to orgs@fwc.gov.au. If at any time in the year this information changes a Notification of Changes must be lodged with the Commission within **35 days** of the change⁶.]*

⁵ s.230(1)(d); reg.147(g)

⁶ s.233(2); reg. 151

ANNEXURE A

- Offices and Office Holders in the Organisation [*insert as many pages as required*]:

[illegible]

Fact sheet

Annual returns—Records to be lodged annually by registered organisations

The *Fair Work (Registered Organisations) Act 2009* (RO Act) requires organisations (both employer and employee) to lodge specified records on an annual basis and any changes to those records within 35 days of the change. This fact sheet provides an overview of these obligations.

Note 1: registered organisations are referred to in this sheet simply as organisations.

Note 2: references in this fact sheet to regulations are to the Fair Work (Registered Organisations) Regulations 2009.

Note 3: The information in this fact sheet does not cover all matters relating to records to be lodged by of organisations arising under the Fair Work legislation. See Fact sheet: Elections in organisations and their branches for lodgment requirements regarding elections and Fact sheet: Financial reporting process and timelines for lodgment requirements regarding Financial Reports.

Records to be lodged annually (annual return)

An organisation must lodge with the Fair Work Commission (the Commission) by 31 March each year:

1. A declaration regarding the register of members (section 233(1)(a) and regulations 149 & 150)
 - the declaration needs to certify that the register of members has, during the immediately preceding calendar year, been kept and maintained as required by sections 230(1)(a) and 230(2)
 - the declaration must be signed and lodged by the secretary, or other officer who is required by the organisation or the rules of the organisation to keep the register of members (regulation 150); and
2. Other records to be lodged (section 233(1)(b) and regulation 147)
 - a copy of the records required to be kept under sections 230(1)(b), (c) and (d) (see table below for details)
 - with a declaration certifying that the records lodged are a correct statement of the information contained in those records
 - the declaration must be signed by the secretary, or other officer who is required by the organisation or the rules of the organisation to keep these records.

Records to be lodged within 35 days of changes

An organisation must lodge with the Commission within 35 days of any change (section 233(2) and regulation 151):

- any change made to the records required to be kept under sections 230(1)(b), (c) and (d) (see table below for details)
- this notification must be certified by declaration that the changes notified are a correct statement of the changes
- the declaration must be signed by the secretary, or other officer who is required by the organisation or the rules of the organisation to keep these records (regulation 150).

Table—records to be lodged annually and within 35 days of any change

Record	Key Contents
Maintenance of register of members [section 233(1)(a)]	A declaration by the secretary or other prescribed officer certifying that the register of members has, during the immediately preceding calendar year, been kept and maintained as required by sections 230(1)(a) and (2)
List of offices [section 233(1)(b)]	A list of the offices in the organisation and each branch (a record of which is required to be kept in accordance with section 230(1)(b)) (note the definition of “office” and “officer” in sections 6 & 9)
List of office holders [section 233(1)(b)]	A list of the names, postal addresses and occupations of the persons holding the offices (a record of which is required to be kept in accordance with section 230(1)(c)) (note the definition of “office” and “officer” in sections 6 & 9)
List of branches [section 233(1)(b)]	A record of the name of each branch of the organisation (a record of which is required to be kept in accordance with section 230(1)(d) and regulation 147)
New branches [section 233(1)(b)]	A record of the name of each branch that commenced operation in the previous 12 months (a record of which is required to be kept in accordance with section 230(1)(d) and regulation 147)
Old branches [section 233(1)(b)]	A record of the name of each branch that ceased operation in the previous 12 months (a record of which is required to be kept in accordance with section 230(1)(d) and regulation 147)
Addresses of organisation and branches [section 233(1)(b)]	A record of the address of the office of the organisation and the address of the office of each branch (a record of which is required to be kept in accordance with section 230(1)(d) and regulation 147)
Elections in organisation and branches [section 233(1)(b)]	<p>A record of each election that must, under the rules of the organisation, be held during each calendar year commencing 1 January for any offices in the organisation and branches of the organisation (i.e. for the calendar year in which the return is lodged) (a record of which is required to be kept in accordance with section 230(1)(d) and regulation 147).</p> <p>Note: this provision does not relieve an organisation or branch from the separate requirement to lodge prescribed information prior to each election, as required by section 189 of the RO Act (see Fact sheet: Elections in organisations)</p>
Statement concerning number of members [section 233(1)(b)]	A record of the number of members on 31 December in the previous year, and, if the organisation has entered into an agreement relating to members of State unions under s151(1) of the RO Act - a record of the number of members of the organisation who were (on 31 December in the previous year) ineligible State members in relation to the organisation within the meaning of section 150 of the RO Act (a record of which is required to be kept in accordance with section 230(1)(d) and regulation 147)

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This fact sheet is not intended to be comprehensive. The Fair Work Commission does not provide legal advice. Users must rely upon the relevant legislation, which is set out in the *Fair Work (Registered Organisations) Act 2009*, the *Fair Work Act 2009*, the *Fair Work (Transitional Provisions and Consequential Amendments) Act 2009* and the Fair Work (Registered Organisations) Regulations 2009.

From: ANDERSON, Eve
Sent: Thursday, 30 March 2017 12:33 PM
To: [REDACTED]
Subject: Annula return of information

Dear Mr Bosworth

I'm emailing you to advise that the Fair Work Commission has not yet received the Aged and Community Services's annual return of information, required by section 233 of the Fair Work (Registered Organisations) Act 2009. Failure to lodge the information exposes the Association to the imposition of a civil penalty.

The annual return of information is required to be lodged by 31 March 2017. Please ensure that it is emailed to orgs@fwc.gov.au

Please advise as to the progress of the matter and anticipated time and date of lodgement.

Regards
EVE ANDERSON
Principal Adviser
Regulatory Compliance Branch

The Fair Work Commission
Tel: (03) 8656 4683
Fax: (03) 9655 0410
eve.anderson@fwc.gov.au

11 Exhibition Street, Melbourne Victoria 3000
GPO Box 1994, Melbourne Victoria 3001

www.fwc.gov.au

Please be aware my telephone number has changed. My new phone number is 03 8656 4683 Please update your records accordingly



FairWork
Commission

1 March 2017

Chief Executive Officer
Aged & Community Services NSW & ACT
mail@acs.asn.au

Dear Chief Executive Officer,

**Aged & Community Services NSW & ACT
Annual Return of Information for 2017 [AR2017/86]**

I refer to our letter of January 2017 reminding you of the obligation to lodge an Annual Return of Information for 2017 by 31 March 2017. While the organisation has until the end of the month in which to lodge the information, we provide the following as a second and final reminder. Please ignore this letter if you have lodged the Annual Return in the last few days.

A signed and dated declaration certifying matters prescribed in the Fair Work (Registered Organisations) Act 2009 (the RO Act) must be lodged with the Fair Work Commission (the Commission) or the Registered Organisation Commission (the ROC) by the 31 March 2017.

It is not yet known when the ROC will be established. We strongly encourage you to lodge the Annual Return of Information with the Fair Work Commission as soon as possible to avoid any potential administrative delays which may be caused by new email and postal addresses and contact phone numbers with the newly created ROC.

Where to lodge your Annual Return of information

	Before the ROC is established	From establishment of the ROC
Where to lodge	Lodge your Annual Return of information with the Fair Work Commission	Lodge your Annual Return of information with the ROC
How to lodge	The easiest way to lodge your Annual Return of information is via email: orgs@fwc.gov.au	Lodgement methods are not yet known
Recommendation	Lodge with the Fair Work Commission as soon as possible to avoid potential delays	

What must be lodged?

The matters to be included in the declaration are set out in the attached checklist.

The declaration must be signed by the Secretary, or where applicable, such other elected official who is required under the rules or by resolution of the organisation, to keep the relevant records (other prescribed officer). A declaration signed by a non-elected person does not meet this requirement. Further, you are reminded that the Secretary or other prescribed officer must also notify the Commission within 35 days of any changes to such records that may occur throughout the year.

If you require further information about an Annual Return you can refer to the ['Annual Information Requirements'](#) page on our website and, in particular, our Webinar slides.

11 Exhibition Street
Melbourne VIC 3000
GPO Box 1994
Melbourne VIC 3001

Telephone: (03) 8661 7777
Email : orgs@fwc.gov.au
Internet : www.fwc.gov.au

Once an Annual Return has been lodged, a copy will be posted on our website at [List of Registered Organisations](#). Therefore, to protect the privacy of the relevant office holders listed in the declarations, it is recommended that officers list their official mailing address rather than personal home address.

We encourage you to lodge all returns electronically (e.g. as a pdf file) at orgs@fwc.gov.au. Please ensure that emailed documents include signatures where required.

Please note: failure to comply with these obligations is subject to a civil penalty provision (up to \$54,000 for a body corporate and \$10,800 for an individual per contravention), under s.305 of the RO Act. Finally, in maintaining the register of members, your attention is drawn to the circumstances where membership ceases to exist (s.230(2)(b) and s.171A of the RO Act).

Please do not hesitate to contact the Commission by phone on (03) 8661 7777 or by e-mail at orgs@fwc.gov.au if you wish to discuss the requirements outlined in this correspondence.

Yours sincerely,

Christine Hibberd
Adviser
Regulatory Compliance Branch

Obligation to lodge Annual Return of Information by 31 March

For full details see ss.230-233 of the *Fair Work (Registered Organisations) Act 2009* (the RO Act), and rr.147-151 of the *Fair Work (Registered Organisations) Regulations 2009* (the RO Regulations).

A copy of each of the following records must be lodged with the Fair Work Commission (the Commission) between 1 January and 31 March each year. They must be certified by a declaration stating that it is a correct statement of the information contained in that record, signed by the Secretary or such other elected official who is required under the rules, or by resolution of the organisation, to keep the relevant records (**other prescribed officer** see r.150 of the RO Regulations).

Failure to comply with these obligations is subject to a civil penalty provision – see s.305 of the RO Act.

Requirement	Details of requirement
Maintenance of Register of Members	A declaration by the Secretary or other prescribed officer certifying that the register of members has, during the immediately preceding calendar year, been kept and maintained as required by ss.230(1)(a) and (2) [s.233(1)(a)] Note: In maintaining the register of members, your attention is drawn to s.171A of the RO Act that outlines the circumstances where membership ceases to exist.
List of Offices	A list of the offices in the organisation and each branch (note the definition of office and officer in ss.6 and 9) [s.230(1)(b)]
List of Office holders	A list of the names, postal addresses and occupations of the persons holding the offices (note the definition of office and officer in ss.6 and 9) [s.230(1)(c)]
List of Branches	A record of the name of each branch of the organisation [s.230(1)(d) and r.147(a)]
New Branches	A record of the name of each branch that commenced operation in the previous 12 months [s.230(1)(d) and r.147(b)]
Old Branches	A record of the name of each branch that ceased operation in the previous 12 months [s.230(1)(d) and r.147(c)]
Addresses of Organisation and Branches	A record of the address of the office of the organisation and the address of the office of each branch [s.230(1)(d) and r.147(d)]
Elections in Organisation and Branches	A record of each election that must, under the rules of the organisation, be held during the year commencing 1 January of the year in which the return is lodged, for any offices in the organisation and branches of the organisation . [s.230(1)(d) and r.147(e)] Note: this provision does not relieve an organisation or branch from the separate requirement to lodge prescribed information prior to each election, as required by s.189 of the RO Act
Statement concerning number of members	A record of the number of members on 31 December in the previous year; and If the organisation has entered into an agreement relating to members of State unions under s.151(1) of the RO Act,- a record of the number of members of the organisation who were (on 31 December in the previous year) ineligible State members in relation to the organisation within the meaning of s.150 of the RO Act. [s.230(1)(d) and rr.147(f) and (g)]

Obligation to notify of changes within 35 days

If there are any changes during the year to the offices, officeholders, branches (where relevant) or the address of the organisation and/or its branches an organisation must, within 35 days of the change, lodge with the Commission, a notification of such changes certified by declaration signed by the secretary or other prescribed officer of the organisation to be a correct statement of the changes made [RO Act s.233(2) and RO Regulations r.151 refer].



FairWork
Commission

20 January 2017

Chief Executive Officer
Aged & Community Services NSW & ACT

By email: mail@acs.asn.au

Dear Chief Executive Officer,

**Aged & Community Services NSW & ACT
Annual Return of Information for 2017 [AR2017/86]**

This is a courtesy letter to remind you of the obligation to lodge an Annual Return of Information for 2017 in respect of the Aged & Community Services NSW & ACT by **31 March 2017**. However, for the reasons explained below, we strongly recommend that organisations lodge the Annual Return of information **as soon as possible**.

The new Registered Organisations Commission

The Registered Organisations Commission (the ROC) will be created in 2017.

Annual Returns of Information must be lodged with the Fair Work Commission until the ROC is established. Once the ROC is established, Annual Returns of information must be lodged with the ROC.

It is not yet known when the ROC will be established. We strongly encourage you to lodge the Annual Return of Information with the Fair Work Commission **as soon as possible** to avoid any potential administrative delays which may be caused by new email and postal addresses and contact phone numbers with the newly created ROC.

The Fair Work Commission will be providing information on the transition to the ROC through its subscription service and its website. For details about the subscription service, go to [Subscriptions](#) and subscribe to the Registered organisations information service.

Where to lodge your Annual Return of information

	Before the ROC is established	From establishment of the ROC
Where to lodge	Lodge your Annual Return of information with the Fair Work Commission	Lodge your Annual Return of information with the ROC
How to lodge	The easiest way to lodge your Annual Return of information is via email: orgs@fwc.gov.au	Lodgement methods are not yet known
Recommendation	Lodge with the Fair Work Commission as soon as possible to avoid potential delays	

What must be lodged?

A signed and dated declaration certifying matters prescribed in the *Fair Work (Registered Organisations) Act 2009* (the RO Act) must be lodged with the Fair Work Commission (the Commission). The matters to be included in the declaration are set out in the attached checklist.

In maintaining the register of members, your attention is drawn to the circumstances where membership ceases to exist (s.230(2)(b) and s.171A of the RO Act).

Once an Annual Return has been lodged, a copy will be posted on our website at [List of Registered Organisations](#). Therefore, to protect the privacy of the relevant office holders listed in the declarations, it is recommended that officers list their official mailing address rather than personal home address.

Who must sign the declaration?

The declaration must be signed by the Secretary, or where applicable, such other elected official who is required under the rules or by resolution of the organisation, to keep the relevant records (other prescribed officer). A declaration signed by a non-elected person does not meet this requirement.

Who lodges the Annual Return of information?

Section 233 places the onus of lodgement on the organisation and not on each individual branch. It is therefore the national body that is obliged to collate and lodge all of the required information. Annual Return templates are available on the Commission website at [Registered Organisations fact sheets](#), one for an [organisation with branches](#) and one for an [organisation without branches](#).

What happens if the information changes?

The Secretary, or other prescribed officer, must notify the Fair Work Commission (or the ROC when it is established) within 35 days of any changes to such records that may occur throughout the year.

Failure to comply with these obligations is subject to a civil penalty provision (up to \$54,000 for a body corporate and \$10,800 for an individual per contravention), under s.305 of the RO Act.

Please do not hesitate to contact the Commission by phone on (03) 8661 7777 or by e-mail at orgs@fwc.gov.au if you wish to discuss the requirements outlined in this correspondence.

Yours sincerely,



Marianne Kay
Adviser
Regulatory Compliance Branch

Obligation to lodge Annual Return of Information by 31 March

For full details see ss.230-233 of the *Fair Work (Registered Organisations) Act 2009* (the RO Act), and rr.147-151 of the *Fair Work (Registered Organisations) Regulations 2009* (the RO Regulations).

A copy of each of the following records must be lodged with the Fair Work Commission (the Commission) between 1 January and 31 March each year. They must be certified by a declaration stating that it is a correct statement of the information contained in that record, signed by the Secretary or such other elected official who is required under the rules, or by resolution of the organisation, to keep the relevant records (**other prescribed officer** see r.150 of the RO Regulations).

Failure to comply with these obligations is subject to a civil penalty provision – see s.305 of the RO Act.

Requirement	Details of requirement
Maintenance of Register of Members	A declaration by the Secretary or other prescribed officer certifying that the register of members has, during the immediately preceding calendar year, been kept and maintained as required by ss.230(1)(a) and (2) [s.233(1)(a)] Note: In maintaining the register of members, your attention is drawn to s.171A of the RO Act that outlines the circumstances where membership ceases to exist.
List of Offices	A list of the offices in the organisation and each branch (note the definition of office and officer in ss.6 and 9) [s.230(1)(b)]
List of Office holders	A list of the names, postal addresses and occupations of the persons holding the offices (note the definition of office and officer in ss.6 and 9) [s.230(1)(c)]
List of Branches	A record of the name of each branch of the organisation [s.230(1)(d) and r.147(a)]
New Branches	A record of the name of each branch that commenced operation in the previous 12 months [s.230(1)(d) and r.147(b)]
Old Branches	A record of the name of each branch that ceased operation in the previous 12 months [s.230(1)(d) and r.147(c)]
Addresses of Organisation and Branches	A record of the address of the office of the organisation and the address of the office of each branch [s.230(1)(d) and r.147(d)]
Elections in Organisation and Branches	A record of each election that must, under the rules of the organisation, be held during the year commencing 1 January of the year in which the return is lodged, for any offices in the organisation and branches of the organisation . [s.230(1)(d) and r.147(e)] Note: this provision does not relieve an organisation or branch from the separate requirement to lodge prescribed information prior to each election, as required by s.189 of the RO Act
Statement concerning number of members	A record of the number of members on 31 December in the previous year; and If the organisation has entered into an agreement relating to members of State unions under s.151(1) of the RO Act,- a record of the number of members of the organisation who were (on 31 December in the previous year) ineligible State members in relation to the organisation within the meaning of s.150 of the RO Act. [s.230(1)(d) and rr.147(f) and (g)]

Obligation to notify of changes within 35 days

If there are any changes during the year to the offices, officeholders, branches (where relevant) or the address of the organisation and/or its branches an organisation must, within 35 days of the change, lodge with the Commission, a notification of such changes certified by declaration signed by the secretary or other prescribed officer of the organisation to be a correct statement of the changes made [RO Act s.233(2) and RO Regulations r.151 refer].